NUIT Tech Talk

Emergency Preparedness

March 1, 2011

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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 anytime, anywhere, to anybody

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

- Protect life and safety
- Protect assets
- Ensure viability of the organization
- Protect reputation and public confidence
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
- Bulk E-mail
- 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
    • 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 Information
# 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></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular</td>
<td>555/555-5555</td>
<td></td>
<td></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>
<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 Web site
  - Opt-in to text messaging notifications
    - Text “subscribe nu” to 23177
- Utilize VoIP Personal Agent features
  - Customized Call Routing
  - NUIT Tech Talk “Can You Hear Me Now?”
  - Feb 1, 2011

www.it.northwestern.edu/learning/events/
How does NU prepare?

• Plan and Practice
  – Risk Assessment and Impact Analysis
  – Prevent and Mitigate
  – Emergency Response
  – Recovery, Continuity, Restoration, and Resumption
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
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 units plan for the resumption of business after life safety operations have stabilized.
Emergency Management Overview

- Legislation
- Emergency Response Framework
  - Organizational Chart (see next slide)
  - Emergency Operation Centers
  - Operational Levels
  - Threat Assessment Group
  - Emergency Support Functions
  - Emergency Operation Planning Group
Emergency Operations Plan

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

- Emergency Support Functions (ESF)
  - 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
Unit Plans

- Prepare NUIIT, 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 holds annual meeting with staff to review the plans, policies, and procedures
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.
Business Continuity Planning
Overview

Productivity

Disaster Event Occurs

Productivity Loss

Time

*Source: DRI International Introduction to Business Continuity Planning, March 2003*
Business Continuity Plan Components

- RTO – Recovery Time Objective
- PRO – Recovery Point Objective
- Dependencies
- Backup Strategies
- Critical Functions and Dates
- Interim Processes and Functions
- Restoration Outline/Checklist
- Customer/Vendor Contacts
Unit Critical Timeline Review

- Critical time periods for your unit
- Critical time periods for your upstream/downstream unit
- Why this is important with relation to EM and BCP
NUIT 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 1-HELP
- E-mail students in the @u.northwestern.edu system
• Y2K
• 2002 Department Initiative
  – Team
  – Development of Plan Template
  – Critical Item list
  – Independent Consultant Review
• It’s Alive
  – Annual Review Process
  – Exercise
HRIS Self Service Help –

http://www.northwestern.edu/hr/hris/selfservice/index.htm
consultant@northwestern.edu
847-491-HELP (4357)

CAESAR Help –

http://www.northwestern.edu/caesar/help/
consultant@northwestern.edu
847-491-HELP (4357) Option 4 then option 1

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Backing Up Data

March 1, 2011

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Distributed Support Specialist
Reasons to Backup

- 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
• 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 is currently in the process of contract negotiations with a new backup provider
• Please watch for details in the coming weeks
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)
Submit a request: https://itsm.northwestern.edu/SM7/ess.do
E-mail: consultant@northwestern.edu