



Digital Toolkit

DEPLOYMENT REVIEW



Template
Instructions

OBSERVATION COLLECTION

Definition

Observation collection consists of collecting examples of successes, innovations, challenges, mistakes, and other good and bad experiences so that we can adjust our approaches in the future based on the lessons we learn from these experiences.



This Template is not designed to supersede or replace existing reporting mechanisms used by the contingent. Rather, it is to be used by contingents who may not have a standardized means of collecting lessons learned information, or to complement existing reporting mechanisms by outlining the importance of including lessons learned information in these mechanisms and how this is done.

Purpose

The purpose of the Observation Collection Template is to assist deployed contingent personnel in collecting the necessary information to support the development of lessons and remedial actions which will allow the contingent to adjust its approach based on what it

has learned. By then sharing this information with the appropriate national stakeholders (national institutions, training centres and academies, and the United Nations), they will be able to adjust the training, doctrine and guidance materials used to prepare future contingents and personnel to ensure greater operational readiness and improved performance.

Who

This Template is for use by all deployed contingent personnel responsible for writing incident/after-action reports.

When

Incident report writing, whether carried out internally within the contingent or as part of United Nations Mission-specific reporting, is a routine process. This means that this Template may be used on an ongoing basis throughout the deployment when incidents from which we can draw lessons occur.

How

The Observation Collection Template is to be used to complement existing reporting mechanisms within the contingent. These include incident reports and after-action reports or reviews (such as post-exercise or post-operation reports or reviews). Where these exist, this Template can be incorporated into existing report templates where applicable to avoid requiring multiple templates for a single report. If necessary, it can also be attached as an annex. Alternatively, observations may be made directly by completing the Template and sharing it with the appropriate personnel within the contingent.

This Template can be completed either digitally (on computers, laptops, tablets or smartphones) or physically (written by hand), depending on standard practices within the contingent and the situation on the ground. However, when the Template is being completed physically, it is highly recommended that the information is also recorded digitally at the earliest opportunity.

It is recommended that the mobile application and Toolkit documents be downloaded and saved prior to deployment to allow for offline access if Internet connection is limited or not available in the field location.



Distribution, Recording and Archiving



Any changes to contingent practices (whether an innovative approach that should be replicated or a mistake that should be avoided) should be shared widely within the contingent to ensure a coherent response throughout the deployment. This information should also be recorded in a Lessons Learned Log to facilitate the identification of patterns and trends, such as issues that improve or deteriorate over time, and to ensure that the information is stored securely.

Furthermore, as the contingent's developed lessons and proposed remedial actions will form the basis of its final Deployment Report, it is vital that the information be recorded in such a log. This information will subsequently go on to be archived by the relevant national stakeholders and serve as a reference to guide responses to similar issues in the future. Care should also be taken to ensure that the appropriate security classification is used when distributing the observation based on the information contained within it.

Sample of a Completed Observation Collection Template

Administrative Details		
Name of Peacekeeping Operation	MINUSMA	
Reporting Unit	1 Pl, 3 Coy	
Report Drafter	Lt. Fatimata Diouf, (fdiouf@mod.org)	
Date Event Occurred	17/06/2021	
Date Report Filed	22/06/2021	
Location	XXXX camp; Sector North; Mali	
Key Words	Force Protection; non-lethal force	
TODCR Template Information		
T - Title	Non-lethal force capability gap	
O - Observation	Displaced persons camp guards have no escalation measure between using their voice and cocking a rifle to deal with aggressive individuals.	
D - Discussion	Context:	Personnel deployed to MINUSMA are required to conduct force protection duties. Gate guards have been confronted by drunk or aggressive individuals behaving in a threatening manner towards them or engaging in acts of violence.
	Expected Situation:	Currently, personnel on force protection duties are armed with a rifle. XXXX camp accommodates approximately XXXX displaced persons with a XXXX-strong UN contingent.
	Observed Situation:	Force protection personnel have been confronted with situations requiring intervention (e.g. violence between civilians or aggressive behaviour towards gate guards). Escalation to the threat of lethal force has not been necessary. Any shot fired (whether baton gun, warning shot or a shot to kill) would likely cause mass panic with civilians in the camp. It is worth noting that non-lethal weapon systems are common across other troop-contributing countries, force protection units and contracted security on this Mission. It is also worth noting that there are large numbers of civilians living in the camp that is often a tense place, with robberies occurring frequently. Many civilians within the camp carry their own visible personal weaponry for personal protection.
	Impact:	Without a non-lethal capability, guards might be forced to escalate their posture to protect themselves or intervene to protect others. This has the potential to cause an unnecessary heightening of tension in the camp.
	Cause:	No non-lethal capability for personnel on guard duty.
C - Conclusion	If a non-lethal capability was available, these situations could be dealt with and de-escalated quickly without the need to resort to excessive shows of force. Guard personnel require a quiet, non-lethal escalation measure to keep individuals, small crowds and stone-throwers posing a threat at arm's length.	
R - Remedial Action	Each location should hold a small number of hickory sticks, or similar, to allow a stand-off, non-lethal response to acts of aggression or violence. These would be used by force protection personnel only, and these personnel should receive the necessary training for their use.	
Metadata		
Point of Contact	FP Platoon Commander: Lt. Fatimata Diouf, fdjouf@mod.org	
Time	Ongoing – Typically in evenings	
Deployment Phase	In-mission	
Mission Impact	2 – Medium Impact	
Area of Focus	Mission-specific Skills & Capabilities	
Line of Capability Development	Materiel	
Classification Level	Unclassified	

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