Emergency Planning

March 2, 2010

Sharlene Mielke
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
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
• Ensure viability of the organization
• Protect reputation and public confidence
Plan Objective

Reduce Consequences of Disaster to Acceptable Levels*

– Impact of Disaster
  – Loss of Reputation
  – Loss of Current and Future Funding
  – Loss of Revenue
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
Unit Plans

- Prepare NUIT 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
Disaster Recovery Plan Components

• RTO – Recovery Time Objective
• RPO – Recovery Point Objective
• Dependencies
• Backup Strategies
• Critical Dates
• Restoration Outline/Checklist
• Customer/Vendor Contacts
How does NU prepare?

• Plan and Practice
  – Risk Assessment and Impact Analysis
  – Prevent and Mitigate
  – Emergency Operations Plan
  – Recovery, Continuity, Restoration, and Resumption
  – Institutional Exercises
Emergency Operations Plan

- University Response Centers (URC)
- Unit Plans
  - Unit Coordinators
  - Critical Functions and Roles
  - Fire Marshalls
  - Rally Points
- Communications Plan
Emergency Operations Plan

- University Response Centers (URC)
  - Deployment of actual responders and resources
  - Deployments are coordinated in the EOC
  - Coordinating link to a position in the EOC
  - Provide operational information and damage assessment reports to the EOC
  - URCs may activate independently
NUIT Initiatives

• Y2K

• 2002 Department Initiative
  – Team
  – Development of Plan Template
  – Critical Item list
  – Independent Consultant Review

• It’s Alive
  – Annual Review Process
  – Exercise
Communications Goals

• Provide alert to target population of developing emergency
• Provide direction on actions to take
• Provide source for information updates and further information
Importance

• Health and safety
• Mobilization – crucial to mobilize first responders and critical staff
• Consistent Message / Rumor Control
• Property Protection / Physical Security
• Organizational Safety
• Sets the foundation for Reputation Recovery
• Legal and Regulatory Requirements
Communications Channels

- Emergency Notification System
- Outdoor Alert System
- Web Pages
- Bulk E-mail
- Voicemail
- In-Building Fire Alarms
- Campus Radio Station
- Two-Way Radios
- Local Media
- Departmental Telephone Trees
- Signage / “Runners”
- Word of Mouth
Communications Plan

- Abbreviated message to voice mailboxes
- Notify NUIT-Alert contacts
- Notify NUIT Staff and UNITS listservs
- Enact NUIT calling trees
- Record a message on the 1-HELP
- E-mail students in the @u.northwestern.edu system
Emergency Communication

• Emergency Notification System
  – Faculty/Staff – up to 3 telephone numbers, text messaging, e-mail
    • HRIS 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

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<th>SITTERCITY</th>
<th>Employee Conflict of Interest</th>
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<td><strong>Benefits</strong></td>
<td><strong>SITTERCITY</strong></td>
<td><strong>Employee Conflict of Interest</strong></td>
</tr>
<tr>
<td>- Review health, insurance, savings or other benefits information.</td>
<td>- NW SITTERCITY</td>
<td>- Conflict of Interest</td>
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<td>- Benefits Enrollment</td>
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<td>- Benefits Information</td>
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<td>- Benefits Summary</td>
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<tr>
<td><strong>Employee Absences</strong></td>
<td><strong>Online Directory</strong></td>
<td><strong>Personal Information</strong></td>
</tr>
<tr>
<td>- Review and update your vacation, sick and personal floating holidays.</td>
<td>- NW Online Directory</td>
<td>- Review and update your personal information.</td>
</tr>
<tr>
<td></td>
<td>- Enter Absence Information</td>
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<tr>
<td><strong>Payroll and Compensation</strong></td>
<td><strong>Recruiting/Job Openings</strong></td>
<td><strong>Learning and Development</strong></td>
</tr>
<tr>
<td>- Review your pay and compensation history. Update your direct deposit and other deduction or contribution information.</td>
<td>- Recruiting Activities</td>
<td>- Add or review information related to learning and other development such as: languages, licenses and certificates, competencies, and memberships.</td>
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<tr>
<td></td>
<td>- Employment Information</td>
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<td>- View Paycheck</td>
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[http://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>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular</td>
<td>555/555-5555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Phone 1</td>
<td>847/555-5555</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

- [Cellular](#)  
- [FAX](#)  
- [Home](#)  
- [Off Campus Phone](#)  
- [Voice Mail Phone](#)  
- [Work Phone 1](#)  
- [Work Phone 2](#)

[Return to Online Directory](#)
Getting the Message

• Smartphone or other mobile device
  – Text Messaging
  – Check E-mail
  – Monitor NU Emergency Information Website

• Utilize VOIP Personal Agent features
  – Customized Call Routing
HRIS Self Service Help –
http://www.northwestern.edu/hr/hris/selfservice/index.htm
hrishelp@northwestern.edu
7-4800

Caesar Help –
http://www.northwestern.edu/caesar/help/
caesar@northwestern.edu
1-HELP Option 4 then option 1

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Backing Up Data

March 2, 2010

Matt Gruhn
Distributed Support Specialist
Even the most technically-savvy can fall victim to data loss

- Theft
- Hardware loss
- Hardware failure
- Natural disaster
- Software failure (e.g., file corruption)
- User error (e.g., accidental deletion)
- Malicious activity
Data Recovery

- Average cost to recover hard drive data: $900
- Depending on the situation, cost can be as high as $4,000
- 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
  – Off-site
  – Verified
  – Complete
• NUIT’s recommended backup utility is Iron Mountain Connected Backup
  – Daily, incremental, off-site backups
  – Online management and monitoring
  – Small client installed on each computer
  – Ability to “heal” – restore a computer to an earlier state
  – Monthly fee
  – Automatic maintenance
  – Available for PCs and Macs
Personal Data

- Web-based storage options
  - Many are free for a small amount of data
  - Very affordable for larger amounts
- External hard drives
- Time Machine for Macs
- CDs and DVDs deteriorate over time and are easily lost or stolen
- Flash drives are easily lost and can be unreliable
Visit the NUIT Web site for more details about backing up your data.

Contact the NUIT Support Center

Call: 847-491-HELP (1-4357)
E-mail: consultant@northwestern.edu
IM: www.it.northwestern.edu/supportcenter/livechat.html
Visit: 1800 Sherman Avenue, Evanston, IL