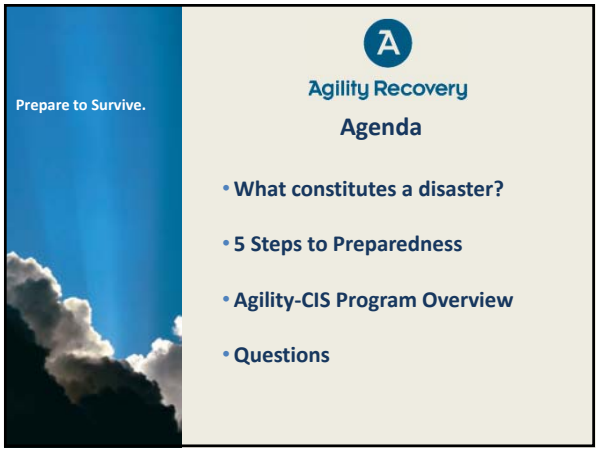


The Reality – Disasters Happen Everyday

Agility Recovery

A/C Failure
Arson
Asbestos
Bomb Threat
Bomb Blast
Brown Out
Burst Pipe
Cable Cut
Chemical Spill
CO Fire
Communication Failure
Condensation
Construction
Coolant Leak
Corrupted Data
Diesel Generator
Electrical Short
Evacuation
Explosion
Fire
Flood
Fraud
Frozen Pipes
Hacker
Hail Storm
Halon Discharge
Human Error
Humidity
HVAC Failure
Ice Storm
Insects
Landlord Conflict
Lightning
Lost Data
Microwave Fade
Network Failure
PCB Contamination
Plane Crash
Power Outage
Power Spike
Power Surge
Programmer Error
Raw Sewage
Relocation Delay
Rodents
Roof Cave In
Sabotage
Shredded Data
Sick building
Smoke Damage
Snow Storm
Faulty Sprinkler
Static Electricity
Strike Action
Terrorism
Theft
Toilet Overflow
Tornado
Train Derailment
Transformer Fire
UPS Failure
Vandalism
Vehicle Crash
Virus
Water (Various)
Wind Storm
Volcano
Epidemic – H1N1

Agility has **NO** exclusions

Agility Recovery
Prepare to Survive

What can you do today?

1. Assess Your Risk – Internally & Externally

Agility Recovery

- What types of emergencies have occurred in the past?
- What could happen as a result of losing your facility location(s)?
- Will you be affected if your neighbor is hit by a disaster?

Case Study: California Wildfires

Agility Recovery

- Customer lost facility and made the decision to set up outside the affected area to continue to provide services for the town
- Agility brought mobile units to that area immediately
- As soon as the affected area was accessible again, Agility brought in additional mobile units so the town could reestablish a presence

2. Assess Your Critical Business Functions

- What functions are critical to the day-to-day operations?
  - HR, Operations, Management, Finance, Accounting
- What employees are essential?
- How long can you withstand an interruption to those critical functions?
  - 0-24 hrs, 24-48 hrs, 48-72 hrs

2. Assess Your Critical Functions (cont.)

- GOAL: Identify all resources and personnel required to restore critical functions during a recovery
- Typically, critical functions are those that:
  1. Are most sensitive to downtime;
  2. Fulfill legal or financial obligations to maintain cash flow;
  3. Play a key role in maintaining your entity's public image and trust; and/or
  4. Safeguard an irreplaceable asset.

Case Study: City of Lafayette

- **Breaking and entering into the water treatment plant**
- **Rebuild taken longer than anticipated. Been in the unit for 1.5 years.**

3. Back-Up Your Data

- Does it meet your recovery timeframes?
- Automated
- Daily back-ups
- Store in off-site, secure location
- Test plan regularly
- Regional footprint

4. Create a Crisis Communication Plan

- Develop a process to make sure all stakeholders (internal and external) are aware of decisions and expectations.
  - Employees
  - Clients
  - Community
  - Media
  - Competitors
- Ensure redundancies independent of cell or terrestrial networks as much as possible
  - 24-hour phone tree
  - Password protected web page (centralized emergency status)
  - Previously established radio/TV/print news partners
  - Call-in recording system
  - E-mail alert system
  - Text/data alert system
- Manage member and key vendor/partner communications
- Prepare a media communications plan

4. Create a Crisis Communication Plan (cont.)

Starting Simple: Emergency Contact List

Create an Emergency contact list that includes:

- Home phone
- Alternate mobile
- Personal e-mail
- Family contact information
- Evacuation plan
- Store remotely for easy access

Setup Alert Notifications Program

- Explain purpose
- Test regularly
- Update regularly with any changes to your organization
- Train new hires

4. Create a Crisis Communication Plan (cont.)

Online Communications: Social Media

- Post real-time status updates
- Direct public/employees to alternate locations
- Provide emergency contact information & instructions
- Allows easy transference of information to other audiences
- User-friendly, searchable, universal applicability, stable platform

4. Create a Crisis Communication Plan (cont.)

Online Presence: Your Website

- Do you have access to your Web Site during an interruption? (remote access)
- Consider hosting your website at an alternate location (offsite)
- Post critical information on Home & Contact pages
- Provide employees, vendors, clients and business partners with timely information about your organization during a crisis
- Ensure your site has contingencies for any potential SPIKE in traffic during emergency events

4. Create a Crisis Communication Plan (cont.)

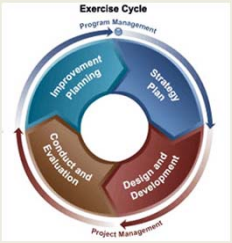
EXTERNAL Communications Strategy

- Establish a Crisis Communications Team
- Identify spokesperson(s) & prioritization
- Train your spokesperson(s) on the intricacies and best practices of communicating with the media
- Ensure all employees KNOW who the spokesperson is

5. Exercise Your Plan

Agility Recovery

- Do an annual exercise and update the plan as necessary
- There is no pass or fail
- Make sure to re-educate employees when any changes to the plan are made
- Testing is a process not just a project



CIS-AGILITY PROGRAM OVERVIEW

Agility Recovery - History

Agility Recovery

Started by General Electric over 25 years ago.
Saw a need to recover at or near the businesses' normal location.

- Thousands of mobile office units
- Power generator capability
- Over $40 million in IT assets
- Thousands of documented real-world recoveries
- Over 400 test events annually

Photo taken by Agility Recovery team

Agility Core Elements

Agility Recovery

Power
- Generators
- Cabling and Refueling

Technology
- Shipment of replacement technology/Quickship at time of disaster

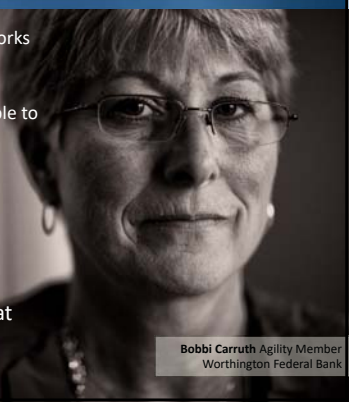
Space
- Mobile recovery services that can be customized to fit your individual needs
- Retail space

Connectivity
- Data and Voice communications
- Satellite connectivity
- Call center recovery (ACD)
- Voice redirection
- Wireless Recovery options

Disasters Happen

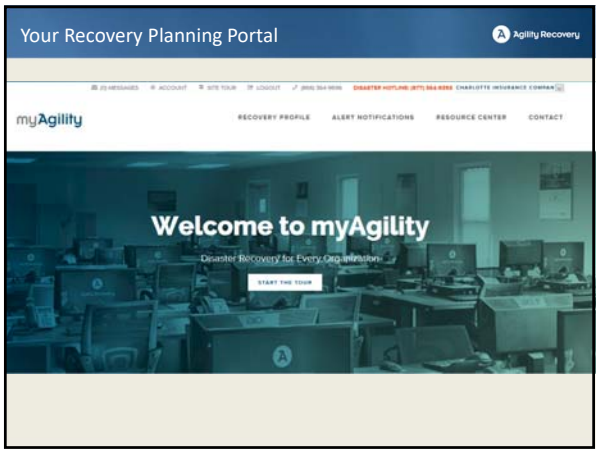
Agility Recovery

- Agility's operations team works with you to determine your needs.
- When you're most vulnerable to being overcharged and underserved, you'll have a partner you can trust:
  - 29 years
  - 1000's of recoveries
  - Never failed
- Agility does not profit at the time of recovery

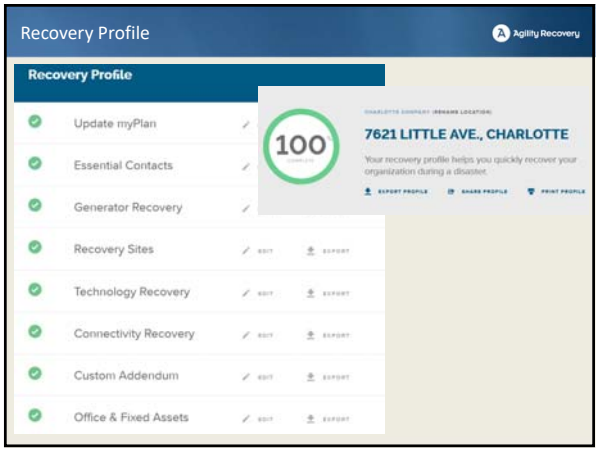


Bobbi Carruth Agility Member
Worthington Federal Bank

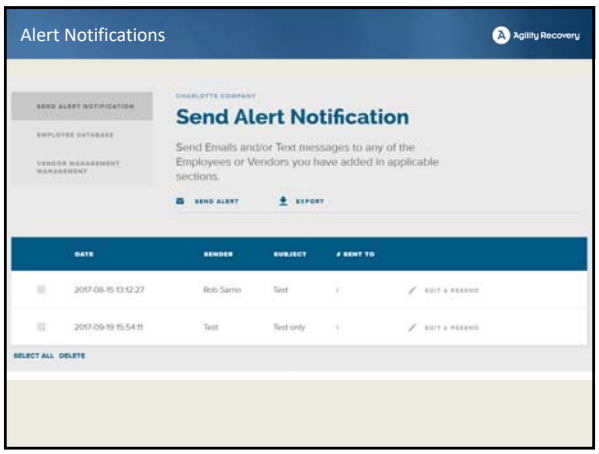
Your Recovery Planning Portal



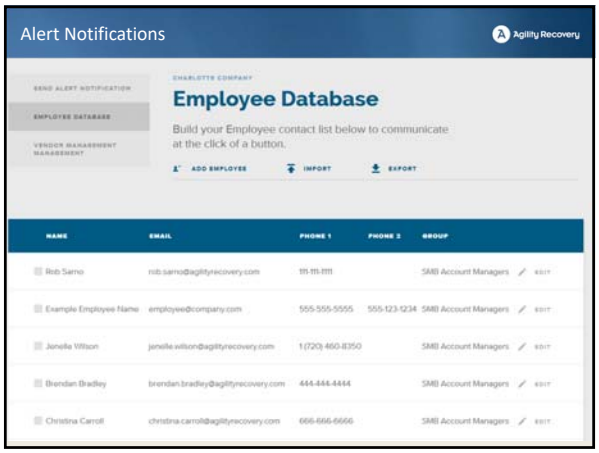
Recovery Profile



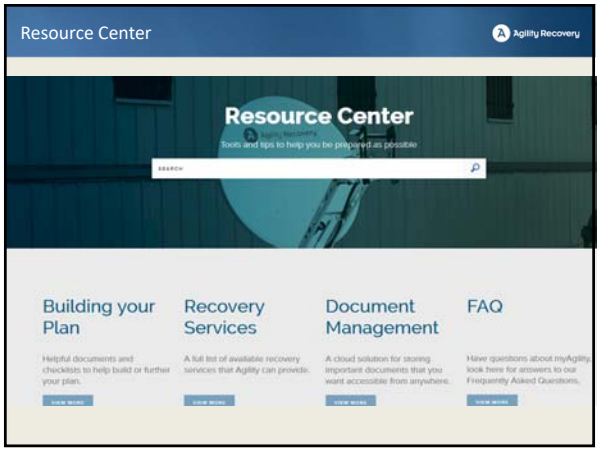
Alert Notifications



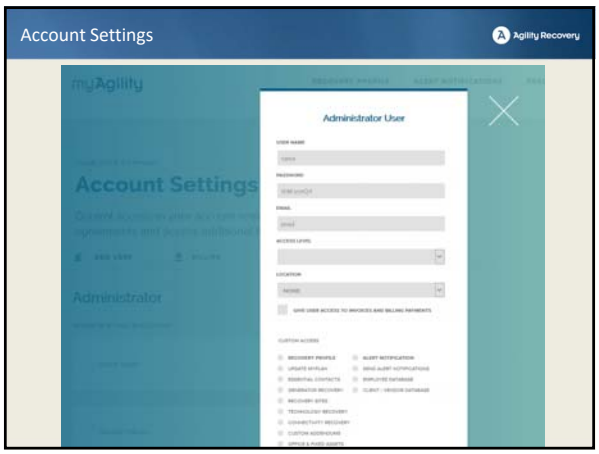
Alert Notifications



Resource Center



Account Settings



Prepare to Survive.
Agility Recovery
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