IT Preparedness: H1N1@IA
1. Wash your hands frequently with ABC/soap (Especially when in the field for computer support!)
2. Cover your mouth when coughing/sneezing, or cough/sneeze into an elbow
3. If you feel sick, STAY HOME
4. Don’t return until at least 24 hours after symptoms (fever) disappear.
Outline

- IT preparation
  - Supporting services
  - Supporting users
  - Remote Access Options
- Options for testing
  - Work from home
  - Tabletop exercise
IT preparation – Considerations

1. University will stay open but may elect to suspend classes for some period of time
2. Students are not likely to be sent home
3. You will be asked to keep working unless ill
4. Infrastructure services will be available
5. Extended duration with unpredictable spread?
6. You could be asked to assume another role
7. Situation could change very rapidly
IT preparation – Services

1. Identify responsible IT staff:
   - Who knows how? Who has access rights?
     - Recovery, restart, troubleshooting, ... oh my
     - Backups process - perform data recovery?
     - Consider physical as well as logical access

2. Consider cross training opportunities:
   - Who is your backup? Should they shadow or practice?
   - Opportunities to back up other units?
IT preparation - Services

- Identify “most” critical services
  - Consider timing issues -- registration, finals, monthly close, etc.

- Prepare to
  ....Patch
  ....Rebuild
  ....Power on
  ....Repair or restore
  ....??!!??
IT Preparation - Services

- Management of computers
  - Building lockdown?
  - Computer intrusion?
  - Class suspended (or not)?

- Continuity of Operations
  - What could fail?
  - In what areas do you lack depth?
<table>
<thead>
<tr>
<th>YOU (IT STAFF)</th>
<th>At work; healthy</th>
<th>At work; sick</th>
<th>At home; working</th>
<th>At home; sick</th>
</tr>
</thead>
<tbody>
<tr>
<td>At work; sick</td>
<td>N/A</td>
<td>Backup</td>
<td>N/A</td>
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<tr>
<td>At home; Sick</td>
<td>N/A</td>
<td>Backup</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
IT Preparation – Users

- Communications
  - Document and Inform Users
  - Options to consider:
    - Phone, cell: Do you want people to call your home phone?
    - Email, IM: Do you have robust connectivity? a backup?
    - Blog, Twitter: Will users be comfortable?
    - Dependency on the Help Desk?

- Hardware Support
  - Supplies – avoiding public places
IT preparation – Remote Access

1. VPN
2. RDP
3. CITRIX (Terminal Service)
4. Direct application access (web apps)
5. Myfiles, SFTP

- Plan for significant escalation of use
- Teach people *now* rather than later
Testing your plans

- Keep it simple
- Consider likely .... Consider “worst case” ??
- No wrong answers, no bad outcomes
Option #1 for testing

Schedule day(s) to work @home

- Supervisor approval recommended 😊
- Equipment, files, etc you need to “operate”
- What doesn’t work? What does?
- Communication considerations and testing
  - Who contacts you? How?
    - Co-workers, Users, Others
  - How should people contact you?
Option #2 for testing

- Plan an IT disaster “tabletop exercise”

- Basics:
  - Scenario
  - Participants
  - Time and Location
  - Simulation (events)
Tabletop Exercise

- More details:
  - Limit interruptions (off-site location)
  - Do not share simulation beforehand
  - Provide copies of relevant DR/BC documents
  - Choose to allow laptops?
  - Assign roles before or at beginning
    - Facilitator(s), Recorder(s)
  - DESIRED OUTCOME = AN ACTION PLAN
**Tabletop Exercise**

Part I – Intro and Overview of the objectives

Part II – Simulation Exercise
   Series of phases
      Facts
      Events
      Information/input/communication
      Time frame (not necessarily linear)
   Participant(s) react, decide course of action
   Optional short debrief after each phase
   Optional to include a recovery phase
   Optional to allow outside consultation (phone calls, web)

Part III – Debrief
   Develop action plan for filling gaps
Recommendations

- Assume classes will be in session
- Assume up to 40% absenteeism
- Assume FUD²
- Clarify communication paths
- Clarify personnel backups
- Clarify expectations with your leadership
- Best way to determine gaps is to test
Items to Assemble

- Contacts
- Home Kit
- Supplies
- Backups
Resources

- [http://www.cdc.gov/h1n1flu/](http://www.cdc.gov/h1n1flu/)
- [http://provost.uiowa.edu/docs/reports/PanFluResponsePlan.pdf](http://provost.uiowa.edu/docs/reports/PanFluResponsePlan.pdf)
- [http://cio.uiowa.edu/itsecurity/resources/drbcp.shtml](http://cio.uiowa.edu/itsecurity/resources/drbcp.shtml)
  
  (Collection Tool: critical resources, IT, IT recovery, key resources)