The challenges of reconstruction/rehabilitating ICT infrastructure, financing and coordination

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Agenda

• Introduction
• The importance of the Internet, particularly in the post disaster phase.
• What are the critical steps that must be taken when reconstructing devastated ICT infrastructure after disaster strikes?
• Case Study - American Red Cross
• Summary
• Panel Discussion
The ability to communicate after a disaster is an essential and critical component of a disaster recovery plan. Recovery efforts would be severely hampered if critical information is not delivered on time to the right people.

There are universal procedures that should be followed when reconstructing devastated ICT infrastructure. Such procedures aim to reduce further lost and reduce rebuilding cost.
The importance of the Internet

• Crisis Communication Tool
  – Employee communication
  – Public communication
  – Vendors & Suppliers communication

• Access to Information
  – Public bulletins
  – Monitoring
The importance of the Internet

• Tell Your Story
  – Press release
  – Frequently asked questions (FAQs)
The importance of the Internet

• Forms of Internet Communication
  – Email
    • edward.laughton@digicelgroup.com
  – Web sites
    • http://www.digicelgroup.com/group/digicel_news.php
  – VOIP telephone calls
    • Skype
    • Google Talk
  – Instant Messaging
    • Windows Live Messenger
    • Yahoo Messenger
Steps when reconstructing devastated ICT infrastructure

• Secure Area
  – Isolate incident scene
  – Protect undamaged property
Steps when reconstructing devastated ICT infrastructure

• Assess Damage
  – Take inventory of damaged goods
  – Conduct an investigation
  – Notify risk management department
  – Coordinate actions with appropriate government agencies
Steps when reconstructing devastated ICT infrastructure

• Salvage and Restoration
  – Segregate damaged from undamaged property
  – Keep damaged goods on hand until an insurance adjuster has visited
Case Study

• American Red Cross, Bay Area Chapter Disaster Response Web-Based Communications. Project Case Study

“The goal is to improve service for victims by decreasing confusion and increasing collaboration between response agencies and affected communities.”

“How did information technology contribute to this project?”

“First and foremost the success of the project is due to the development of the Internet. Without the information collection and distribution power of the Internet the project would not be possible.”

http://www.disasterplan.com/Case_Studies/Smithsonia_Award_Nominee_Case_Study.pdf
Summary

- The Internet is an essential communication tool facilitating the continuous flow of information through various forms of communication.
- Once the scene is safe, secure the area, assess the damage and perform salvage and restoration activities.
Panel Discussion

- Funding reconstruction efforts
- What are the recent technological changes that could be added to legacy telecommunications networks to reduce vulnerability?
- What action must be taken to enhance the coordination needed for reconstruction?
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