

# **IT Resources**

# **Critical Incident Response Manual**

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## 1. Purpose

To ensure the University is able to respond effectively and efficiently to an emergency situation occurring on or off campus a Critical Incident Management plan has been developed. This prepares the University for a timely response to critical incidents, reduces impact and assures the continuation of operations and restoration of normal activity as quickly as possible.

IT Resources provide Information Communications Technology infrastructure and services to the University Community in support of the University's mission. In this role, IT Resources provides critical services in support of teaching, learning, and research and general business needs such as communications and information management.

IT Resources have developed a Critical Incident response plan, in association with the University. This plan has been developed to prepare our key personnel to provide and coordinate an effective response to ensure minimal disruption to business operations in the event of emergency.

### Assumptions

1. Incident occurs during business hours
2. Staff resources are available
3. Electronic communications are available (emails and phones are working)
4. Command Centre only established in Hobart - Sandy Bay Campus

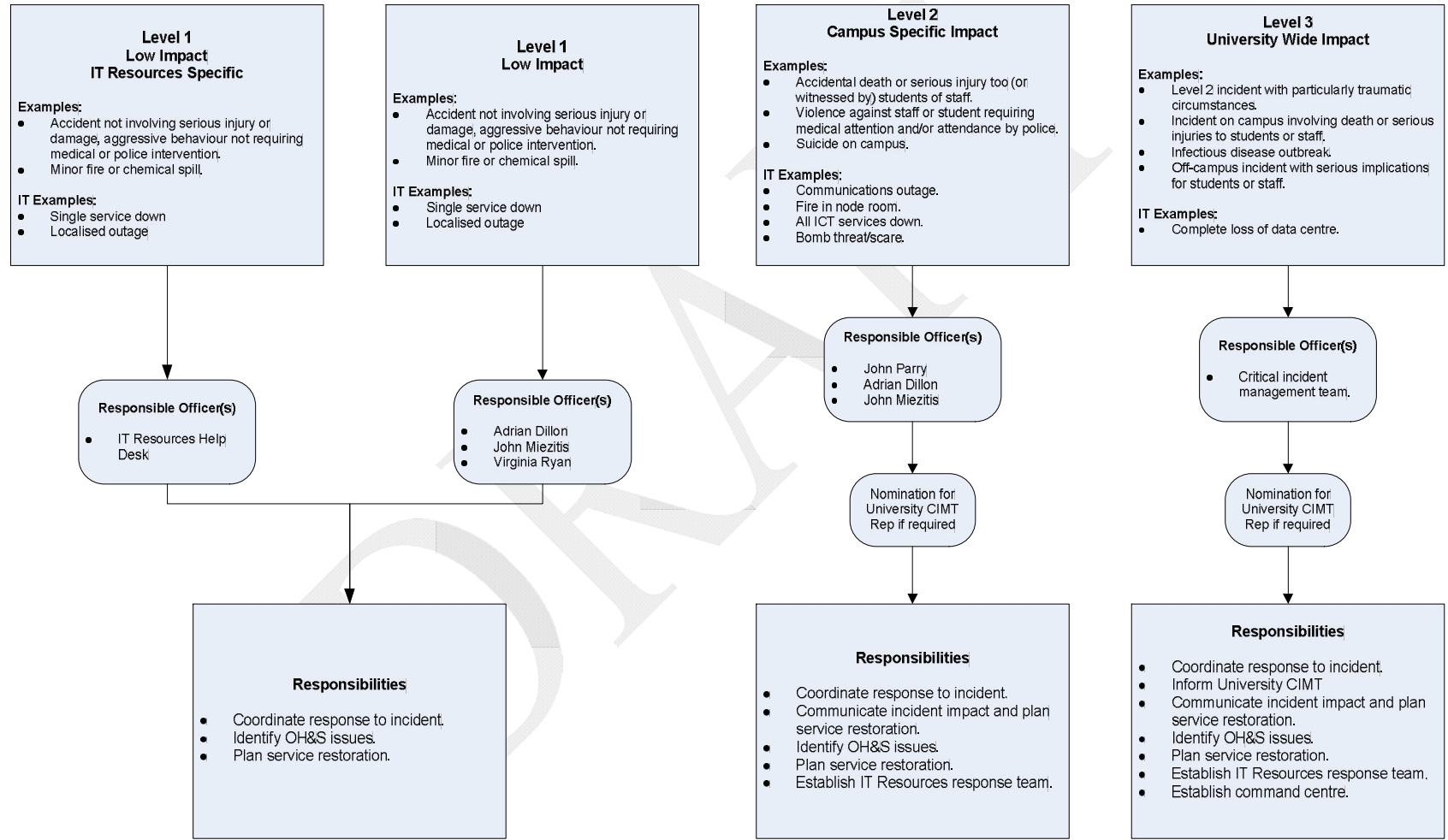
## 2. Definitions

Term/Abbreviation	Definition
Critical Incident	Any incident which include: <ul style="list-style-type: none"><li>• Cause of death or serious injury to persons on or near University property</li><li>• Significantly damage property or equipment contained on University premises</li><li>• Severe impact on the effective operation of the campus and in result negative media attention</li><li>• Result in adverse legal consequences for the University and or employees</li></ul>
Critical Incident Management Team	The name given to those key personnel responsible for implementing the Critical Incident Management Plan

ITR Critical Incident Management Team	John Parry Adrian Dillon John Mieztis Virginia Ryan
Command Centre	The Command Centre is the location selected by the Critical Incident Management Team to be used by them to develop responses and manage the recovery process in a long term crisis situation.
Campus Emergency Coordinator (CEC)	The person responsible for coordinating the initial University campus response to a Critical Incident or emergency.

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### 3. Critical Incident Management Plan Overview



#### 4. External Emergency Contacts

Company	Contact Name	Phone No.
Alphawest	Julian Direen	03 6226 3647
Dell	Technical Support	1800 060 889
Telstra	Andrew Jenkins	0409 992 707
Coates Hire		03 6245 0155
AARNet	Bruce Morgan	0408 882 390
Tops	Russell Facer or Tony Dillon	03 6270 4111
Comstra	Karen Murfett	03 6234 9349
Chubb		13 1548
Environmental Air		03 6273 0155
Cisco Systems	Greg Hall	0408 412 068

#### Internal Contacts

##### Hobart

Campus Emergency Coordinators	Peter Rowland Troy Finearty Greg Dicoski	03 6226 1932 03 6226 2694 03 6226 2166
Asset Management (All Campuses)	Barry Russell	03 6226 2688
ITR - OH&S Officer	Kathryn McGuinness	03 6226 6351
Security		03 6226 7600

##### Launceston

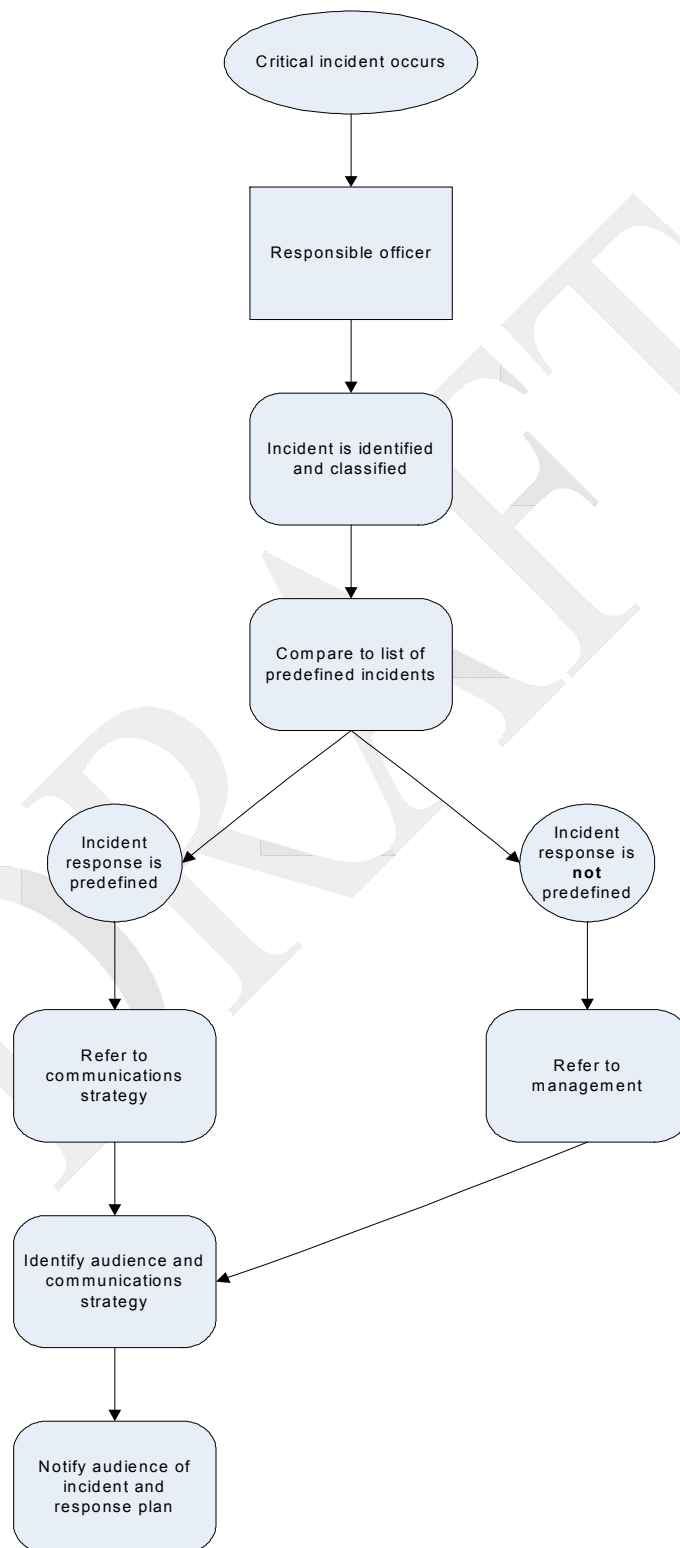
Campus Emergency Coordinators	Neill Daly Tony Payne	03 6324 3689 03 6324 4942
ITR - OH&S Officer		
Security		03 6324 3336

##### Cradle Coast Campus

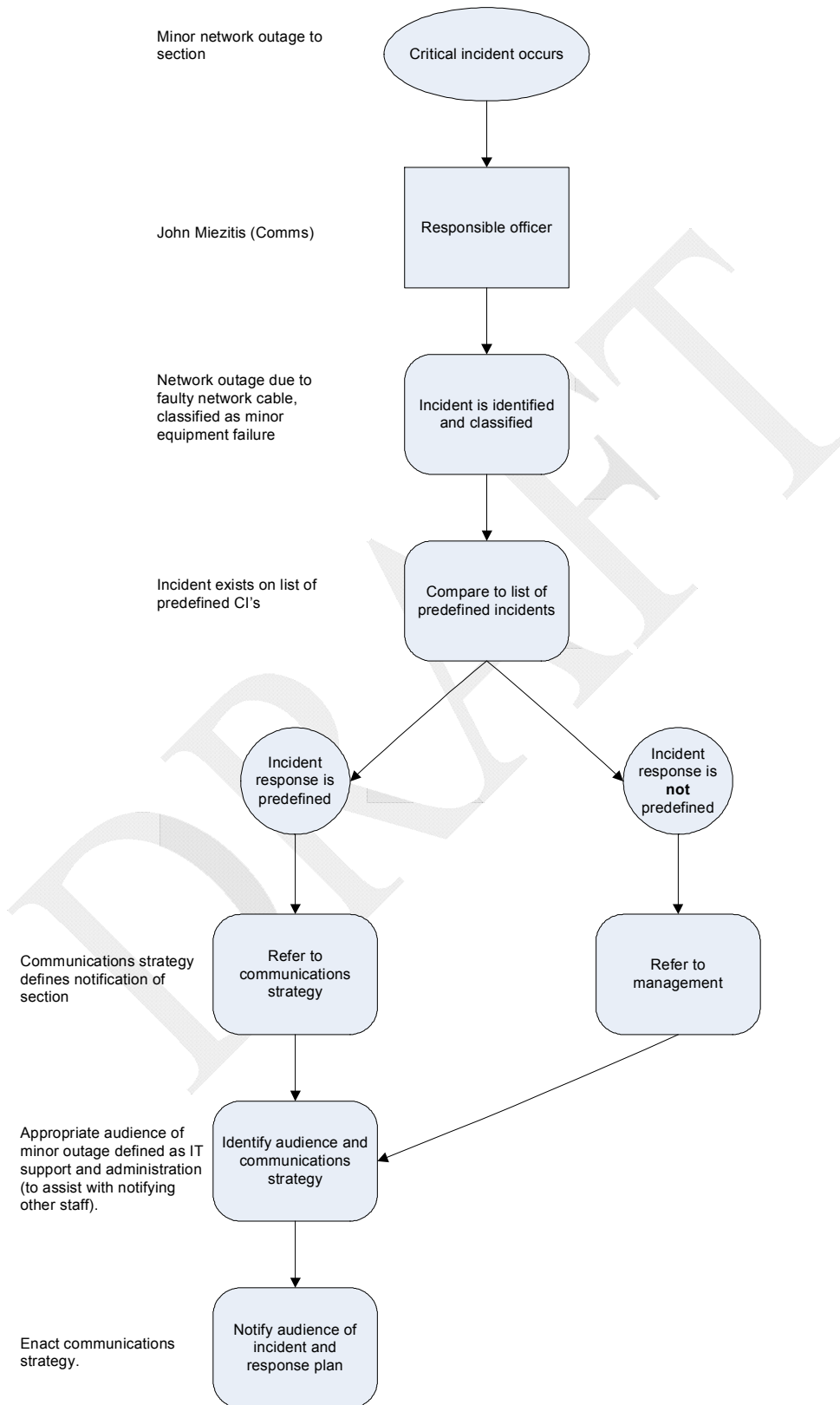
Campus Emergency Coordinators	Frank Hay Mark Stemm	03 6324 3900 03 6324 4907
ITR - OH&S Officer		
Security		03 6324 3336

## 5. Procedures

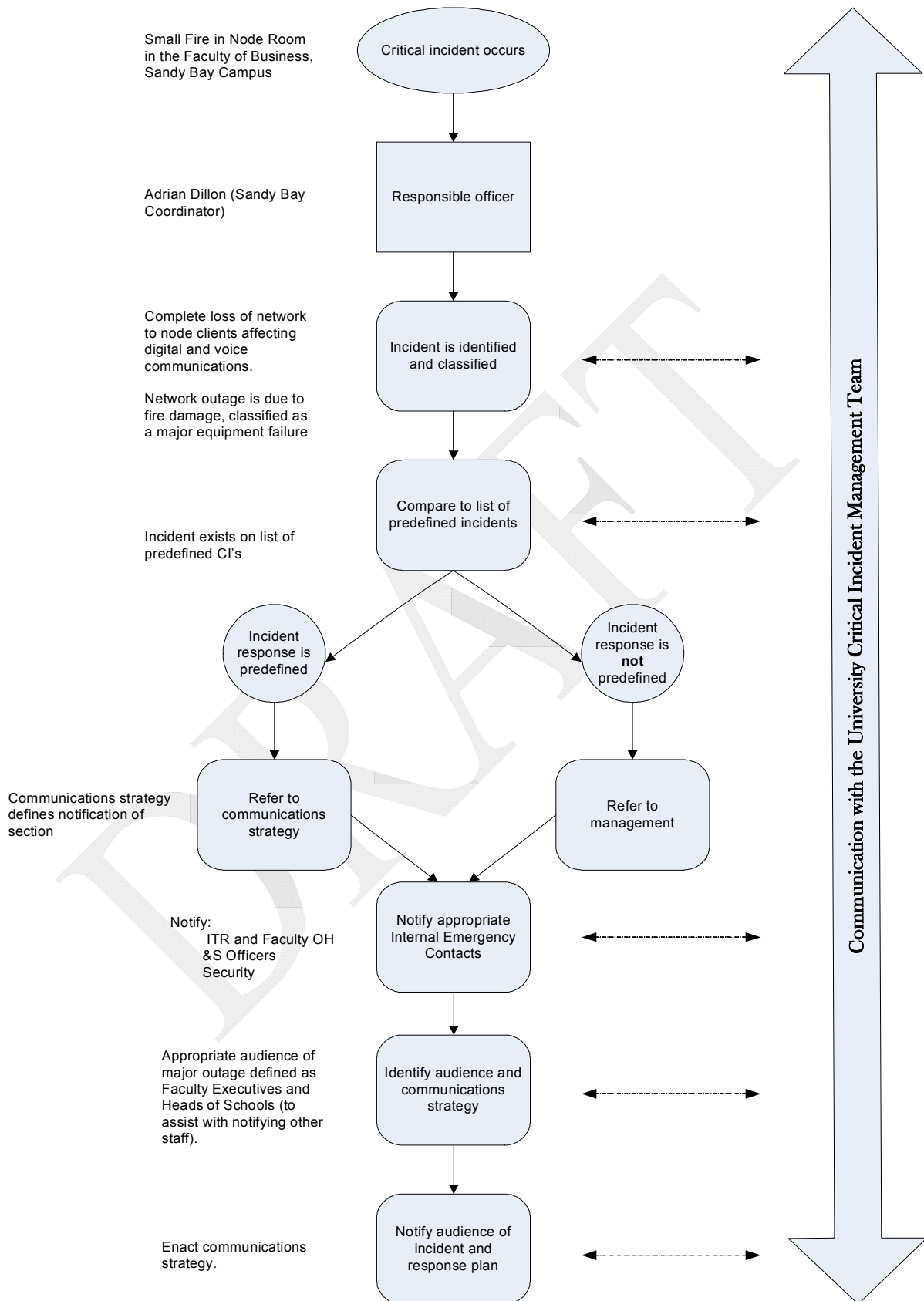
### Communications Process Chart for Critical Incident Response



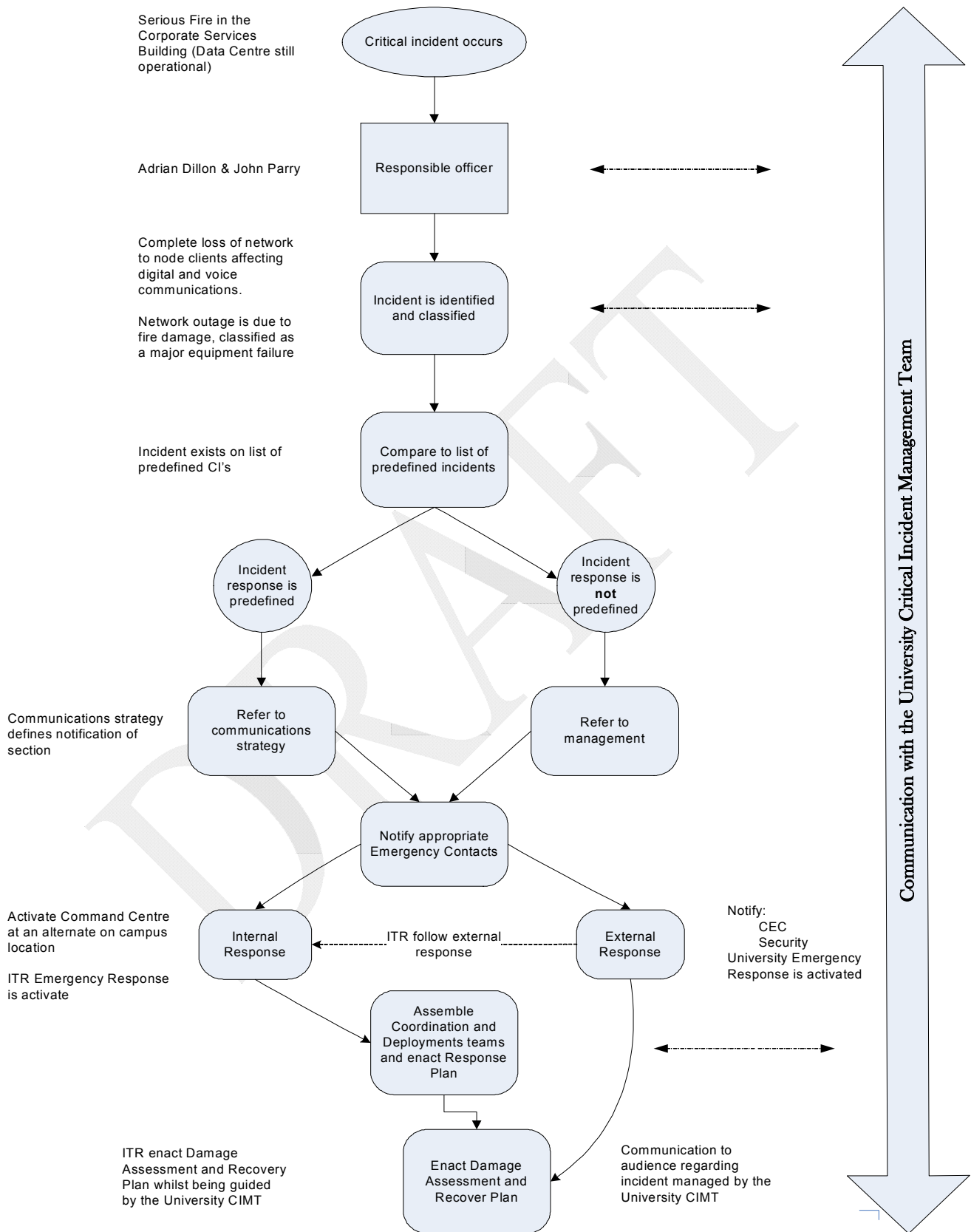
## Communications Process Chart for Critical Incident Response Level 1 Incident Example



## Communications Process Chart for Critical Incident Response Level 2 Incident Example



## Communications Process Chart for Critical Incident Response Level 3 Incident Example



## 6. Infrastructure & Setup of a Command Centre

### Purpose

During a disaster situation an office facility may have the potential to become in danger or damaged to the extent additional resources must be setup in order to provide as much ITR services as possible. Therefore a Command Centre is set up for prompt activation of an onsite / offsite office for the coordination of personnel, equipment and supplies required in and after a disaster.

### Critical Incident Management Control Teams

#### *Incident Commander - John Parry*

Has the responsibility for coordinating the setup of the command centre, ensuring this process is carried out in an affective and efficient manner.

<b>Activation</b>	John Parry Adrian Dillon	John Mieztis Virginia Ryan
<b>Coordination</b>	Jennifer Nield Virginia Ryan	Colin Broadbent Andrew Fenney-Walch
<b>Deployment</b>	John Buttery Michael Harlow Mark Zimmerli Brett Clifford	Nick Grundy Dave Watson Michael Bonsey

### Requirements for a UTAS Command Centre

Must accommodate up to 16 staff members

#### Level 2 Incident

- Local room in Corporate Services Building - Level 1, Resolve Meeting Room Or Level 2, Meeting Room 3
- Alternatively a lab within the University Campus - Hbt / Lton / CCC

#### Level 3 Incident

- Local room if available (Executive Meeting Rooms - Lton/Hbt)
- Move to Launceston (off campus)
- Off-site location (non University)

<b>Equipment Required</b>	<b>Equipment Location</b>	<b>Responsible Officer</b>
Seats & Tables	IT Resources Office	
First Aid Kit		Kathryn McGuinness
Whiteboards	IT Resources Office	Jennifer Nield / Jo Cowen
General Stationery <ul style="list-style-type: none"> <li>▪ Pens</li> <li>▪ Paper</li> <li>▪ Writing pads</li> <li>▪ Staplers</li> <li>▪ Folders</li> <li>▪ Tea &amp; Coffee</li> </ul>		Jennifer Nield / Jo Cowen
Telephone Connection <ul style="list-style-type: none"> <li>▪ Mobiles</li> <li>▪ PABX</li> <li>▪ POTS</li> </ul>		John Mieзитis
Fax Machine <ul style="list-style-type: none"> <li>▪ PABX</li> <li>▪ POTS</li> </ul>	IT Resource Office	Jennifer Nield / Jo Cowen
5 x Desktop Computers <ul style="list-style-type: none"> <li>▪ Wireless</li> <li>▪ DSL</li> <li>▪ LAN</li> </ul>	IT Resources or source from University Labs	Procurement / DMS
Photocopier		
Printers <ul style="list-style-type: none"> <li>▪ USB Cable</li> <li>▪ Paper (A3 &amp; A4)</li> </ul>	IT Resources or source from University Labs	Procurement / DMS
Television / Radio		
Power boards & extension cords		Procurement
Torches & batteries		
Video Conferencing Equipment	IT Resources	Kathryn McGuinness

## **7. Damage Assessment & Recovery**

A document has been prepared to record, classify and document recovery from a Critical Incident. This document, the IT Resources Critical Incident Report, classifies each incident according to threat level and type, details areas and resources affected, and also details recovery and mitigation processes.

The IT Resources Critical Incident report will be made available to all members of the Critical Incident Management Control Team. The report is attached as an appendix to this report.

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