Effective Planning for Disasters
“Lessons learned from real events”

- **Presented by:-**

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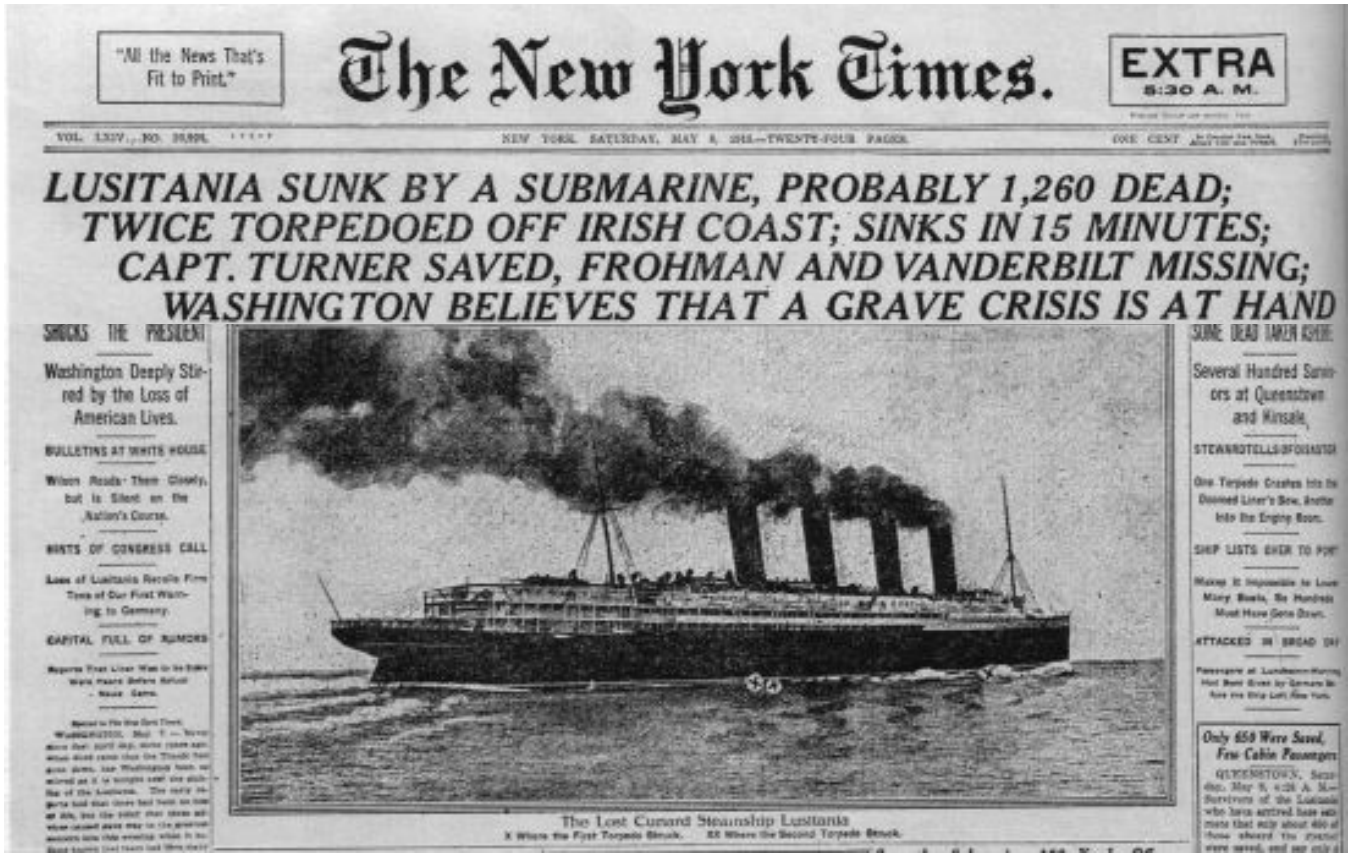
A real disaster



"All the News That's Fit to Print."

The New York Times.

EXTRA 5:30 A. M.

NEW YORK, SATURDAY, MAY 8, 1915—TWENTY-FOUR PAGES.

ONE CENT

LUSITANIA SUNK BY A SUBMARINE, PROBABLY 1,260 DEAD; TWICE TORPEDOED OFF IRISH COAST; SINKS IN 15 MINUTES; CAPT. TURNER SAVED, FROHMAN AND VANDERBILT MISSING; WASHINGTON BELIEVES THAT A GRAVE CRISIS IS AT HAND

SHOCKS THE PRESIDENT

Washington Deeply Stirred by the Loss of American Lives.

BULLETINS AT WHITE HOUSE

Wilson Reads Them Closely, but is Silent on the Nation's Course.

HINTS OF CONGRESS CALL

Loss of Lusitania Recalls Firm Tone of Our First Warning to Germany.

CAPITAL FULL OF RUMORS

The Lost Cunard Steamship Lusitania

X Where the First Torpedo Struck. XX Where the Second Torpedo Struck.

SOME DEAD TAKEN ASHORE

Several Hundred Survivors at Queenstown and Kinsale.

STEWARDTELLS OF DISASTER

One Torpedo Crashes Into the Doomed Liner's Bow, Another Into the Engine Room.

SHIP LISTS OVER TO PORT

Makes It Impossible to Lower Many Boats, Be Hundreds Must Have Gone Down.

ATTACKED IN BROAD DAY

Only 650 Were Saved, Few Cabin Passengers

QUEENSTOWN, Saturday, May 8, 4:28 A. M.—Survivors of the Lusitania who have arrived here estimate that only about 400 of those aboard the [illegible] were saved, and [illegible]

Lusitania medal - front

No contraband goods

The liner Lusitania sunk by a German submarine 7 May 1915

Lusitania medal - reverse

Business above all

U boat danger

Cunard line

?

- Unidentified victims buried at

  Queenstown, Cork, Ireland
- Similar medal found by myself, whilst metal detecting, in a field at

  Queensbury, West Yorkshire
- I have the medal with me if anyone would like to look at it over lunch

Local interest & facts

- Lusitania built for Cunard at John Brown Shipyards, Clydebank, Glasgow.
- Launched on 7th June 1906
- Sunk off the Old Head of Kinsale, Ireland on 7th may 1915
- Lessons learnt – many probably!!

massacre

DANGER
415 volts
CAUTION
Automatic machinery
Noise level of
90dB(A) or above
Ear protectors
No smoking
beyond this
point
Unauthorized persons
prohibited beyond
this point
NO SMOKING.
It is against the law to
smoke in these premises

Generator housing

Recovery Communications

Gold – Strategic

- Incident Management Team (IMT)
- Supported by an Admin & Press & PR Team

Silver – Tactical

- Affected site - recovery Team

Bronze – Operational

- DR site recovery Teams both operations and IT

Staff / Customer Comms.

- Staff - Emergency Helpline (swipe card style)
- Customers – Contact Centre & switchboard numbers can be switched to

  customers will not notice change over

IBM Recovery Centre - Leeds

Typical -

2nd Generator in place

Caveats

- Crisis management is only part of an efficient Business Continuity programme
- Don’t try planning for all eventualities – **you will fail** – be generic
- Take your time – could be 2 years+ before you feel confident
- Spend money & time - commit resources; train staff, management and executives
- Exercise - exercise - exercise

*Department of Trade Survey 6

- *Of the **60%** of UK firms that had BC/DR Plans **<50%** had conducted live tests involving staff in the past year

- Generic quote – “Many companies base their recovery plans on misconceptions and false assumptions”

Lessons learnt

- Having a disaster on St Valentine's night is not recommended
- There was no audible alarm in the Security box for generator fail
- Documents for back up routines, server builds and PC images were outdated
- State of licenses for running live services at the DR site was unclear
- Switch on lights in a room to see if there is power on