

TRUSCOTT

Crisis Leaders

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3 SEPTEMBER 2007

In the next 45 minutes we wish to take you on a journey through the ether and through the aftermath of an event not dissimilar to the London bombings, only this time they are in Bangkok. The computer servers for this activity are located overseas and providing we have connectivity to the World Wide Web, our Internet based system of communication and collaboration will remain intact. As with all scenarios, the stories do not have to be true. The value of scenarios like a bombing in the city lies in their ability to force you as decision-makers to consider the robustness of your plans in the face of the uncertainties of the future. We will operate in a Virtual Crisis Management Environment; a land of different time and different place collaboration in the aftermath of the aftermath of the bombings and use the medium of a Business Continuity Plan to recover from the event. We have a terrorist who will be doing their best to thwart our every move on the street and in the ether.

Picture this. Terrorists have just struck at the heart of Bangkok's transport system. Almost simultaneously, there are three explosions in different parts of the city including the building for your Public company where computer servers are housed. Fifty people die and more than 700 are injured throughout the city. The initial response is rapid, with emergency services arriving within minutes of the first calls being received. Within 15 minutes the rail authorities takes the decision to declare an emergency and begin evacuating the entire network. Ambulance and fire crews act as Incident Managers until the arrival of police.

Police work in control centres and are employed on public reassurance duties. The Fire Brigade deploys 240 firefighters together with 40 front-line appliances and nine Fire Rescue Units attend. Over 200 vehicles and over 400 staff are deployed by the Ambulance Service, including assistance provided through mutual aid arrangements. All the injured are rescued and evacuated to hospitals within three hours. All hospitals are placed on alert, with 1,200 beds rapidly made available for more than 700 casualties arriving over a period of several hours. More than 80% are fit for discharge on the same day. Of the 100 casualties admitted to hospital, including 20 critically injured, three die of their injuries. Volunteers play a vital and significant role. Government emergency arrangements are activated and Police immediately co-ordinate a multi-agency response within one hour. The strategic response to all three incidents is coordinated by this multi-agency Group. As the scale of events became clearer, the Group moves to a secret location which is pre-planned for just such events. Although the rail network is closed all day, most of it will be up and running tomorrow and the entire network back to normal within a month. That is what happened in London.

Let's say that one of you is the IT director for your Public Company. You declare an emergency and your Disaster Recovery Team swings into action. This is more than a bad hair day. Indeed the CMT also swings into action as do all subsidiaries within true. Many Management Teams meet virtually as the default option. The concept of a physical quorum is old hat as the demands of executive travel make it impossible. There are an array of sophisticated alert systems around which allow instant teleconferencing and common electronic logging so you can then get on with collaboration through team

session and breakouts while you find and check the facts, prioritize issues and brainstorm options.

Right now you are being notified to implement your Business Continuity plans for loss of access to the head office. Your organization will now be receiving an alert. These alerts are broadcast via e-mail, phones, pagers, or whatever notification methods you prefer. You do not have to leave your office for an extended period of time nor meet in a conference room. You can work from the Thai Airways lounge or a nearby Internet café. The challenge we always face even with everyone in close proximity is getting the right information to the right people in a timely fashion. This is especially difficult when getting agencies to share information with other agencies. Today the *MissionMode* Virtual Crisis Management Environment and our wetware provide the primary communication platform. It quickly notifies multiple agencies of emergencies and it brings them together online to share information, collaborate, and rapidly coordinate responses.

Peter Bastable in Australia has now sent an alert to every one of you. If you have a PDA or mobile phone or wireless laptop something will happen very soon. Upon delivery of an alert, you should now acknowledge receipt via an interactive voice response (IVR) system, replying to a text message, or going online on the Internet anywhere. Message acknowledgement is important as it allows the virtual team to react based on who is aware, or not aware, of the problem. So please log into a secure Situation Center via your computers. The Situation Center application is accessed via the Internet using a standard PC browser or smart phone. Remember you can log on from wherever you happen to be at the time.

Essentially there is confused reporting of multiple bombings that requires the government to adopt strict controls on the city population and for business to vacate parts of the city for the rest of the day. Right now it can be anticipated that your team is meeting by teleconference or by *MissionMode*. Please consider your actions and advise other participants of your response. Let's go highly interactive. Communicate your actions and see what others say. We would expect that the governments will be calling the shots.

Let's work our way through some of the same time, different place VCME features. Let's find our plans in the electronic library. Let's create a plan in the form of a checklist. Let's just give direction or seek information. There is the option of an alert voice conference but it is not cost effective when compared to very cheap VOIP phone conferencing for \$5,000/year to connect to hundreds. Let's run a sub situation which allows anyone to coordinate their own sub-group. Let's change our team composition. Let's rapidly enrol a new member. Let's have a side chat. Let's send a message to employees and get a measured response. Note that there is a geo-fencing function to alert particular groups. This requires a proper map to be created. Let's change our website. Let's upload an image or any data gathering device to collect pictures, video, animation, text and audio. We can show a live camera but it is a still costly as is geo fencing and very few VCME sell this functionality.

Ladies and Gentlemen while we wait for the next disaster be IT or something else, what you have seen today is how Virtual Crisis management Environments are an effective way of notifying large, dispersed teams of an important event as well as an effective communication medium. Our message we leave you with is Connect, communicate and continue within 20 minutes.