

March 30, 2009

Memo for: Business Continuity Planning Committee

Subject: Minutes of the March 27, 2009 Meeting

A meeting of the **Business Continuity Plan Management Committee** was held on Friday, March 27, 2009 in SAC Salon A.

1. Attendance:

- a. Present: John Bland, Gary Caton, JoAnn Fernald, Carla Flowers, Michele Gomez, David Gray, Darius Griffin, Laura Horsky, Larry Howell, Dane Hughes, Rodger Hughes, Phil Maher, Mark Reynolds, Brian Richardson, Morgan Roseborough, Beverly Setz, Gary Stinnett, John Storch, Doug Thomas, Jeff Williams
- b. Absent: Dixie Airey, Kathi Baucom, Tammie Cauthen, Kendra Cooks, Rob Covert, Sherry Elmes, Ray Galleno, John Gandar, Lee Gray, Marlene Hall, Jon Hawn, Carter Heath, Bill Hill, Michele Howard, John Jacobs, Cynthia Wolf Johnson, Phil Jones, Tom Lamb, Norm Lefebvre, John Mack, David Rousmaniere, Darin Spease, Mark Wisniewski

2. Main topics / issues:

- a. **Welcome:** Morgan welcomed the group and reviewed two recent incidents at UNC Charlotte: the failure of an electrical providing power to the Residence Dining Hall (RDH), and the failure of a capacitor, with resulting fire, in the ITS server room.

(1) The first instance resulted in having to bring in an external generator to provide power to the dining hall until the cable and a faulty transformer can be replaced. The response and all procedures went well, resulting in minimal interruption of business.

(2) The second instance, although small in nature, had wider reaching consequences, since the main computer systems were shut down for a period of about 7 hours. There were several instances in the response and notification procedures that did not go according to plan.

- The Fire Department was already on campus, so their response was very rapid.
- The Sapphire fire suppression system in the server room did not discharge completely, due to the fire fighters opening the doors to the server room before the system could completely discharge.
- The Fire Chief shut off all power to the building, which resulted in a “hard crash” of all central computing equipment. This impacted all functions and processes across the campus that depend on central ITS operations.
- Since the phone, email, and web servers were out of operation, the only remaining means of notifying people on campus was by cell phone. This was not done effectively by divisions/departments/units within the University. As a result, some key personnel were not notified for over an hour after the event.

- The incident occurred during the Campus Safety Walk. Several key people were involved in that event – away from their offices (e.g., VCBA, VCSA, Chief of Police, and Dir of Safety & Environmental Health). While they were notified by the Police Dispatcher, in some cases the notification stopped there.
- PIER was available to those who had connection to the Internet, but was only used to post an advisory notice on the UNC Charlotte Alerts web site. Notification via cell phone was not implemented for Crisis Management Team members, since the incident appeared to be small and localized.
- The widespread impact of this incident was not fully realized until later when it was noted that all point of sale (POS) instruments, Distance Learning, and several evening classes were impacted by this event.
- In some cases people attempting to notify key individuals were using out-of-date phone rosters. These must be replaced by updated rosters on a regular basis.
- With the incorporation of PIER, we have not practiced using manual phone trees for some time. That needs to be exercised as well, particularly at the department/unit level.

b. **Pandemic Flu:** Morgan reported that the World Health Organization is still classifying this as a Level 3 (no, or limited, transmission between humans). However, there were a few new cases reported from Vietnam. There was no indication of human-to-human transfer of the disease in these cases, but all of the individuals died. This is still a very lethal strain of influenza virus.

d. **Status of Contacts and COOPs.** Morgan presented charts showing the current status of Updated Contact Information and Continuity of Operations Plans (COOPs) compared to the status in January. There were 31 recovery team members (out of 566) whose contact information had not been updated within the last 180 days, compared to 20 (out of 471) in January. There were 14 COOPs (or other planning documents) that were beyond the 180-day update cycle, compared to 45 in January. However, one of those is a Priority 1 item. This is an overall improvement. Good news.

e. **Point of Dispensing (POD) Operations:** Morgan gave an overview briefing of the role and requirements for the University, should the Centers for Disease Control release the Strategic National Stockpile of antibodies, antidotes, antivirals, etc for mass dispensing to the population. The University is currently designated as a “closed POD”, which means that we distribute the medications to our own students, faculty, and staff. However, it was pointed out that the County could easily designate the University as an “open” mass dispensing site which would also serve the general public. The PowerPoint slides for this meeting describe the possible impacts on the University.

g. **Emergency Scenario:** Today’s emergency scenario involved a situation stemming from replacement of a transformer in the central computer room in Atkins. This replacement required a planned power outage in Atkins. However, the replacement transformer was faulty and the power outage stretched over a weekend while another was located. This required several actions:

- Identification of critical process that would be interrupted.

- Notification of the campus community about the extended outage (in the absence of email, University web site, VOIP phones, etc.).
- Decision as to convening the Crisis Management Team and/or Emergency Call Center.
- Decision as to leaving the University open and on schedule, suspension of classes, delayed opening, etc. on Monday.
- Rescheduling classes, activities, and events that depend on the interrupted IT services.
- Phased restoration of IT systems after the transformer is replaced.

h. **Proposed date for the next meeting:** The next meeting of the committee is scheduled for 10:00 AM on **Friday, May 29, 2009**. The location will be announced in the meeting invitation.

3. The meeting adjourned at 11:05 AM.

Morgan Roseborough

Director, Business Continuity Planning

UNC Charlotte