IT Crisis Contingency Plan

Plan of action - IT employees

Emergency occurrence

Is an emergency planning team necessary?

Yes

Email communication to IT Staff (initial details, reminders)

Establish an emergency response planning location. Possibilities:
1. MITC 113
2. Strickler W. Wing LL
3. HSC Dental School LL S2
4. KSC K-Wing 3008
5. Hughes 2nd fl. conf. room

No

Email communication to IT Staff

Determine the urgency of basic necessities to employees (e.g. meals, transportation, clothing) and notify team liaisons with information.

Phil Burris contacts each planning team member.

Planning team: Identify critical staff and call them directly.

Building emergency coordinators: Do a head count of employees.

Deliver timely and consistent messaging to IT employees.

Response review after emergency has ended

Key points to cover:
1. Who should report to work
2. Where to report to work
3. Where to find additional information
4. Where to seek assistance (if emergency catastrophic or results in loss of life)
5. Instructions to decline speaking to media

Communication vehicles:
1. http://louisville.edu/it/emergency
2. http://louisville.edu
3. IT employee landline call-in number
4. Email*
5. Group text*
6. Group telephone messaging (recording)*

Plan of action - university community

Does the emergency affect technology availability across the university?

Yes

Needs assessment:
1. VIP outreach by telephone
2. Leadership Team outreach by telephone
3. HelpDesk tickets

No

Response review after emergency has ended

Key points to cover:
1. How to address affected hardware/equipment
2. Network connectivity status (if affected)
3. When to expect IT services to become available
4. How to request emergency IT services (network connectivity, equipment replacement, etc.)

Communication vehicles:
1. http://louisville.edu/it/emergency
2. http://louisville.edu
3. Email*
4. Personal phone calls to VIPs
5. Personal phone calls to contacts in partner areas

OCM outreach:
1. Notify and supply all known details
2. Send IT representative to serve on OCM crisis team if formed

Needs fulfillment:
1. Establish request process
2. Establish prioritization process
3. Establish fulfillment process
4. Vendor outreach

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Deliver timely and consistent messaging to university community, coordinated through OCM.

*Item assumes network connectivity