

Core component of the institutional response to COVID-19	Questions
<p><b>Technical aspects</b> – Mobilisation of technical experts, sharing of key scientific findings, development of relevant guidance, working with technical partners, communication; technical coordination</p>	<p><b>Question for Chairs of <i>Ad hoc</i> groups, key partners and OIE staff:</b></p> <ul style="list-style-type: none"> <li>o How effective was the OIE’s support in facilitating the development of the guidance?</li> </ul> <p><b>Questions for Delegates:</b></p> <ul style="list-style-type: none"> <li>o How useful was the guidance? Did the OIE add value and how did we add value?</li> <li>o Were guidelines clear enough from a technical perspective implemented?</li> <li>o Were the standards clear for reporting and was the process clear in terms of reporting?</li> </ul>
<p><b>Event management</b> – Managing disruption to planned events and adapting to new ways of working (e.g. General Sessions, Regional Meetings, <i>Ad hoc</i> Groups, etc.)</p>	<p><b>Questions for Presidents of Specialist Commissions, OIE Council members and OIE staff:</b></p> <ul style="list-style-type: none"> <li>o What were the key events that were supposed to take place?</li> <li>o What happened?</li> <li>o What worked, what did not and why not?</li> <li>o What were the initiatives taken by the OIE that were not expected but appreciated?</li> </ul> <p><b>Question for the OIE Council members:</b></p> <ul style="list-style-type: none"> <li>o What worked well and did not work in terms of managing and communicating the changes to events?</li> </ul>
<p><b>Institutional communication</b> – Clear communication of evolving issues with staff, regions, Members, key partners and liaisons</p>	<p><b>Questions for key liaisons and partners:</b></p> <ul style="list-style-type: none"> <li>o What worked well in terms of communicating with key partners and liaisons?</li> <li>o What did other organisations do that the OIE could learn from or do differently in terms of communication as the issue evolved?</li> </ul> <p><b>Questions for staff:</b></p> <ul style="list-style-type: none"> <li>o Did staff feel that they were updated appropriately on both technical and non-technical elements in the response?</li> <li>o What did other organisations do that the OIE could learn from or do differently in terms of communications as the issue evolved?</li> </ul>
<p><b>HR &amp; Logistics</b> – Safety and well-being of staff, provision of office equipment, support to working from home, maintenance of HQ, staff access, etc.</p>	<p><b>Questions for staff:</b></p> <ul style="list-style-type: none"> <li>o What worked well in terms of ensuring the safety and well-being of staff, as well as support for working from home, maintenance and access to the office? What did not work well?</li> <li>o Were there expectations that you had for the OIE, in terms of what should have been done? What were these expectations?</li> <li>o What are the key lessons that HR and Logistics could learn from?</li> </ul>