

Campus Crisis Management

Is the awareness, planning and infrastructure of University IT departments up to the challenge?



Communities have a firm expectation that Universities .., will respond professionally and caringly to Crisis situations



Five killed in Illinois university mass shooting

By Tom Leonard in New York and Bonnie Malkin

Map of Presentation

- What is a Crisis?
- Run Through – a typical evolution of a crisis
- How did we go?
- Where to from here?
- - Crisis Management Team
 - Communications
 - Crisis Management Plan
- Review
- Recovery
- Learning's

What is a Crisis?

DR planning, business continuity planning and sustainability are all important

There is no commonly or widely accepted definition of the word "crisis"

"An unplanned, unmitigated disaster"

A Crisis may be;

A chemical or biological leak

A controversial media statement

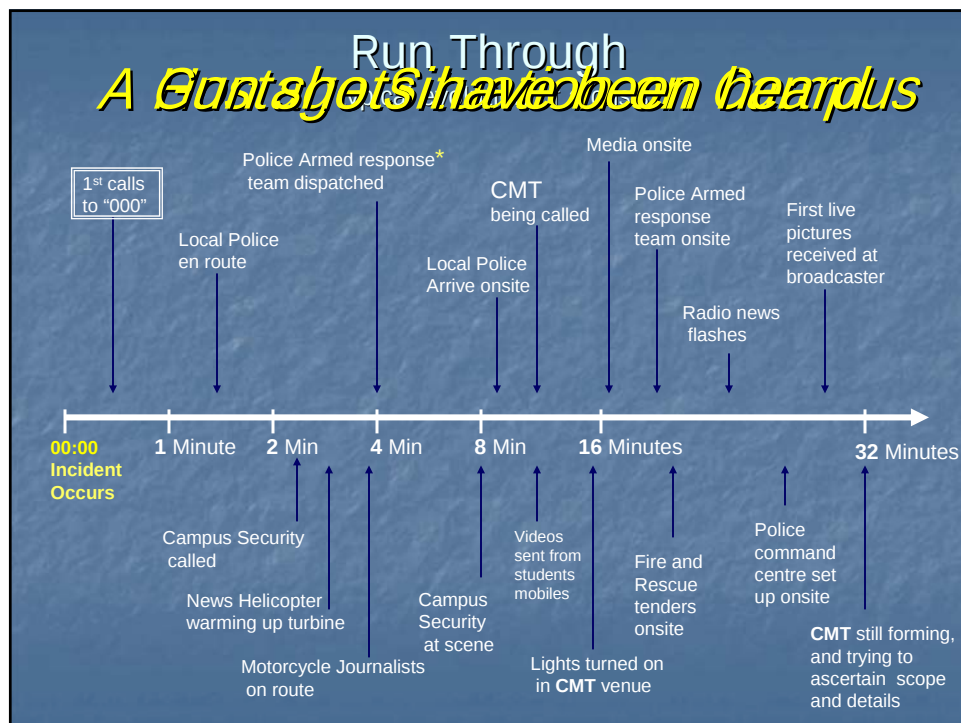
A business continuity interruption

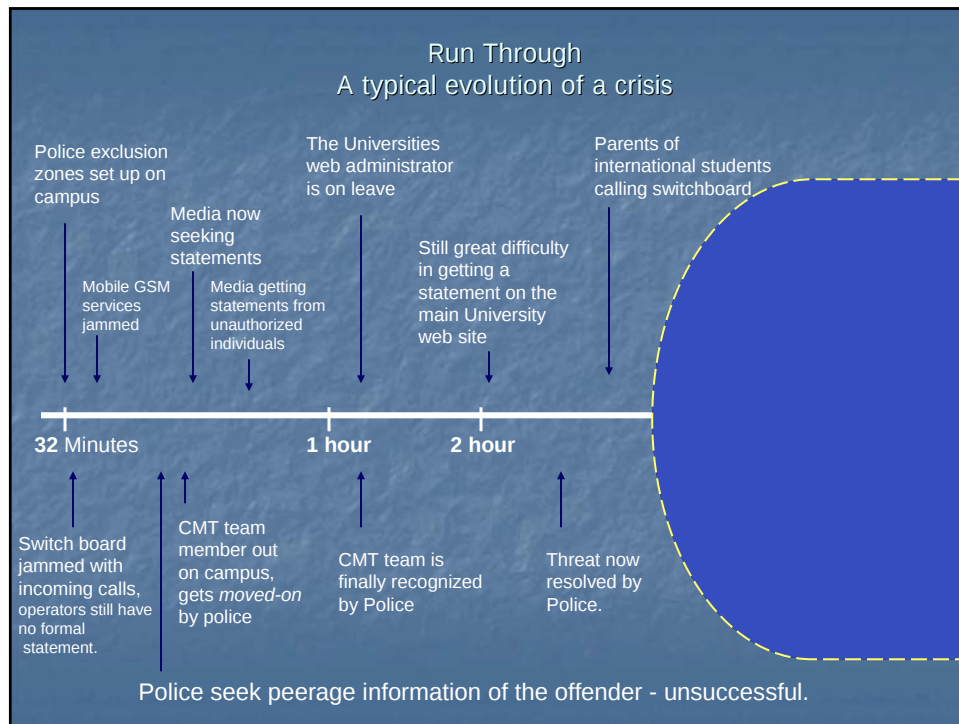
Accidents or criminal behaviour

Extreme weather or environmental conditions

Lets Run Through
a typical evolution of a crisis*

A Hostage Situation on Campus





So how did we go?

Maybe some room for improvement*

Incident Containment

Media Control & Diverse Communications

Recovery – to normal business activities

Where to from here?



Where to from here?

1. Define a Crisis Management Team – “CMT”
2. Design practical Communications solutions for the CMT – that can operate in a variety of crisis situations.
3. Develop and communicate a Crisis Management Plan.

1. Define a Crisis Management Team

- Roles **Purpose and Tasks**
- Responsibilities
- Suitable Venue and support systems
- Mobility **Be prepared to relocate**

2. A Crisis Management Plan

- Incident 1. Student data
- Crisis 2. Staff data
- of IT e 3. Pay
- Access 4. Radio Communications plan
- 5. Traffic control plan
- 6. Medical & Counselling Plan
- 7. raphic failure

Plans do work!

UQ IT helpdesk and switchboard operators were moved to a DR centre
- in half a day



3. Communications for the CMT

- A. Interface between Emergency Services and key University stakeholders.
- B. Correct interpretation of information to hand.
- C. Systems for pre defined dissemination of information.
- D. Resilient Telephone Systems.



Resilient Telephone Systems

Mobile Phones: Have SIMS from alternate carriers

Several hand held Radios, linked to the Campus Security radio system – on their own frequency

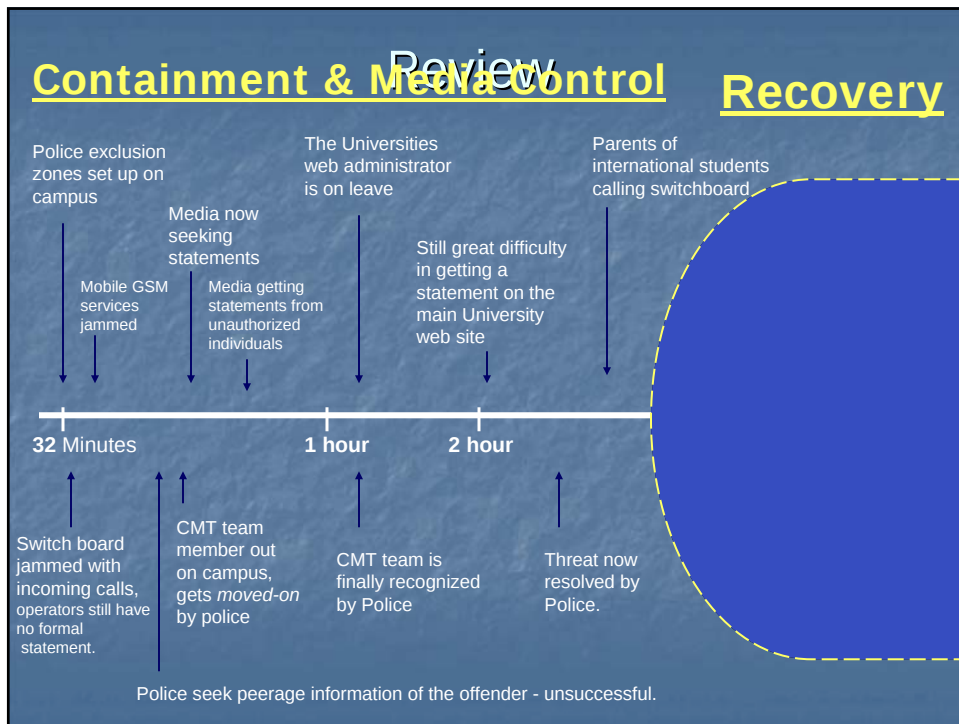


Cam
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Switch





Recovery

This is the “mopping-up” immediately after the incident

- Restoration of Order
- Psychological First Aid, Counseling
- Restoration of Support Systems
- More detailed media communications
- Restoration of Business Activities

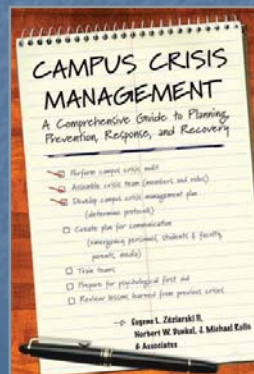
Learning's



Acknowledgement: Campus Crisis Management; Eugene L. Zdziarski II, Norbert W. Dunkel, J. Michael Rollo.

Maintaining a Crisis management Focus

A crisis management plan is a proactive plan – not a static plan



Campus Crisis Management:
**A Comprehensive Guide to Planning,
Prevention, Response, and Recovery.**
Hardcover: 356 pp.
~ \$45.00 Aus

ISBN: 0-7879-7874-4.

Questions