

Project Plan Introduction:

The IIT IPRO 370 Crisis Management and Security Program (CMS) is in its fourth stage of development. The current goal is to further develop the capabilities of our web based program that can be used by organizations to assist when determining how well their crisis management plans stand up to different methodologies, assessments, and scenarios during the testing process. Also to start marketing our web site to attract a community of many users to assist in the growth of the CMS program.

The initial grant for this project was funded by the Homeland Security Innovation & Entrepreneurship Center. Ms. Irene Rozansky, CEO and founder of R&A Crisis Management Services Inc. will be our sponsor to ensure that we develop a program able to test existing crisis management plans for companies, organizations, and individuals who lack a response ready approach in times of crisis.

Objectives:

The goals for this team during this semester include:

- Attract a larger Internet community to utilize the CMS web site.
- Improve the website for workability
- Work in conjunction with outside sources to help improve our community and website goals
- Have a marketing strategy for the website
- Improve the security of the website
- Make the website more customizable
- Rename the website and its domain

The focus of the team's efforts this semester will be refining and improving upon the website, and growing a community of users for the website. We will accomplish these goals through efforts working with individuals and groups outside of our classroom, and also a focus in marketing.

Background:

Every year, organizations invest millions of dollars creating plans to ensure that their business only experiences minimal interruption during a crisis. One of the most important and often overlooked aspects of this preparation is to fully test the crisis management plan to ensure that it is sufficient. A proven method for testing is constructing scenarios and executing what are called “table-top” exercises. During these exercises, crisis management planners use these scenarios to walk through their crisis management plan and more importantly, assist them with a process to acknowledge their vulnerabilities.

The purpose of the CMS program is to assist organizations by allowing them to test their crisis management plans through the use of scenarios. Our web-based tool will assist a growing community with the ability to easily create realistic scenarios and track the results of their table top exercises for future comparison.

A company’s ethical point of view regarding crisis management should be a moral one. Upfront, tough, and direct approaches will show their commitment to their employees and to their clients. Unfortunately, organizations view crisis management to different extremes. Some simply do not have a crisis plan, while others have a department / team allocated to ensure that their plans are written, tested, and maintained properly.

Our scenario builder tool is vital to the industry because an organization’s written plan is only one milestone. More importantly, however, it will determine whether or not an organization’s crisis management plan is fulfilling the necessary objectives. It is proven that prepared organizations tend to respond and recover from a crisis / disaster faster, cheaper and more resiliently. Those who fail to plan, plan to fail. The goal after a crisis occurs is to ensure that your business remains in business and fully functional. Upfront planning is a way to ensure that this happens. A well written, tested plan will aid an organization in minimal recovery time, money, and effort.

“In the US nearly one in five enterprises and nearly one in three medium size businesses lack a business continuity plan.”

“It takes years to build a successful business. It takes seconds to destroy it.”

“80 percent of businesses that suffer a major disaster go out of business in three years.”

The question is “ARE YOU READY” for a crisis?

Proper crisis management reduces the tension during the crisis at hand, demonstrates a company’s commitment and expertise, controls the flow and accuracy of information and execution of their plan, and allows the company to manage resources effectively and efficiently. Our project objective is to provide a tool that would facilitate business continuity planners (BCP) to test and validate their disaster recovery plans (DRP).

The purpose of this web-based management tool is to test a company’s current crisis management plan through various levels of impact and penetration throughout their company. This will allow Crisis Management and Security Teams to not only gain an understanding of their plans, but more importantly to create the necessary scenarios to test their plans. Our tool will also give them measurable data. This measurable data will show the potential impact on an organization’s sustainability if ever faced with a crisis while evaluating a risk analysis combined with their preparedness. Thus it will, answer the biggest question most organizations have: Will their company’s crisis management plan hold up to but more importantly, survive a crisis?

Methodology:

This project will consist mainly of our group efforts to establish marketing methods to further the use of our CMS Program. We will initially be brainstorming for marketing ideas, then these ideas will be put into place. After that we will see how our marketing ideas solicit more CMS Program users, and then ask for feedback from the new CMS Program users.

Once we have defined our marketing ideas, we will use trial and error method to test

and evaluate the ideas. Our Marketing Team will select the best ideas from our brainstorming sessions. Our Programming & Technical Team will make the required changes to our web site. To further push the use of our web site, all of the team members will solicit for organizations to login to our web site and utilize it, and in turn ask them for feedback. Through this feedback, our team will be able to alter the website to better suit the end user. Hopefully the CMS Program can, with very little maintenance, sustain itself with an Internet community of users.

The deliverable reports will be documented by team members Andy Staats and Don Monte. With each revision of a draft, an email will be sent to all team members for ideas on further revisions. Once feedback from the team has been acquired, the reports will be submitted. The documentation of progress in research and development will primarily be covered by Vito Zabawski.

Expected Results:

The expected results of this project include a website tool with improved capabilities, and a marketing method that will continue to attract a community of users focused on crisis management to utilize our web site. Also, this tool could be used by our sponsor, R&A Crisis Management Services, to provide a scenario planning service to its clients.

Team Members, Assignments and Designated Roles:

Our Team Members:

Andrew Wanic is a 4th year Information Technology Management student. He works in Corporate Sales for Insight in Bloomingdale. His other hobbies include Winter sports, online gaming and general PC maintenance and security.

Chris Housley is a 5th year IIT Architecture student. His design skills as well as previous IPRO experience will help market Crisis Management Testing to a broader range of users. In his free time he enjoys golfing, going to Cubs games, and listening to music.

Don Monte, CISSP, is a 4th year Information and Technology Management undergrad and currently works as IIT's VoIP Lab Manager. His previous experience brings our team a strong background in emergency preparedness from the Telecom Industry for both Wireline and Cellular. In his spare time he likes to travel, and part time private-chefs.

Vito Zabawski is a 3rd year Industrial Technology and Management undergrad student. He works as a drafter/designer for the past 3 years in Broadview. Hobbies: almost all type of sports, reading technical magazines like "cadalyst". One day wants to travel around the world.

Andy Staats is a 4th year Information Technology and Management undergrad student. In his spare time he is an avid video game and music collector. In addition to his collections, he has been playing bass guitar for over 15 years.

George Bochnik is a 4th year student in the Industrial Technology and Management program. He works as a Maintenance Technician for Federal Mogul Corp. in Skokie. In his spare time he enjoys working on, and cruising in his classic Camaro, grilling & chilling, and playing video games with his kids.

Matt Chojecki is a 3rd year Industrial Technology and Management undergrad student. He works as a Product Designer for Molex Inc. in Lincolnshire. In his spare time he likes to travel, read books and play games.

Ziggy Kusnierz is a 4th year Information Technology and Management Undergraduate. He currently is employed as a Network Support Specialist at the Galvin Library. His hobbies consist of gaming, tinkering with computers, camping and social outings.

Singhal Saurabh is an Information Technology and Management graduate student.

Teams:

To achieve our goals for the semester we have broken into sub teams using each team member's strengths or areas of interest.

Leadership & Deliverables Team

This team is responsible for the management of the IPRO. Goals include ensuring that all deadlines are met, tasks are being executed and focused in a timely and efficient manner, and assisting where needed. As a result of these responsibilities the team will create a positive working environment.

Sub Team Members:

- Singhal Sahurabh (facilitator)
- Andrew Wanic (co-facilitator)

Expected Results:

- Create a timeline associated with each sub team to ensure project completion.
- Using the team iGROUPS site, utilize the appropriate email correspondence to ensure proper communication among the team.
- Update individual assignments and team organization as deemed necessary.
- Ensure that the writing and submission of required reports/documents are met according to specified guidelines.
- Research what a crisis management plan should consist of, while analyzing commonalities within a plan.

Records Management Team

This team is responsible for the record keeping at meetings.

Sub Team Members:

- Vito Zabawski
- Don Monte

Expected Results:

- Create a place on iGROUPS to store weekly minutes for the purpose of communication for the team.
- Record the team's ideas and communication during team meetings
- Ensure that all team members are on the same page by coordinating information among the team in a timely manner.
- Maintain the team's notes for the iGROUP site, the appropriate email correspondence to ensure proper team communication.

Formal Reports Team

This team is responsible for the project plan of our IPRO project. Also the deliverables are the midterm report, and the final report.

Sub Team Members:

- Andy Staats
- Don Monte

Expected Results:

- Compile the iGROUPS project plan documents.
- Compile the iGROUPS mid-term report documents.
- Compile the iGROUPS final report documents.

Code of Ethics Team

This team is responsible for the projects code of ethics documentation and submission.

Sub Team Members:

- Chris Housley
- Vito Zabawski

Marketing Team

This team is responsible for marketing the website to assist in building a community for the product. The team will reach out to organizations to use and promote the website. They will work in conjunction with R&A Crisis Management Services.

Sub Team Members:

- George Bochnik
- Matt Chojecki

Expected Results:

- Find organizations to use and promote the website.
- Build a community of users.
- Create a commercial for the product.

Programming & Technical Team

This team is responsible for the code and construction of our web site, including the database that drives the web site for our *CT* program.

Sub Team Members:

- Ziggy Kusnierz
- Singhal Sahurabh

Expected Results:

- Continuation of the website support and design for our team's goals.
- Improve the website's security.
- Rename the website and build a new domain.
- Create direct links to injects.
- Add real-time recommendations.

Presentation Team

This team is responsible for developing the presentation slides that they will use when delivering our team's presentation.

Sub Team Members:

- Ziggy Kusnierz
- Matt Chojecki

Expected Results:

- Create a presentation that meets our quality of standards and helps the theme of our IPRO.

Budget:

Included below is the itemized budget for the project, which has a maximum value of \$500.00 and is being covered by our sponsor.

Leadership & Deliverables Team	Expenses
Teambuilding **	\$50.00
Deliverables **	\$50.00
Subtotal	\$100.00
Marketing Team	Expenses
Business Cards **	\$25.00
50 brochures **	\$25.00
Miscellaneous handouts for IPRO Day **	\$50.00
Subtotal	\$100.00
GRAND TOTAL	\$200.00

**This is an estimated amount

Project Deliverables and Milestones:

IPRO 370 Tasks	Start Date	Completed	Remaining	IPRO Milestone	Notes		
Project Plan Draft Due	11-Feb-08	1	6				
Project Plans Due	22-Feb-08	1	11	1			
Midterm Oral Presentation Draft	25-Mar-08	0	14				
Midterm Oral Presentation	3-Mar-08	0	21	1	alternate date is 14-Mar-08		
Code of Ethics Draft	3-Mar-08	0	21				
Code of Ethics Due	7-Mar-08	0	0	1			
Abstracts, Posters, Presentations Due	9-Apr-08	0	24	1			
iKNOW upload Due	10-Apr-08	0	25	1			
Final Reports Due	10-Apr-08	0	25	1			
Complete Final Presentation	10-Apr-08	0	25	1			

Weekly Assignments:

<i>SPRING 2008 IPRO COURSE ACTIVITIES & DELIVERABLES SCHEDULE</i>								
Required IPRO Course Activities and Deliverables		Activity (A) Deliverable (D)	Investment (hrs) (Sec)	<i>Due Date</i>	Submit to IPRO Office	Maintain Version in iGROUPS	Upload to iKNOW	Include on Deliverables CD at IPRO Day Exhibit.
1	IPRO Syllabus (instructor uploads to team's iGROUPS web space)			January 25				
7	IPRO Project Plan	D		February 22		x	x	x
9	Mid-Term Progress Report	D		March 14		x	x	x
1 2	Web Site	D		April 25	Live by 4/30			
1 3	Exhibit/Poster	D		April 25	TIF/PDF file	x	x	x
1 4	Abstract/Brochure	D		April 25	Word/PDF file	x	x	x
1 5	Presentation	D		April 30	PPT File	x	x	x
1 6	Final Report with table of contents	D		May 1		x	x	x
1 7	Team Work Product; Team Minutes	D		May 1		x	x	x
1 8	IPRO Deliverables CD and printed table of contents which must be on the team's IPRO Day exhibit table	D		May 2			Contents include all of above, uploaded to iKNOW.	

Appendix:

Definitions and Acronyms:

Scenario – A story, or sequence of events that cause a crisis for the management of an organization

Inject – An extension or mini-scenario that causes a scenario to further develop, forcing management into a more critical crisis

CISSP – Certified Information Systems Security Professional

CMS – Crisis Management and Security Program

CCNA -- Cisco Certified Network Associate

MCP -- Microsoft Certified Professional