

Getting Started-Secondary

- Identify costs or alternatives available to the redundancy plan options- Example- Electronic backups of data records, servers etc....
- Identify providers of services that may require an MOU for the delivery of services- Examples?
- Compile a comprehensive list of resources necessary to resume operations. Go over it, review it, update it, and use it to identify MOU's.

Resources- A Quick List

- | | |
|-------------------------------------|----------------------------------|
| • HVAC Providers | • Communications |
| • Assessor/Appraisals | • Electricians |
| • Attorneys | • Excavating Contractors |
| • Depositories | • General Contractors |
| • Bus Companies | • Plumbing and Plumbing Supplies |
| • Churches | • Septic Contractors |
| • Cleaning and Restorative Services | |

Resources- A Quick List

- | | |
|------------------------|----------------------------|
| • Counseling Agencies | • Structural Engineer |
| • Crane Services | • Environmental Services |
| • DPI | • Fencing Companies |
| • DNR | • Food Services and Supply |
| • Emergency Services | • Fuel Services |
| • Emergency Government | • Garbage Removal |
| • Emergency Shelters | • Generators |
| | • Glass Companies |

Resources- A Quick List

- Grade and Other Schools
- Hardware Supplies
- Hospital and Medical Services
- Insurance
- Mobile Decontamination
- Movers and Storage
- On Site- Portable Sanitation
- Pest Control
- Public Services
- Radio and Media Outlets
- Security Companies
- Software Support and Computer Operations
- Temporary Services
- Towing Services
- Village/Town Government
- Tree Removal
- Utilities
- Weather Service

Getting Started-Secondary

- Address the issue of communications and public information as part of continuity/recovery. Don't assume everyone knows.
- Identify Recovery Planning Sites- Backups

Getting Started-Secondary

- Plan for the recording of charges and accounting of the recovery/continuity process
- Plan for the maintenance of financial and loss records- Contact insurance carriers as necessary
- Plan for maintenance and testing of the plan
- Plan for the recording and safe keeping of sensitive passwords- Firewalls etc.....
- Develop and write the checklists for plan use in a disaster or event

Response Protocol- BCP- Before you write the plan document!

Determine how the plan will be implemented and under whose authority- Establish Response Protocol to the BCP

1. Detect and determine a disaster condition- Crisis Response Team (CRT)
2. Notify Persons Responsible for Recovery-BCPT (Business Continuity Plan Team)
3. Initiate the BCP
4. Activate ICS as Necessary
5. Disseminate Public Information
6. Provide Support Services- Primary and call in as necessary

Getting Started- Tertiary

- Write the Plan- Draft Form
 - Share with team members before review session
 - Come prepared to discuss plan and operations
 - Be critical of the efforts and diagnose problems with vision of: What if?
 - Recommend adoption of the plan through motion and forward to the BOE- Becomes formal BOE policy.

A Good Example and Lesson

- Power Outage- May 13, 2009
 - 4:30 power out to school- West/Center- Line cut on property- impact 100,000 sq. ft- Electric and fire control
 - Recovery team on site by 4:45
 - Inspection of damage and loss of utility determined to be severe
 - Resources and specialists called in
 - Team determines at 7:30 p.m.- Late start is in order- Resources being brought in to resume operations by 9:30 a.m.

Lesson Continued

- 8:11 P.M. Instant alert to staff notice of LS and situation
- 8:20 P.M Instant Alert to all students inform of LS
- 8:40-9:30 P.M.- Operations considerations and alternate sites for classes developed- Contingency
- 10:00 P.M. Sleep

Thursday May 14, 2009

- 6:30 a.m. First portable generator on site
- 7:30 a.m. Backup generator running and powering small circuit operations- No HVAC
- 8:30 a.m. Phone system switched to different circuits and operational
- 8:30 Staff report to school- Meeting
- 9:30 a.m. School starts with modified locations and limits on power
- 9:30-3:00 Additional generation capacity provided and power restored to impacted areas
- 3:30 p.m. Network powered down for night
- 8:00 p.m. Backup generator powered down for night

Friday May 15

- 7:25 a.m. Classes run as normal
- 9:00 a.m. Network switched back on with generated electricity to switches
- Generated power at school for 2 weeks or so. Sum total- Recovery took more than two weeks to become fully sound. Educationally:
 - We lost 2 hours of instruction.
 - Lost network capability for 36 hours
 - Lost phone system for 16 hours
 - Lost HVAC for 1 week- Windows and cooler temps helped.
- The plan worked because we were prepared.

One Final Thought

- Recovery takes time to plan for, implement, and write. Recovery or Business Continuity Planning is the final requirement in comprehensive safety. Never discount its importance.

Module 9 Part 4

The After Action Review

Event Debriefing After Action Review

- **A required element- Construct a board and save it**
 - Include key players from all jurisdictions involved
 - Include if available persons affected by the situation
 - Analyze events, timelines, decisions, notes
 - Be critical
 - Take corrective actions and update the plan
 - Don't forget the recovery phase
- **Use an Incident-Action-Response Board to aid in debriefing situations**
 - Use your notes and files.
 - Be Specific in recording events- Just the facts! Joe Friday Method! Use specific notes taken and recorded.
- **Practice the plan with modifications determined.**

Steps to an After Action Review (IAR)

1. Construct a board with 3 large columns
2. Title the columns from Left to Right- Incident, Action, Review
3. Incidents are time sensitive events that occur during a situation. Times are recorded and events are placed on the board from start of event to the end. Sticky notes work well!!!
4. Actions are the specific steps used by the school or response agency to meet the identified change in incident. Each incident gets a recorded action placed against it. Again, from start of the incident progression to the end.

Steps to an After Action Review (IAR)

5. Review is the critical analysis of the Incident and Actions based on the predetermined plan. Each incident and action will need a review if the district took action. Be critical of the steps taken. Determine strengths and weaknesses in response. Go from start to end. Don't forget recovery if the incident calls for it.
6. Large scale events with multiple agencies are very complex. School responses are many times less complex but must look at the event sequence and actions.
7. Practice and revise the Emergency Operations/Response Plan based on the IAR.

Next Steps

- You have now completed the preliminary safety training leading up to the culminating experience. Module 10 will provide review and practice in the skills you have used in modules 6-9.

How well did you meet the learning targets from this presentation.

- 1. Understand and identify critical services necessary to return to operations.
- 2. Identify district personnel necessary to form a continuity team.
- 3. Identify resources necessary to return to service.
- 4. Identify resources and resource professionals necessary to develop an MOU with.

How well did you meet the learning targets from this presentation.

- 5. Define and apply Business Continuity Planning to overall school safety.
- 6. Understand and demonstrate redundancy programming and operations.
- 7. Identify NIMS related Span of Control responsibilities used in Business Continuity Planning.
- 8. Apply knowledge of MOU's to planning.
- 9. Understand and apply key definitions to planning

The End of Module 9


