

Building a Contingency Plan

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Computing Support Meeting

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Overview

- Prepare your people
- Develop a communications plan
- Assess vulnerabilities and a build contingency toolkit
- Practice, test, and incorporate lessons learned

Prepare your people

- Promote family preparedness
- Establish an “out-of-area” contact
- Equip staff with office “emergency kits”
- Invest in non-structural hazard mitigation such as securing bookshelves, cabinets, and computer monitors
- Develop and practice evacuation plans

Develop a communications plan

- Educate staff about UW information hotlines:
 - **206-UWS-INFO** or 1-866-UWS-INFO
 - **www.washington.edu** or **emergency.washington.edu**
- Establish departmental staff hotline/Web site.
 - *Provide timely updates to staff regarding event*
 - *Solicit employee status for virtual roll call and availability*
- Identify key staff and maintain current contact information – wallet cards.
- Designate departmental coordination center for emergency events and equip with voice and data.
- Use conference bridge for on-the-fly coordination.

Assess vulnerabilities and build a contingency toolkit

- Incorporate disaster recovery planning in all day-to-day operations and service solutions
- Conduct comprehensive analysis of vulnerabilities, single points of failure, and dependencies
- Develop contingency solutions that fit your environment and budget

Contingency Toolkit

- Consider alternative dial tone such as UW's Emergency Communication System (ECS), cellular, and satellite
- Prioritize key numbers and establish alternate answering destination (voice mail, cell, home department)
- Use mobility solutions for essential staff – Extension-to-Cellular, IP Phones, WiFi
- Create pager group lists for remote workers

Contingency Toolkit (cont'd)

- Develop a work-at-home strategy for your key staff to ensure continuity of critical functions
 - C&C is available to assist with technology solutions
- Maintain conference bridge to facilitate collaboration and group briefings
- Develop a backup and restoration plan for essential data and services
- Partner with out-of-area colleagues to provide reciprocal backup and redundancy

Practice, test, and incorporate lessons learned

- Practice your plan whenever opportunities arise – scheduled outages, smaller scale events, upgrades
- Test your plan and contingency solutions regularly through drills and exercises
 - April is Earthquake Preparedness Month
 - September is Emergency Preparedness Month
- Maintain your plan and incorporate lessons learned and new information

Questions?

- scottm@washington.edu
- 206-543-5411 (24x7)

If an emergency occurs, contact C&C:

- customercare@cac.washington.edu
- **206-221-5000** (24x7)
- 1-877-UW-CAC-IT (emergency backup)

Educational Outreach Fire 12/19/02

- Just after 7 AM – C&C system alarms notify loss of voice and data at Don Olson Building.
- Loss of service to three buildings – Don Olson, King, and Plaza Buildings (approximately 300 lines).
- 8-9 AM – Redirect key departmental numbers to voice mail and alternate locations.
- 9 AM – C&C on-site and coordinating with UWEO leadership team and other responders – developing initial recovery plan for UWEO Registration.

Educational Outreach Fire Response

- 9-10 AM – C&C readies Bowman conference room with telephones and computers for UWEO
- 10-11 AM – C&C activates Extension to Cellular for key UWEO staff.
- 10 PM – C&C completes restoration of voice/data service for King Building and UWEO recovery team (150 lines) by implementing a new voice switch, re-routing critical fiber pathways, and cabling King building.

UWEO Recovery Efforts

- 12/20/02 – Registration resumes operation in King
- 12/23/02 – Key administrative and support functions resume in temporary space in King Building
- 12/24/02 – Initial connectivity provided for UWEO computing restoration at Roosevelt Commons
- 1/03/03 – New voice and data service working at 600 Plaza; Roosevelt Commons underway
- 1/06/03 – UWEO resumes operation in interim offices at Roosevelt Commons and 600 Plaza with full voice and data services

BizTech 2006 Technology Roundup

- March 15, 2006 -- 9 AM – 3 PM
- HUB Ballroom

Visit **C&C Corral** to see the latest solutions for:

- Work on Campus/At Home/On the Road
- Collaborating with Colleagues
- Security and Backup
- Developers and Technical Support