

What to Do During a Disaster

4 Stages -- *Response, Resumption, Recovery, and Restoration*

RESPONSE

<input type="checkbox"/>	Notify campus police (911); Environmental Health and Public Safety will respond to life safety and environmental health related events
<input type="checkbox"/>	Inform department head of the situation
<input type="checkbox"/>	Use Call Trees to contact critical employees
<input type="checkbox"/>	If an evacuation is required staff assemble at a pre-designated assembly site for the post-evacuation head count
<input type="checkbox"/>	Department emergency response teams should assemble at the determined mock management center
<input type="checkbox"/>	Retrieve the departments Business Continuity Plan by using LDRPS or by contacting the Department of Business Continuity and Disaster Recovery at 515-5201
<input type="checkbox"/>	Secure critical files and data
<input type="checkbox"/>	Communicate with customers, vendors, or other third party providers
<input type="checkbox"/>	Consider canceling or postponing events, meetings, and/or other activities.
<input type="checkbox"/>	Identify a person who will know the building to work with fire or police other than building liaison
<input type="checkbox"/>	Contact your Building Liaison so they can contact Facilities Operations at 5-2991 to create a work order in request of alternate space for your department
<input type="checkbox"/>	Address routine time-sensitive issues
<input type="checkbox"/>	Contact ComTech to transfer telephone numbers to alternate work site
<input type="checkbox"/>	Critical staff have their N.C. State identification card
<input type="checkbox"/>	Safeguard as much as possible areas that could get wet by placing plastic covers over equipment and moving equipment off the ground
<input type="checkbox"/>	Review policies for sending employees home

RESUMPTION

<input type="checkbox"/>	Set up interim workspace at alternate site
<input type="checkbox"/>	Management team should prioritize critical business functions
<input type="checkbox"/>	Address compliance issues if applicable
<input type="checkbox"/>	Grantors have been notified of your status if applicable
<input type="checkbox"/>	Make customers aware of degraded services
<input type="checkbox"/>	Order or request critical supplies and equipment
<input type="checkbox"/>	Vital records management
<input type="checkbox"/>	Contact ETSS Help Desk at 513-1178 to check on system status
<input type="checkbox"/>	Order hardware for critical processes (computers, printers, servers)
<input type="checkbox"/>	In the event of relocation to alternate site, contact the Assistant Director of Disaster Recovery at 515-9228 or the Director of Computer Operations at 515-5421 to ensure the infrastructure is in place
<input type="checkbox"/>	Consider wireless computers/laptops that could be used by staff

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RESUMPTION (continued)

<input type="checkbox"/>	Test user logins to web based applications to assure they work properly. Contact the ETSS Help Desk at 513-1178 if problems occur
<input type="checkbox"/>	Coordinate with administrative staff to order telephones
<input type="checkbox"/>	Update voicemail with disaster related messages
<input type="checkbox"/>	Order office furniture; consider going to NC State Surplus
<input type="checkbox"/>	Order forms, special stock paper
<input type="checkbox"/>	Order equipment supplies (toners, chemicals)
<input type="checkbox"/>	Make hotel and dining accommodations for critical staff
<input type="checkbox"/>	Evaluate transportation needs
<input type="checkbox"/>	Use work around procedures for handling cash transactions
<input type="checkbox"/>	Make sure if alternate site is used that directions are available
<input type="checkbox"/>	Check in with IT Help Desk to confirm status
<input type="checkbox"/>	Coordinate all news media with Public Affairs Office
<input type="checkbox"/>	Notify Departments of the disaster related event and any changes in processes
<input type="checkbox"/>	Notify Third Party Providers of the disaster related event and any changes in processes
<input type="checkbox"/>	Contact Vendors that support critical processes to request assistance or notify them of a delay
<input type="checkbox"/>	Contact mail delivery services to notify them of any change in location
<input type="checkbox"/>	Contact students to inform them of any process or location changes
<input type="checkbox"/>	Review the NC State Home Page for updates and the emergency conditions hotline at 513-1888
<input type="checkbox"/>	Evaluate in Card Access needs
<input type="checkbox"/>	Ensure all employees have Employee ID cards and are be prepared to show them
<input type="checkbox"/>	Safeguard sensitive vital records
<input type="checkbox"/>	Review policies for sending employees home
<input type="checkbox"/>	Set up counselors for employees
<input type="checkbox"/>	Obtain the contact number and status of employees for family matters that may call in
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RECOVERY

<input type="checkbox"/>	Business units are operating within their business continuity and disaster recovery plans
<input type="checkbox"/>	Information technology departments are recovering critical technology infrastructures (i.e. software applications, telecom, network, servers, ect.)
<input type="checkbox"/>	Facilities is recovering building infrastructures

RESTORATION

<input type="checkbox"/>	Critical staff have been relocated back into original worksite
<input type="checkbox"/>	Site specific services have been recovered
<input type="checkbox"/>	Non-essential staff have been called back to work
<input type="checkbox"/>	Business units begin returning to normal operations
<input type="checkbox"/>	Staff relocate to original worksite or a new permanent site
<input type="checkbox"/>	Manual procedures have been incorporated back to normal processing
<input type="checkbox"/>	Communication with customers and departments
<input type="checkbox"/>	Evaluate staffing schedules for workloads that may need to be caught up
<input type="checkbox"/>	Test systems to ensure they are working properly
<input type="checkbox"/>	Checks and balances to verify what data was lost (hardcopy and electronic)