NUII Tech Talk

Emergency Preparedness

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Information and Systems Security/Compliance

January 31, 2012
What If......
University of Iowa
Motor Pool Facility
What is an emergency?

• A sudden unforeseen crisis (usually involving danger) that requires immediate action
  – A "disaster" is a large-scale emergency—even a small emergency left unmanaged may turn into a disaster.

• Can occur any time, any where, to anybody

• Potential effects
  – Threaten life or safety
  – Disrupt operations
  – Loss of Current and future funding
  – Cause physical or environmental damage
  – Shut down institution
  – Threaten revenue
  – Threaten reputation
Mission of Emergency Preparedness

- Protect life and safety
- Protect assets
- Protect reputation and public confidence
Emergency Management Overview

• Emergency Response Framework
  – Emergency Support Functions (ESF)
• University Response Centers (URC)
• Unit Plans
• Communications Plan
• Legislation

www.northwestern.edu/UP/emergency
Unit Plans

• Prepare NUIT, administrative, academic, and research units to take immediate and appropriate action
• Eliminate the need for "guesswork"
• Provide an organized approach in recovery and continuity efforts
• Each unit hold annual meeting with staff to review the plans, policies, and procedures
So what is the difference between EM & BCP?

• **Emergency management** is the process through which the University **prepares, responds and recovers** from disruptive events (e.g. terrorism, earthquake, pandemic flu). Response operations are led by emergency responders.

• **Business continuity** is the process through which NU departments plan for the **continuity** of operations and **resumption** of business after life safety operations have stabilized. Operations are managed by administrative department, academic departments, and research units.
Business Continuity Plan

Objective

• Reduce consequences of disaster to acceptable levels
  – Impact of disaster
    • Loss of reputation
    • Loss of current and future funding
    • Loss of revenue

• Ensure the viability of the institution
Plan Components

- Crisis Management – Immediate response to a disrupting event
- Disaster Recovery – process to recover, restore, and activate system, service, or process
- Business Continuity – processes, actions, alternate plans to follow during recovery process
- Business Resumption – Business processes and functions are sufficiently operating to return to normal business status
Disaster Recovery vs. Business Continuity

- **Disaster Recovery** – Process to recover, restore, and activate system, service, or process

- **Business Continuity** – Processes, actions, alternate plans to follow during recovery process

- Example
  - Order Processing System failure
    - DR – Acquire new machine, load application, load data, test, go live
    - BC – Record incoming orders via paper, deliver to TNS twice daily, etc.
Where Are We Now?

• Plan development
  – All administrative departments: Complete
  – All academic schools: Complete
  – Research Centers and related departments: In Process
  – ~80 plans

• Annual Update – 3rd cycle
Where Are We Going?

- Move toward **Departmental Cross-Unit Function-Based** plans
- Focus on training and exercise
Function Centric Plans

• Provide comprehensive, integrated approach to maintain core functions or services for the University during a crisis

• 4 step process
  – Critical function identification
  – Dependency identification
  – Cross unit plan integration
  – Walkthrough and exercise

• Fin ops
  – Cash in / Cash out

• University Services & Student Affairs
Goal of Exercise and Training

• Identify essential elements
  – Are procedures appropriate?
• Gap identification
  – Are procedures inclusive?
• Familiarity w/ procedures
  – Reduces decisions
  – Reduces confusion
  – Reduces recovery time
  – Reduces total cost of crisis
Two Tiered Focus

• Training
  – FEMA courses
    • Introduction to the Incident Command System for Higher Education
      – training.fema.gov/EMIWeb/IS/IS100HE.asp
    • NIMS an Introduction:
      – training.fema.gov/emiweb/is/is700a.asp

• Plan Exercise
  – Walkthrough and/or tabletop
Communications Goals

- Provide alert to target population of developing emergency
- Provide direction on actions to take
- Provide source for information updates and further information
Communications Channels

- Emergency Notification System
- Outdoor Alert System
- Web Pages – [www.northwestern.edu/emergency](http://www.northwestern.edu/emergency)
- Bulk Email
- Voicemail
- In Building Fire Alarms
- Campus Radio Station
- Two Way Radios
- Local Media
- Departmental Telephone Trees
- Signage / “Runners”
- Word of Mouth
Emergency Notification System
  – Faculty/Staff – up to 3 telephone numbers, text messaging, e-mail
    • FASIS Self Service Personal Information / Phone Numbers
    Vs. Family Emergency Contacts
  – Students – up to 2 telephone numbers, text messaging, e-mail
    • Caesar Student Center / Review Emergency Info.
# Emergency Notification System

## Self Service

Navigate to your self service information and activities.

<table>
<thead>
<tr>
<th>Benefits</th>
<th>SITERCITY</th>
<th>Employee Conflict of Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NW SITERCITY</td>
<td>Employee Conflict of Interest</td>
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<tr>
<td>Benefits Enrollment</td>
<td></td>
<td>Conflicts of Interest</td>
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<tr>
<td>Benefits Information</td>
<td></td>
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<tr>
<td>Benefits Summary</td>
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<table>
<thead>
<tr>
<th>Employee Absences</th>
<th>Online Directory</th>
<th>Personal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NW Online Directory</td>
<td>Review and update your personal information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter Absence Information</td>
<td></td>
<td>Home and Mailing Address</td>
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<tr>
<th>Payroll and Compensation</th>
<th>Recruiting and Job Openings</th>
<th>Learning and Development</th>
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<tr>
<td></td>
<td>Apply for Job</td>
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<tr>
<td>Employment Information</td>
<td></td>
<td></td>
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<tr>
<td>View Paycheck</td>
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<td>Direct Deposit</td>
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[www.northwestern.edu/hr/hris/selfservice/index.htm](http://www.northwestern.edu/hr/hris/selfservice/index.htm)
# Emergency Notification System

## Phone Numbers

**Wilma Wildcat**

Enter your phone numbers below.

<table>
<thead>
<tr>
<th>Phone Type</th>
<th>Telephone</th>
<th>Extension</th>
<th>Preferred</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular</td>
<td>555/555-5555</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Phone 1</td>
<td>847/555-5555</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Off Campus Phone</td>
<td></td>
<td></td>
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<tr>
<td>Voice Mail Phone</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Work Phone 1</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Work Phone 2</td>
<td></td>
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</tbody>
</table>

[Return to Online Directory](#)
• Smartphone or other Mobile Device
  – Text Messaging
  • To “Opt-In” text “SUBSCRIBE NU” to 23177
  – Check E-mail
  – Monitor NU Emergency Information Website (www.northwestern.edu/emergency)

• Utilize VOIP Personal Agent features
  – Customized Call Routing
Sharlene Mielke, CBCP

- Certified Business Continuity Professional
- DR/BC planning/coordination beginning with Y2K preparedness efforts
- Member of NU’s Emergency Operations Planning Group and Business Continuity Planning Group
- Work closely with NU Office of Emergency Management
Questions Comments

FASIS Self Service Help –
www.northwestern.edu/hr/hris/selfservice/index.htm
hrishelp@northwestern.edu
7-4800

Caesar Help –
ses.northwestern.edu/
caesar@northwestern.edu
1-HELP Option 3

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Backing Up Data

January 31, 2012

Rosa González

Distributed Support Specialist
Reasons to Backup

- Even the most technically-savvy can fall victim to data loss
  - Theft
  - Natural disaster
  - Hardware failure
  - Software failure (e.g., file corruption)
  - User error (e.g., accidental deletion, file overwritten)
  - Malicious activity (e.g., virus infection)
• Average cost to recover hard drive data: $300

• Depending on the situation, cost can be as high as $3,000

• Not everything can be recovered!
What a Good Backup Strategy Looks Like

• A good backup tool should enable backups that are:
  – Regular and frequent
  – Incremental & Differential
  – Off-site
  – Verified
  – Complete
CrashPlan Pro

• Cross platform supports the following operating systems: Windows, Mac OS, Linux, and Solaris
• Users have the ability to exclude files and folders
• Common files that may be excluded are:
  – .mp3, .mp4, .iso, .mov, .wmv, .jpeg, .bmp which are used for Music, Videos, and Pictures
Personal Data

- Web-based storage options
  - Many are free for a small amount of data
  - Very affordable for larger amounts of data
  - CrashPlan Pro is available at a discount for faculty and staff: http://www.crashplan.com/nu/store.vtl
- Time Machine for Macs
- External hard drives
- CDs/DVDs deteriorate over time and are easily lost or stolen
- Flash drives are easily lost and can be unreliable
• Mobile devices such as phones and tablets can be backed up
• Options include:
  – SD card
  – Software
  – Web
Support and Questions

- Visit the NUIT Web site for more details about backing up your data

Contact the NUIT Support Center

- Call: 847-491-HELP (1-4357)
- Submit a request: https://itsm.northwestern.edu/SM7/ess.do
- E-mail: consultant@northwestern.edu