

## **Information Technology Internal Crisis Contingency Communication Plan**

In the event of an on-campus emergency (e.g. flood, tornado, etc.), Information Technology employees need to communicate with each other and with the university community. The communication plan below includes communication points and considerations. This detailed plan elaborates on the communication points in the flow chart; the flow chart contains the most important information and should be used first in the case of an emergency.

### **This plan makes the following assumptions:**

1. Employees contact their supervisors with an update on their situation during the emergency, and provide information about any needs they may have.
2. Information Technology maintains a current database of employee emergency contact telephone numbers, updated quarterly.
3. Leadership Team notifies departments, using the chart of Dean/VP telephone numbers.

### **I. Develop a plan of action**

1. For IT employees
  - a. Decide if an emergency planning team is necessary.  
**If not:** Send email to IT staff:
    - Situation update
    - Reminder to report status/needs to supervisor
    - Information about who should and should not report to work
    - Reminder to follow all RAVE alert instructions and communications from the President's Office / Office of Comm/Marketing  
(Email to be approved by, and sent on behalf of, Priscilla from IT service account and/or infotech account. If Priscilla is not available, Sara will approve message in her absence.)
  - b. Assemble emergency planning team if necessary.
    - Leadership Team
    - Communications – Sara Northerner
    - HelpDesk – Pam Frank
    - Data Center – Ann Hobdy
    - Desktop Support – Rhonda Dixon
    - Team Liaison Coordinator – Ann Hobdy
  - c. Send an initial email communication to IT staff, with as much information as possible. (See **a.** above)
  - d. Establish an emergency response planning location. Leadership will decide location based on nature of emergency and availability of buildings, and will communicate this choice to the emergency planning team. If not within MITC, possible choices:
    - Lobby of Lutz

## IT Crisis Contingency Communication Plan

- Strickler W. Wing LL
  - HSC Dental School LL 52
  - Hughes 2<sup>nd</sup> floor conference room
- e. Determine the urgency of basic necessities to employees (e.g., meals, transportation, clothing) and notify the on-site leader (Priscilla) with information.
- Resources available:
- Defibrillator (Lower level MITC, student desk)
  - Medical kit in plastic tub (student desk)
  - Food, blankets, clothing need to be located in HelpDesk
- f. Planning team will identify critical staff and call them directly. (Ann Hobdy will contact each planning team member.)
- g. Each building's emergency coordinator will do a head count of employees.
- MITC: Ann Hobdy
  - Hughes: Kevin Condit
  - Strickler: Ron Meeron
  - HSC Dental School: Stephan Alfred
- h. OCM will post emergency response details on UofL front webpage. If available, IT site will have emergency message image on status
2. For the university community
- If the emergency effects technology availability across the university:
- a. Needs assessment
    - VIP outreach by telephone
    - Leadership Team outreach by telephone
    - HelpDesk tickets
  - b. Needs fulfillment
    - Establish request process
    - Establish prioritization process
    - Establish fulfillment process
    - Vendor outreach
  - c. If applicable: Notify OCM and supply all known details of the emergency
  - d. If applicable: Send IT representative to serve on crisis team formed by OCM. (Sara Northerner)

## II. Deliver timely and consistent messaging to IT employees:

- 1. Vehicles
  - a. Dedicated page on the IT website (<http://louisville.edu/it/emergency>)\*
  - b. <http://louisville.edu>

\*This item assumes network connectivity

## IT Crisis Contingency Communication Plan

- c. IT HelpDesk will have updated information. Calls to be forwarded or Recording on 852-5667. Example: Due to <emergency situation> the University of Louisville is closed. We will directly notify any Information Technology employees who need to report to work. If you are not contacted, please do not report to work. For more information about Information Technology emergency response, visit <http://louisville.edu/it/helpdesk> or call 852-7997.
  - d. Email\* First email as soon as possible after start of emergency (see Section I:a above for details)
  - e. Group text messaging or Twitter
2. Key points to cover
- a. Who should report to work (critical staff only or all?)
  - b. Where to report to work (alternate location?)
  - c. Where to find additional information (website/call-in number)
  - d. Where to seek assistance, if the emergency is catastrophic or results in loss of life
  - e. Instructions to decline speaking to news organizations. (All news inquiries will be directed to the Office of Communications and Marketing.)

### III. Deliver timely and consistent messaging to UofL staff and students, coordinated through the Office of Communications and Marketing

1. Vehicles
- a. Dedicated page on the IT website (i.e. <http://louisville.edu/it/emergency>)\*
  - b. <http://louisville.edu>
  - c. Twitter accounts (#UofL, #UL IT, #UofL News, etc.)
  - d. Email\*
  - e. Personal phone calls to VIPs
  - f. Personal phone calls to contacts in partner areas
2. Key points to cover
- a. How to address affected hardware/equipment
  - b. Network connectivity status (if affected)
  - c. When to expect IT services to become available
  - d. How to request emergency IT services (network connectivity, equipment replacement, etc.)

### IV. Follow-up

1. Review
- a. Success or failure of crisis response
  - b. Problems to be avoided in the future
  - c. Appropriate follow-up measures
2. Upon request, the emergency planning team will report to the vice president on the above findings.
3. Feedback from OCM

\*This item assumes network connectivity

## IT Crisis Contingency Communication Plan

- a. If IT is involved in a campus-wide crisis communication effort, OCM will follow-up with IT regarding their review of the effort.