Back To The Future

Key Questions For Organization Recovery and Return To Full Functioning

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DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | Collaborators in Risk Management |

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Operational Recovery

Recovery

The actions taken in the aftermath of a crisis to return organizational operations to

full functionality

and to mitigate the potential effects of future crises.

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Old School Recovery Planning

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When institutions find themselves face to face with a disaster, more often than not resources can be quickly marshaled to respond to and manage the event.

However, when the dust begins to settle, the after shocks are often more devastating and costly to the organization than the original crisis.

As a result, crisis recovery planning should be a part of any strategic planning process.

Amanda Ripley

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Every crisis initially produces

chaos.

A plan can move an organization quickly from chaos to controlled recovery.

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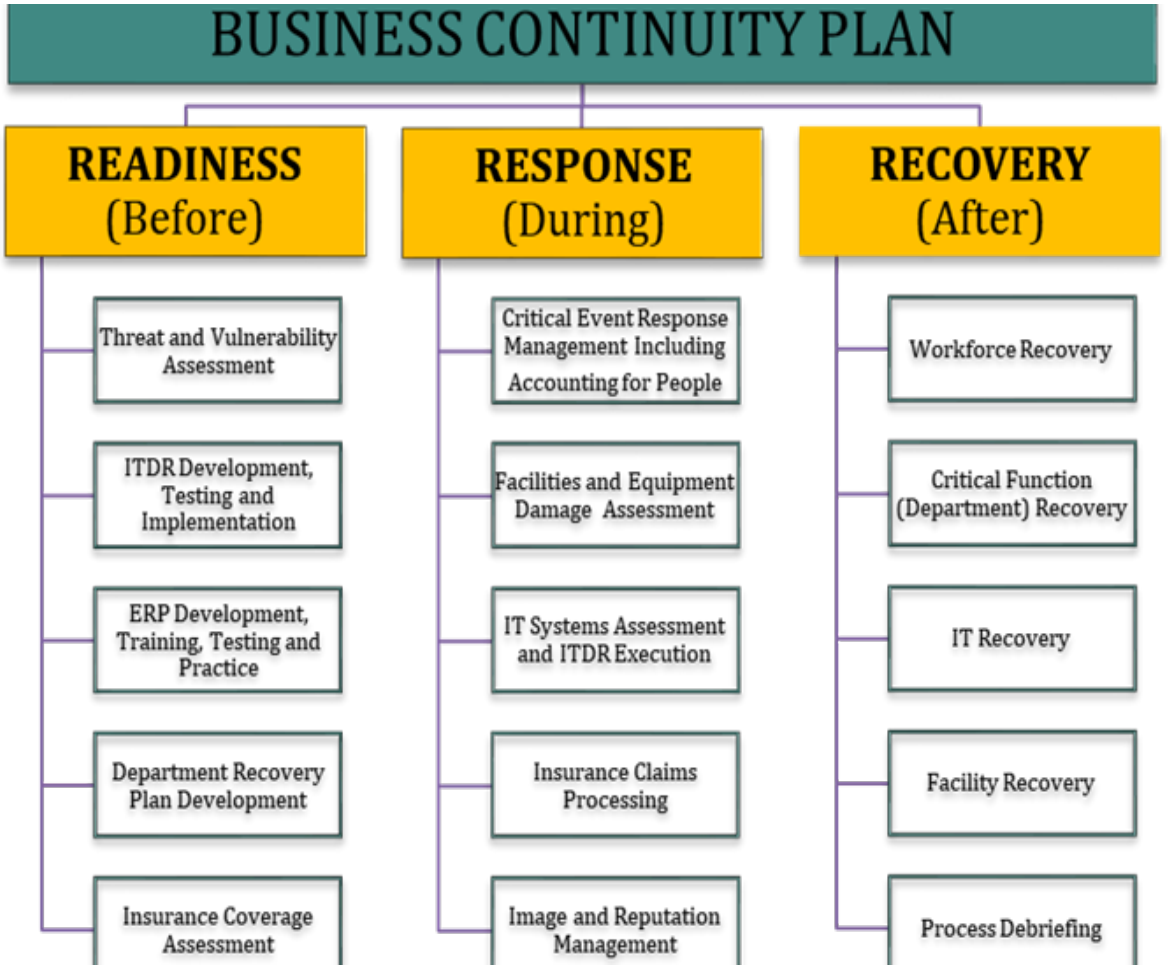

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Readiness:

- ✓ Threat and Vulnerability Assessment
- ✓ ITDR Development, Testing and Practice
- ✓ ERP Development, Training, Testing and Practice
- ✓ Department Recovery Plan Development
- ✓ Insurance Coverage Review

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Response:

- ✓ Crisis Response Management including Accounting For People
- ✓ Facilities Damage Assessment
- ✓ IT Systems Assessment and ITDR implementation
- ✓ Insurance Claims Processing
- ✓ Image and Reputation Management

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Recovery:

- ✓ Workforce Recovery
- ✓ Mission Recovery
- ✓ IT Recovery
- ✓ Facility Recovery
- ✓ Process Debriefing

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Categories of Crisis for Wisconsin Technical Colleges:

- ✓ Natural Disaster/Severe Weather
- ✓ Cyber Attack
- ✓ Criminal Act
- ✓ Public Health (Contagious Disease, Food Contamination)
- ✓ Image and Reputation

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The Challenge:

The specific recovery steps will be driven by the specific type of crisis.

As a result, look to key questions related to recovery for workforce, mission, IT and facilities.

Organized Common Sense!

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Workforce Recovery Questions:

- ✓ Do we have benefit flexibility i.e. time off?
- ✓ Can we offer any assistance to employees who lose their homes?
- ✓ Do we have an Employee Assistance Program that can provide Trauma Counselors?
- ✓ Can the Trauma Counselors come on campus for days at a time?
- ✓ Are the Trauma Counselors experienced at psychological debriefing?

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Workforce Recovery Questions:

- ✓ Do we have a plan for replacing key employees (single points of knowledge)?
- ✓ If experiencing a contagious illness, that could have up to 40% of staff absent, do we have a plan for emergency staffing?
- ✓ Do we have an emergency employee and student communications plan?
- ✓ Do we have a plan for dealing with community offers of assistance?

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Workforce Recovery Questions:

- ✓ If a college fatality, how do we respond to spontaneous memorials?
- ✓ If a fatality, do we have a plan for a college supported memorial?
- ✓ If staff or students are injured on campus as a result of the crisis, do we have a plan for outreach to their families?

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Mission Recovery:

- ✓ Do we have department recovery plans?
- ✓ Have these plans been reviewed and rehearsed?
- ✓ Do we have a crisis media relations plan?
- ✓ For critical suppliers and vendors, do we have back ups?
- ✓ Can departments operate on reduced staffing?
- ✓ Have department staff been briefed on the college rules for interacting with print, broadcast and social media?

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Mission Recovery:

- ✓ Do we have a Management Recovery Plan?
- ✓ Does executive management have back-ups identified?
- ✓ Do we have a college spokesperson trained in crisis media communications?
- ✓ Do we have a crisis stakeholder communications plan?
- ✓ Are we prepared for recovery to be a marathon, not a sprint?

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Informational Technology Recovery:

- ✓ Do we have an Information Technology Disaster Recovery Plan (ITDR) that is reviewed annually?
- ✓ Have we determined the Recovery Time Objectives?
- ✓ Have we determined the Recovery Point Objectives?
- ✓ Is there redundancy at key positions and functions?
- ✓ Are we familiar with the cyber liability breach response services and know what to expect?

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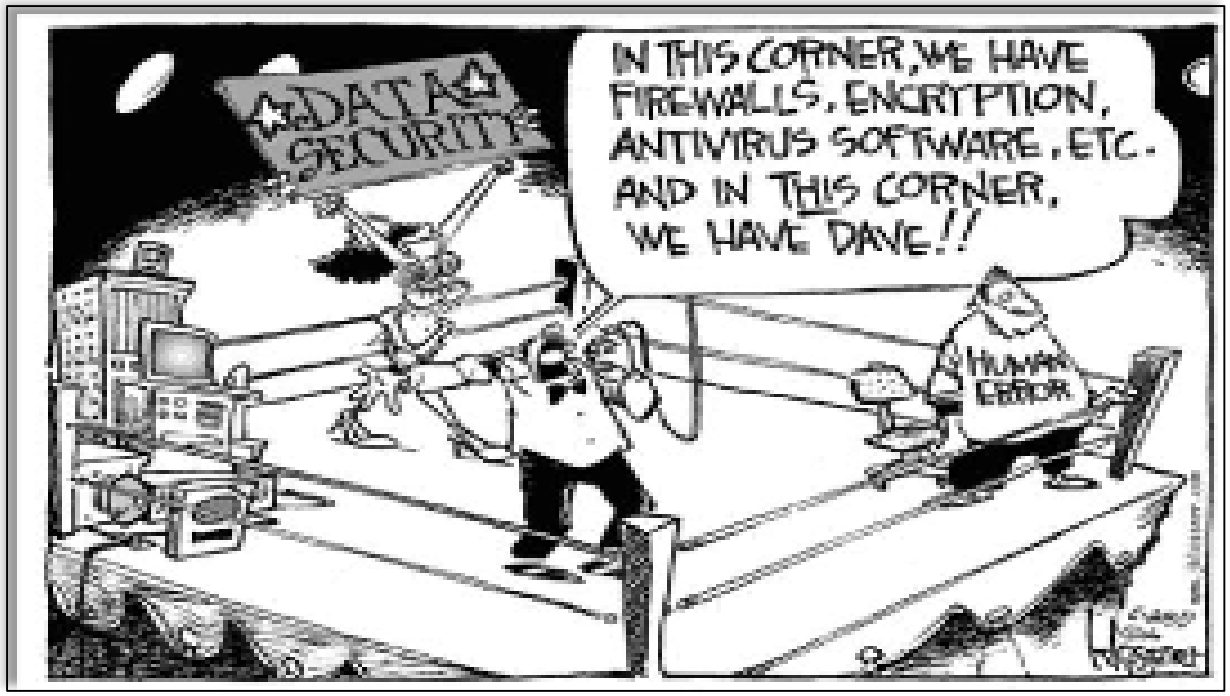
Informational Technology Recovery

Have we trained staff in IT Risk mitigation?



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Facilities Recovery:

- ✓ Do we have access to a structural engineer?
- ✓ Do we have suppliers of building repair and restoration services?
- ✓ Do we have adequate equipment for repair and restoration?
- ✓ Do we have adequate equipment for cleanup (including snow removal)?
- ✓ Do we have a vendor for hazmat cleanup?

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Process Debriefing:

- ✓ Will we use internal or external staff?
- ✓ If internal, do we have a prepared script for process debriefing meetings?

- What did we do well?
- What did not go well?
- What are the lessons learned?

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Psychological Debriefings

- ✓Do we understand Psychological debriefing?
- ✓Do we have an experienced professional leader?

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Summary Points Regarding Recovery Planning

- ✓ Resilience is the ability to “bounce back” from a crisis and quickly return to full functionality.
- ✓ Recovery planning is the driver of resilience!
- ✓ The recovery planning process will result in risk mitigation.

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Questions?

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Thank you!

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