Disaster Preparedness
Hurricane Preparedness
Presentation by Brad Mitchell
*September 27, 2006*
When disaster strikes

DON’T PANIC!
Walking the Walk

Cayman and Grenada Experiences
- Our staff played a large part in the overall island recovery operation
- We shared our “Only Network Standing” Status by offering special rates, battery chargers, etc
- Our Cayman Switch building housed hundreds of displaced people
- The police occupied part of our Cat5 building

‘Lessons Learned’ – Capabilities in C&W
- Building Hurricane Proof Switches (Cayman now operational)
- Signed MOU with CDERA – exploiting synergies between the two organisations
- Formed the ‘Caribbean Emergency Response Team’ (CERT) – a First Response capability numbering 100+ members available within the region
- Regionally integrating Geographical Information Systems across all islands
- Providing state-of-the-art Emergency Communications for C&W First Responders – allows use of existing mobile phones when cell towers, cabling, etc, are damaged or destroyed
- Globally-integrated Command & Control for all C&W businesses – lets the islands get on with their immediate job of damage assessment & recovery while Regional & International Crisis Management Teams take care of off-island assistance (eg, staff evacuations, additional equipment, personnel, etc)
- Set up Regional Relief Operations Centres (RROCs) Panama, Barbados & St Kitts - provide evacuation centres for non-essential staff & remote operations ‘nerve centres’ within the region
- Piloting the use of meteorological sensors in our properties in the North (Cayman & Jamaica) as early warning systems – objective is to make data available externally
Questions to Ask Yourself…..

- **Protect Mission Critical Data**
  - Has the business analyzed which business processes, applications and services are most critical?
  - Has the business assessed the impact of a potential disruption?
  - Has the business created a strategy to mitigate risk?
  - What security measures are in place?
  - Are key locations hardened and facilities conditioned?

- **Meet Regulatory Requirements**
  - Have customers or business partners mandated performance or availability service levels?
  - Has the business complied with all current or emerging regulatory requirements?

- **Invest Wisely**
  - Has the business quantified the potential costs of downtime or total business failure?
  - Has the business developed sound business cases to optimally invest in risk mitigation?

- **Your Suppliers**
  - Are they prepared?
  - Will they be there when you need them?
  - How can you be sure?
So What?

- We have improved - we can help you to improve!
- Fully redundant, MPLS Network
- 24/7 NOC and SOC
- Consultative Approach With the Customer
- Continual Reinvestment into Network
- Philosophical Shift of the Company
The Need To Be Sure Before You Make A Decision
Questions