Session X: Special Session on Avian and Pandemic Influenza
Current Situation of Avian Influenza and Future Predictions
ICT Contingency Planning for Avian Flu

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WHO/EMRO
H5N1 Avian Influenza Pandemic

• Your mission as ICT manager:

“Responsible for keeping mission critical ICT systems functional”;
H5N1 Avian Influenza Pandemic

• The possible problems you have:
  • 40-50% of the staff are not able to reach the offices;
  • Some key staff are infected themselves or a member in the family;
  • The pandemic will run for two to three weeks;
  • Travel restrictions and embargo on importation of spare parts and goods;
H5N1 Avian Influenza Pandemic

• The possible problems you have:
  • Only two weeks for you to prepare yourself, your team and your infrastructure;
  • Working from home becomes the only option for many of the technical staff;
  • Other partners, suppliers, vendors, etc are not in a much better situation than you are;
  • The pandemic has become a global issue;
Possible actions

- Set up the network and enable connectivity to allow remote access to over 70% of the staff to work from home;
- Prepare applications to be web-enabled with thin client to avoid security problems and local installations on portables home computers;
- Provide portable computers pre-loaded with all necessary application interfaces and tables to reduce connection time and upload/downloads;
Possible actions

• Prepare and provide e-learning materials to inform staff on the pandemic in general and transmission, care, etc in particular;

• Cross-training of ICT staff to handle critical functions such as network administration, database administration, event management, trouble-shooting, etc.
Response Strategies
## Response Strategies

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<th>Categories</th>
<th>Challenges</th>
<th>Potential strategies</th>
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| Centralized Information Technology | 1. Lack of data centre staff  
2. Fixing application bugs  
3. Data loss and downtime | 1. Active-active server structure  
2. Contingent outsourcing of operation and applications support  
3. Real time data replication |
| Distributed Information Technology | 1. Lack of local support staff  
2. Fixing application bugs  
3. Data loss and downtime | 1. Central or cross-trained staff  
2. Contingent outsourcing of applications support  
3. Maintain local backup |
| Desktop Technology                 | 1. Laptop distribution  
2. VPN software distribution  
3. Application software | 1. Before the fact distribution  
2. Distribution at the time of pandemic, with pre-established distribution and pick up points |
| Data Communication                 | 1. Network reliability  
2. Internet stability  
3. Gateway capacity | 1. Contingent outsourcing of network operations  
2. Shift operations  
3. Increased gateway capacity |
| Voice Communication                | 1. Call centre support  
2. Access to key personnel  
3. Network reliability | 1. Contingent outsourcing  
2. Automatic forwarding of telephone calls  
3. Carrier diversity |