



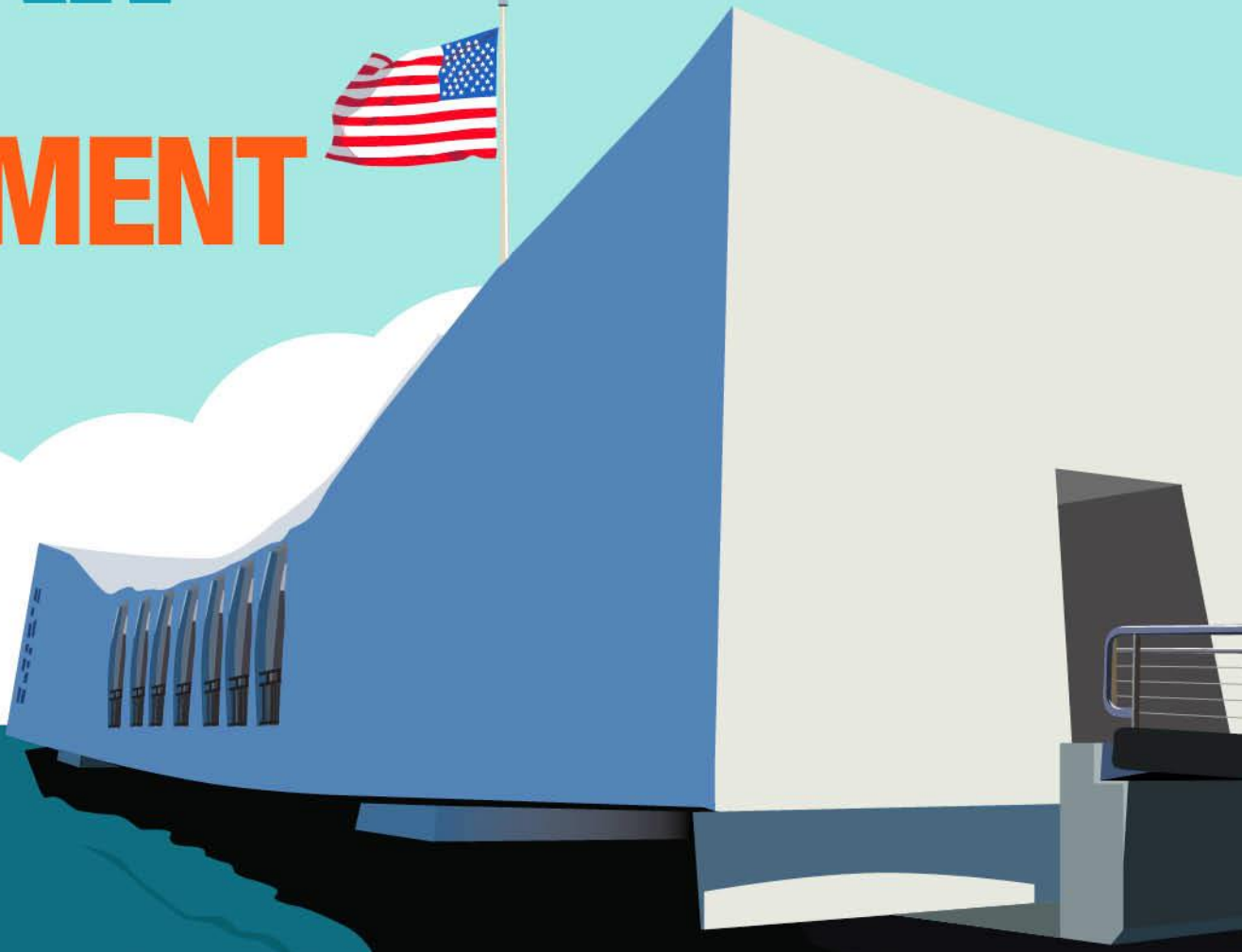
GOVERNMENT TECHNOLOGY[®]

HAWAII

**DIGITAL
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SUMMIT**



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NOVEMBER
TWENTY-FIRST
2013**





Surviving the Disaster





- **T5: Disaster Recovery and Crisis Management in Real Life**
- **Problem Statement**
 - “How can WE be ready? Lessons learned from the October 30th, 2004 flood.”
- **Alignment with State Transformation Plan**
 - Choose between Business, Technology or Governance Transformation
 - Alignment includes measures for all of the above.



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FLOODING IN MĀNOA

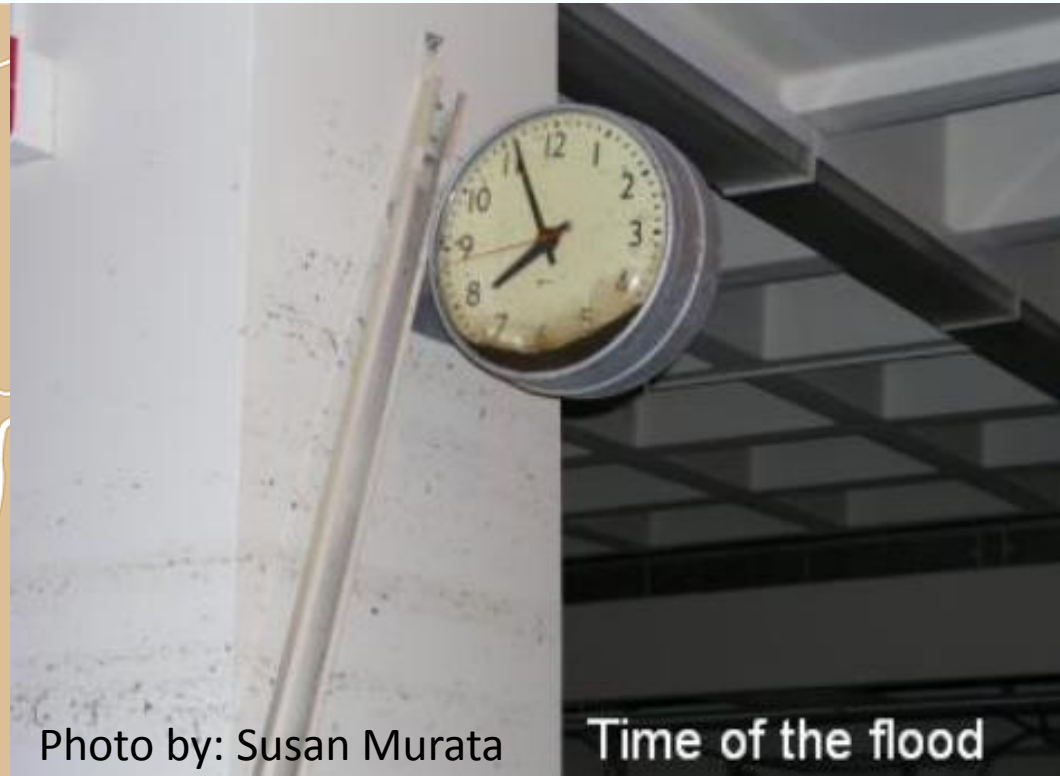
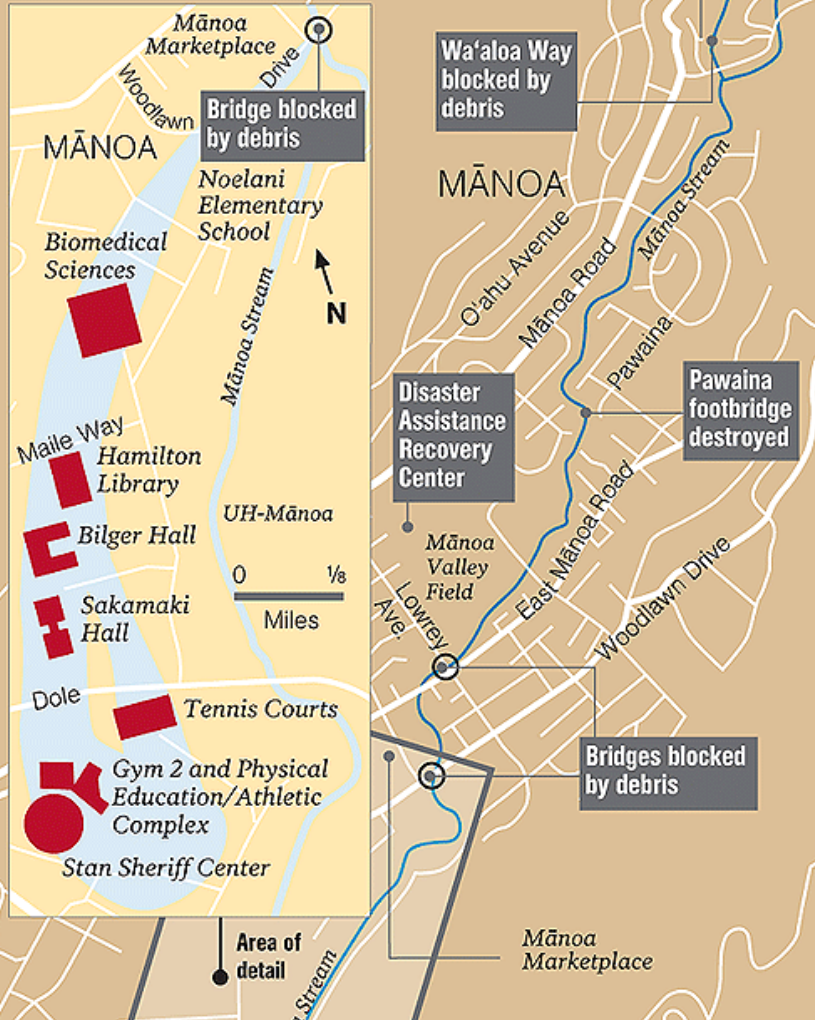


Photo by: Susan Murata

Time of the flood

On October 30th 2004: Two dozen students escaped from flooded Hamilton Library, and a researcher was rescued as she hung on to a tree. The cost: Almost 100 million dollars in damages, and loss of priceless research and historical artifacts".

- Identify the Risks

- **Conduct Vulnerability Assessment**



At the Woodlawn Drive bridge over Manoa Stream, three cars could be seen, caught by a tree, dangling over the edge of the stream. Another car may have been washed into the stream, witnesses said.

“This is not the proper way to wash your car, nor do maintenance on your computers”.



- **Planning and Mitigation**

- Participate in planning and design of new key infrastructure.
- Utilize lessons learned.
- Revise and update Emergency Plans.
- Create Emergency Preparedness Checklist

www.acuta.org

acuta Emergency Preparedness Checklist



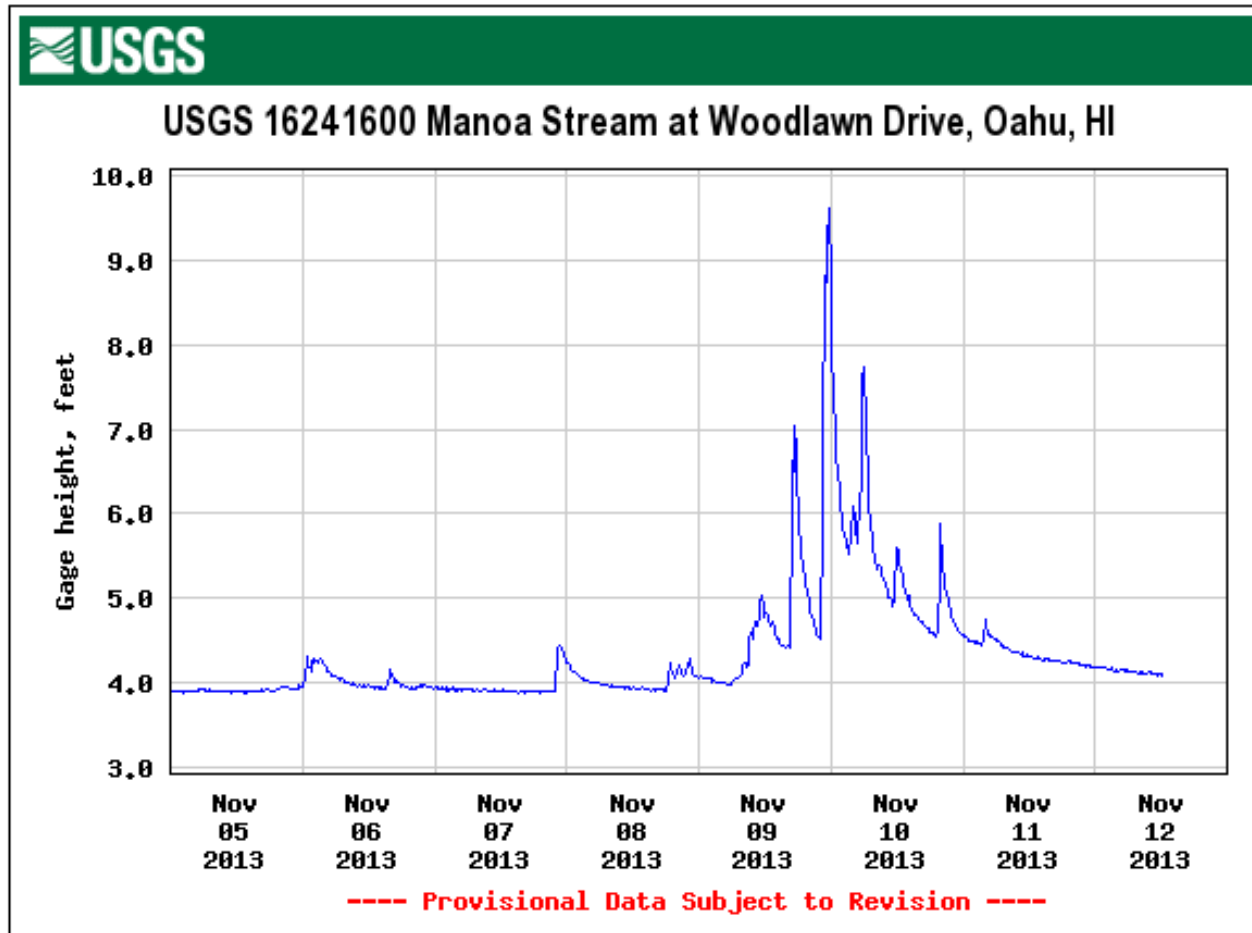


• Planning and Mitigation

| <p style="text-align: center;">ACUTA EMERGENCY PREPAREDNESS CHECKLIST Developed specifically for hurricanes, but may be used as a resource for all emergency situations Original Issue Date October 2007 - REVISED DATE OCTOBER 2011</p> | | | | | | | TIME FRAME | EOC | Information Technology | Data Center | Data Communications | Voice Communications | Facilities / Others |
|---|--|--|--|--|--|--|------------|-----|------------------------|-------------|---------------------|----------------------|---------------------|
| Damage Assessment and Service Restoration: | | | | | | | - | | | | | | |
| Restore service based on established priority lists. | | | | | | | n/a | x | x | x | x | x | x |
| Account for all assets. | | | | | | | n/a | x | x | x | x | x | x |
| Partner with campus real estate and services to allow decontamination and equipment recovery efforts to occur in parallel. | | | | | | | n/a | x | | | | | |
| Provide instructions and assignments for damage assessment teams. | | | | | | | n/a | x | x | x | x | x | x |
| Coordinate survey team activities/areas cleared of power hazards. | | | | | | | n/a | x | | | | | |
| Deploy team for initial hazard/damage assessments. | | | | | | | n/a | x | x | x | x | x | x |
| Inspect power plants and switch. | | | | | | | n/a | | | | x | x | x |
| Monitor and report backbone facility status...reroute if possible | | | | | | | n/a | | | x | | x | |
| Communicate the damage survey information to the designated department. | | | | | | | n/a | x | | | | | |
| Maintain the damage repair progress reports. | | | | | | | n/a | x | | | | | |
| Contact city/county representatives immediately after the storm to identify any service problems. | | | | | | | n/a | x | | | | | |
| Keep public informed of our restoration effort via radio, television, internet, etc. | | | | | | | n/a | x | | | | | |
| Utilize automation (Interactive Voice Response, etc.) for ticket closeouts. | | | | | | | n/a | | x | x | x | x | x |
| An assessment checklist should be provided to the necessary vendors with all critical information, such as: | | | | | | | n/a | | | | | | |
| Contact information | | | | | | | n/a | | x | x | x | x | x |
| Nature of disaster and equipment damaged | | | | | | | n/a | | x | x | x | x | x |
| Information on building, switching, transmission, power, software, cables, etc. | | | | | | | n/a | | x | x | x | x | x |
| Work with the other communications companies on getting their networks back up. | | | | | | | n/a | | | | x | x | |
| Prepare for a service order increase if FEMA and other governmental agencies move in and residents find temporary housing. | | | | | | | n/a | x | | | | | |
| Consider powering HVAC on generator or deploying mobile HVAC units in the event of a power outage. | | | | | | | n/a | | | | | | x |
| Adjust the provisioning and maintenance schedules if necessary. | | | | | | | n/a | x | x | x | x | x | x |



- Monitor the threat



- **Protect your Resources**

- **New UH IT Center**
- **Building features:**
- Disaster-hardened, 8,000-square-foot data center for enterprise servers, storage and communications.
- An emergency situation room to support UH disaster response.



- **Summary**

- Key Lesson(s)

- Identify the risk(s) Hazard Identification
- Conduct risk and vulnerability assessment
- Plan, Mitigate, Monitor and Protect your resources

- Next Steps:

- Continue to develop and TEST your plans.

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Photo from report by James Cartwright