



CABLE & WIRELESS

Disaster Preparedness

Hurricane Preparedness
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DON'T PANIC!



Walking the Walk

Cayman and Grenada Experiences

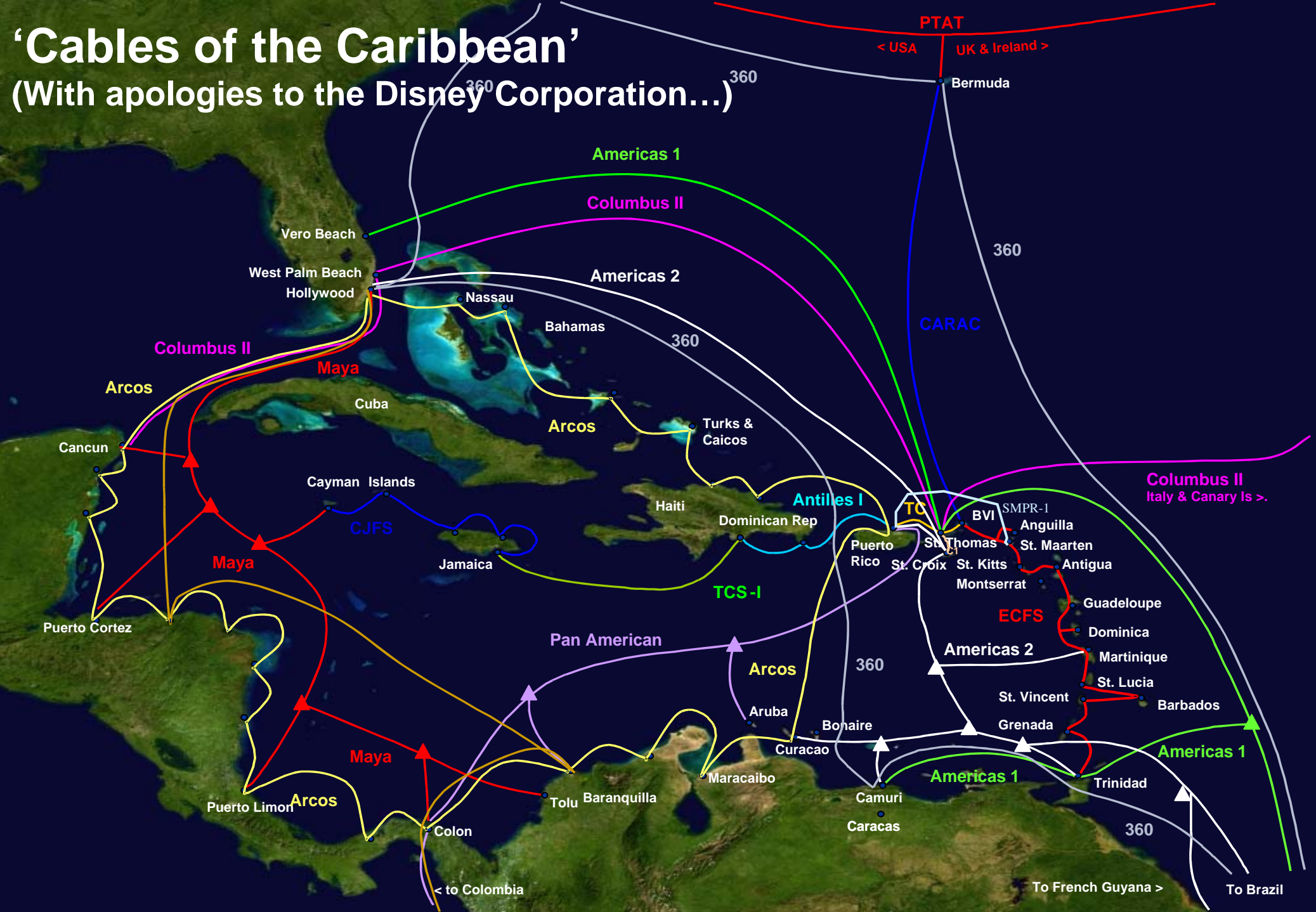
- ❑ Our staff played a large part in the overall island recovery operation
- ❑ We shared our “Only Network Standing” Status by offering special rates, battery chargers, etc
- ❑ Our Cayman Switch building housed hundreds of displaced people
- ❑ The police occupied part of our Cat5 building

‘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

'Cables of the Caribbean'

(With apologies to the Disney Corporation...)



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





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Questions