

Crisis Management & Security
Illinois Institute of Technology



Are You Ready?

www.CMSprogram.com
info@CMSprogram.com

The Challenge

- Every year organizations invest millions of dollars to create plans and do not adequately test them.



Why test your plan?

- Businesses and organizations invest a substantial amount of resources to create their crisis management plans
- If you do not test your plan against real world scenarios, you have no idea if it will work
- Example: Cook County Building Fire vs. LaSalle Bank Building Fire



The “Table-Top” Exercise

- Create a detailed, realistic scenario
- Meet with business continuity team and execute scenario
- Review and record results
- Gather and assign actionable takeaways

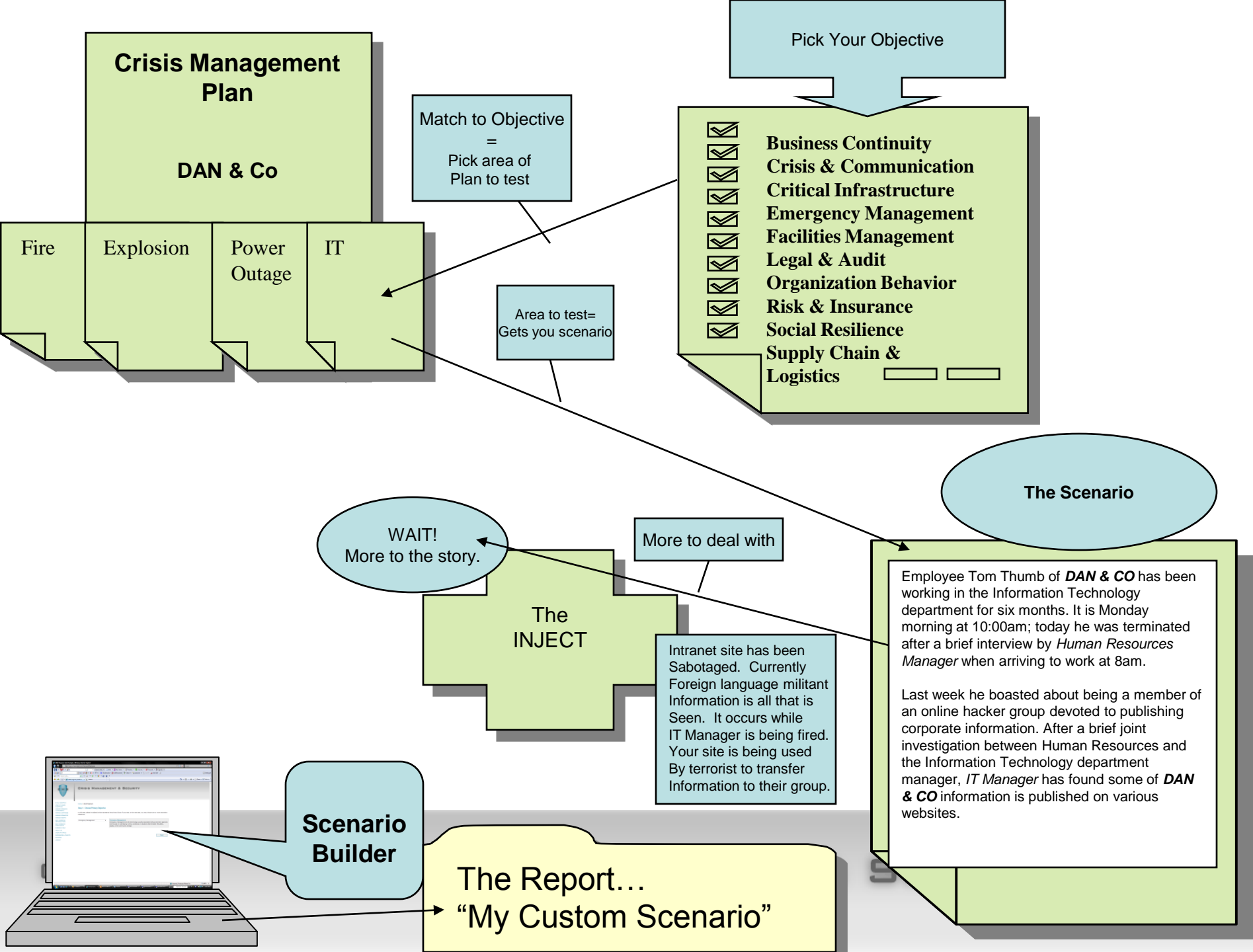


Our Solution

A web-based tool that gives a growing community of business continuity professionals the ability to easily create realistic scenarios to test their plans and then track the results of their tests.



CRISIS MANAGEMENT & SECURITY



How We Achieved It

- Research and advanced scenario writing
- More realistic testing opportunity
- Software Development
- Strict Code of Ethics



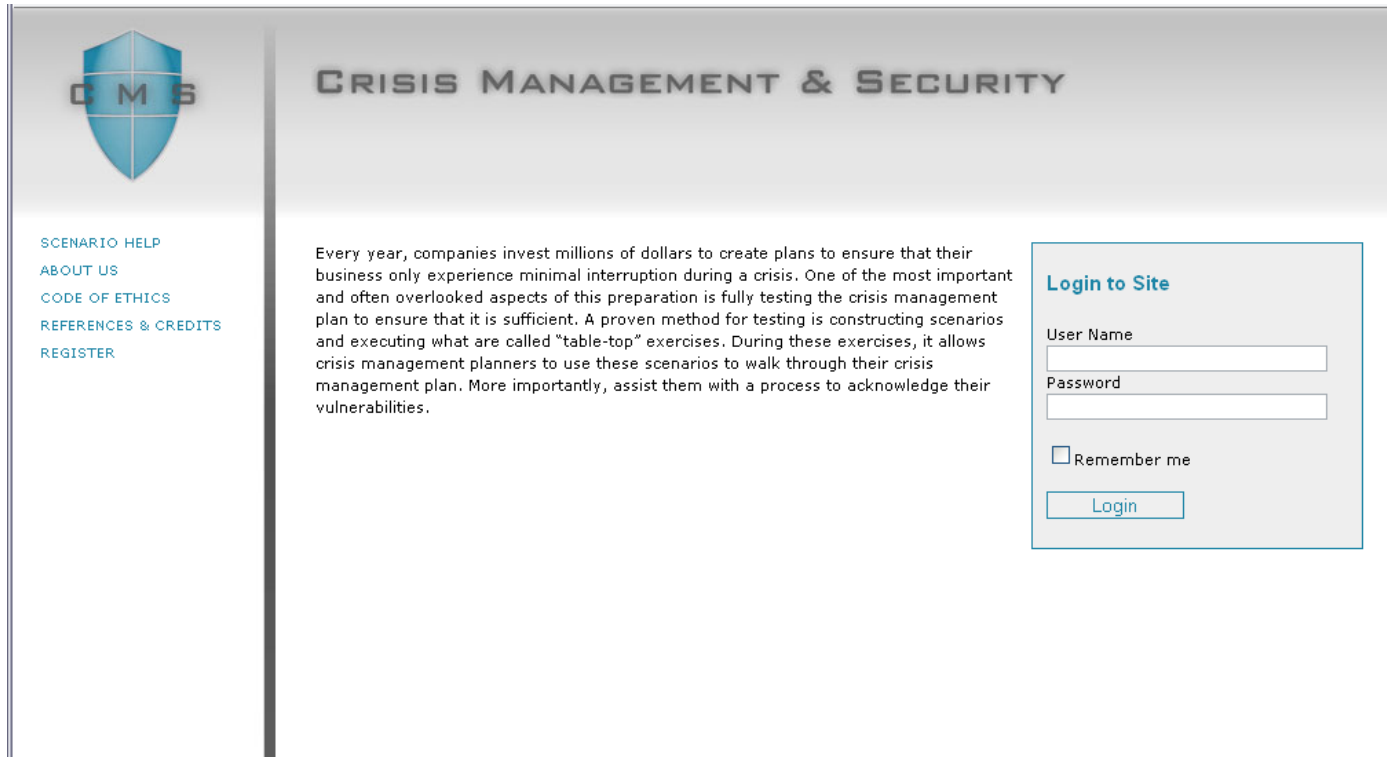
Rick Kaim– Research and Scenario Writing

- Analyzed and reviewed actual crisis plans
- Linked key objectives to scenario writing
- Lessons learned from “table top” exercises
- Developed scenario user guide
- Created more realistic testing method-“injects”



Hassan Alnoon-CMSProgram

- Designed Interface for ease of use



The screenshot displays the user interface of the Crisis Management & Security (CMS) program. The interface is divided into three main sections: a left sidebar, a central content area, and a right sidebar.

Left Sidebar: Features a blue shield logo with the letters 'CMS' inside. Below the logo, there is a vertical list of links: [SCENARIO HELP](#), [ABOUT US](#), [CODE OF ETHICS](#), [REFERENCES & CREDITS](#), and [REGISTER](#).

Central Content Area: At the top, it has the title 'CRISIS MANAGEMENT & SECURITY'. Below the title, there is a paragraph of text: "Every year, companies invest millions of dollars to create plans to ensure that their business only experience minimal interruption during a crisis. One of the most important and often overlooked aspects of this preparation is fully testing 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, it allows crisis management planners to use these scenarios to walk through their crisis management plan. More importantly, assist them with a process to acknowledge their vulnerabilities."

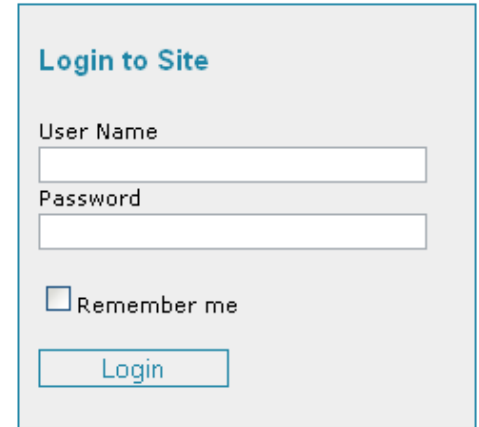
Right Sidebar: Contains a 'Login to Site' section. It includes a 'User Name' label followed by a text input field, a 'Password' label followed by a text input field, a checkbox labeled 'Remember me', and a 'Login' button.



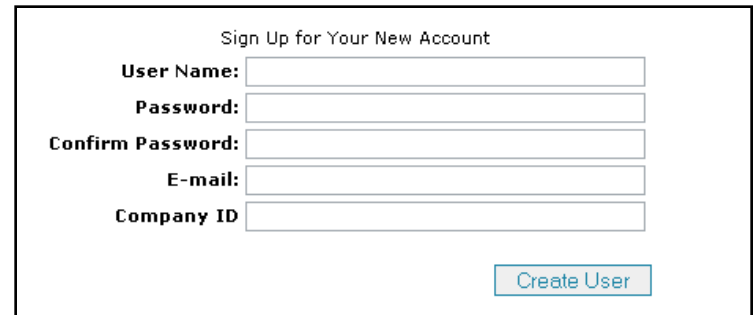
CRISIS MANAGEMENT & SECURITY

CMSPProgram

- Developed software using:
 - Microsoft's ASP.NET 2.0
 - SQL Server platforms
- Implemented secure login
 - Saving Scenarios
 - Custom Company Info.



A screenshot of a web form titled "Login to Site". It contains two input fields: "User Name" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom is a "Login" button.



A screenshot of a web form titled "Sign Up for Your New Account". It contains five input fields: "User Name:", "Password:", "Confirm Password:", "E-mail:", and "Company ID". At the bottom right is a "Create User" button.



Build Scenario

- Step 1

CRISIS MANAGEMENT & SECURITY

[Home](#) > Build Scenario

Step 1 - Choose Primary Objective

Please choose your test primary test objectives from the list below.

Organizational Behavior ▼

Business Continuity Management
Crisis Management and Communication
Critical Infrastructure
Emergency Management
Facility Management
Legal Compliance and Audit
Organizational Behavior
Risk Management and Insurance
Social Resilience
Supply Chain Logistics and Transportation Mgmt.

Organizational Behavior

Organizational Behavior focuses on the need for resiliency to be embedded in the culture and systems of the organization. A resilient organization has documented resiliency objectives that align and support the organization's strategic goals so that it is able to achieve its core objectives in the face of adversity.

[Next](#)



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Build Scenario

- Step 2



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- BUILD SCENARIO
- VIEW MY SAVED SCENARIOS
- SCENARIO HELP
- ABOUT US
- CODE OF ETHICS
- REFERENCES & CREDITS
- REGISTER
- LOGOUT

[Home](#) > Build Scenario

Step 2 - Choose Secondary Objectives

Please choose your secondary objectives from the list below. [Help me decide.](#)

<input type="checkbox"/> Business Continuity Management	<input type="checkbox"/> Legal Compliance and Audit
<input type="checkbox"/> Crisis Management and Communication	<input type="checkbox"/> Organizational Behavior
<input type="checkbox"/> Critical Infrastructure	<input type="checkbox"/> Risk Management and Insurance
<input type="checkbox"/> Emergency Management	<input type="checkbox"/> Social Resilience
<input type="checkbox"/> Facility Management	<input type="checkbox"/> Supply Chain Logistics and Transportation Mgmt.


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Build Scenario

- Step 3



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[BUILD SCENARIO](#)
[VIEW MY SAVED SCENARIOS](#)
[SCENARIO HELP](#)
[ABOUT US](#)
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[REFERENCES & CREDITS](#)
[REGISTER](#)
[LOGOUT](#)

[Home](#) > Build Scenario

Step 3 - Enter Information

Please fill out the information below. [What is this information for?](#)

CompanyName

PublicRelationsManager

ITManager

SecurityDepartmentManager

EngineeringDepartmentManager

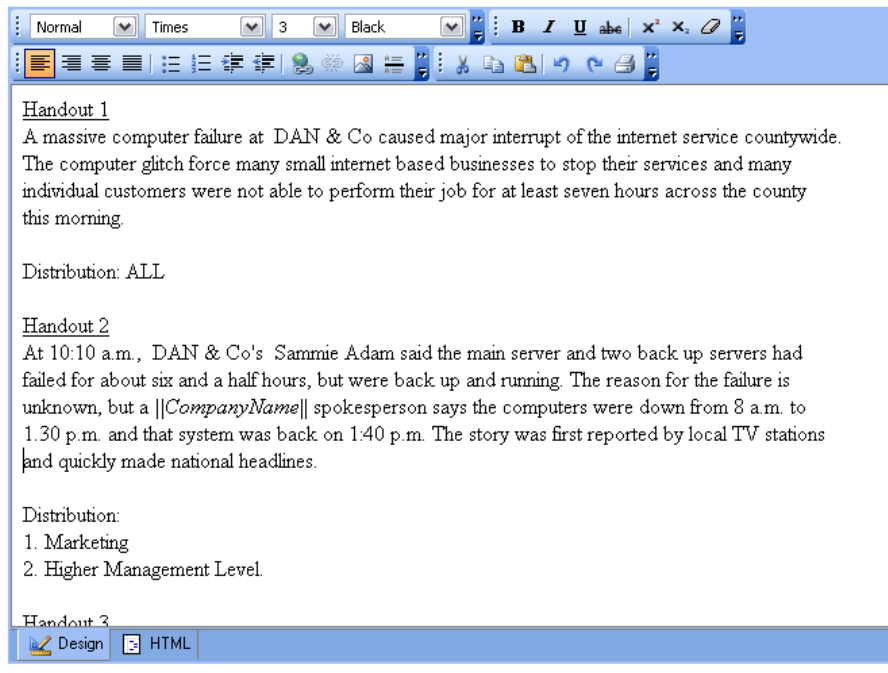


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Build Scenario

- Step 4 & 5

Step 4 - View/Edit Scenario



The screenshot shows a web editor interface for Step 4. It features a top toolbar with text formatting options (Normal, Times, 3, Black, Bold, Italic, Underline, ABC, X, X, Eraser) and a bottom toolbar with Design and HTML tabs. The main content area contains three handouts:

Handout 1
A massive computer failure at DAN & Co caused major interrupt of the internet service countywide. The computer glitch force many small internet based businesses to stop their services and many individual customers were not able to perform their job for at least seven hours across the county this morning.

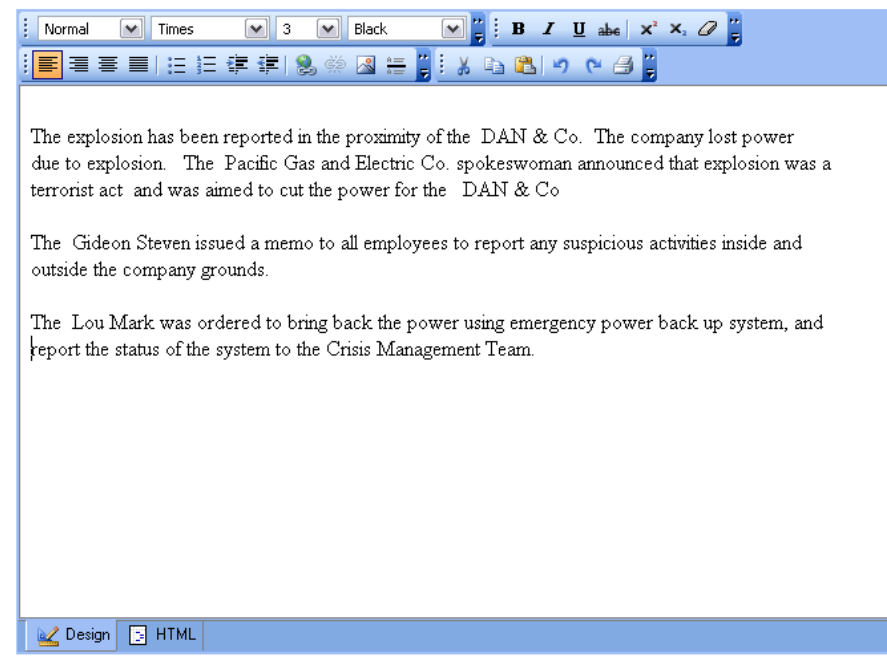
Distribution: ALL

Handout 2
At 10:10 a.m., DAN & Co's Sammie Adam said the main server and two back up servers had failed for about six and a half hours, but were back up and running. The reason for the failure is unknown, but a *Company Name* spokesperson says the computers were down from 8 a.m. to 1.30 p.m. and that system was back on 1.40 p.m. The story was first reported by local TV stations and quickly made national headlines.

Distribution:
1. Marketing
2. Higher Management Level.

Handout 3

Step 5 - View/Edit Inject



The screenshot shows a web editor interface for Step 5. It features a top toolbar with text formatting options (Normal, Times, 3, Black, Bold, Italic, Underline, ABC, X, X, Eraser) and a bottom toolbar with Design and HTML tabs. The main content area contains two paragraphs of text:

The explosion has been reported in the proximity of the DAN & Co. The company lost power due to explosion. The Pacific Gas and Electric Co. spokeswoman announced that explosion was a terrorist act and was aimed to cut the power for the DAN & Co

The Gideon Steven issued a memo to all employees to report any suspicious activities inside and outside the company grounds.

The Lou Mark was ordered to bring back the power using emergency power back up system, and report the status of the system to the Crisis Management Team.



Build Scenario

- Elements are combined
- Introduction to maximize the effectiveness of their tabletop exercise
- Conclusion
- Edit/Save Scenario

Introduction

This introduction is designed to maximize the effectiveness of your tabletop exercise. Throughout the exercise keep in mind four purposes;

1. Evaluate the effectiveness of your Crisis management plan.
2. Identify areas to improve your crisis management plan.
3. Give experience to crisis management professionals prior to an actual crisis.
4. Promote communication and relationships between crisis management personnel

Scenario

Handout 1

A massive computer failure at DAN & Co caused major interrupt of the internet service countywide. The computer glitch force many small internet based businesses to stop their services and many individual customers were not able to perform their job for at least seven hours across the county this morning.

Distribution: ALL

Handout 2

At 10:10 a.m., DAN & Co's Sammie Adam said the main server and two back up servers had failed for about six and a half hours, but were back up and running. The reason for the failure is unknown, but a *[[Company/Name]]* spokesperson says the computers were down from 8 a.m. to 1:30 p.m. and that system was back on 1:40 p.m. The story was first reported by local TV stations and quickly made national headlines.

Distribution:

1. Marketing
2. Higher Management Level.

Inject

The explosion has been reported in the proximity of the DAN & Co. The company lost power due to explosion. The Pacific Gas and Electric Co. spokeswoman announced that explosion was a terrorist act and was aimed to cut the power for the DAN & Co

The Gideon Steven issued a memo to all employees to report any suspicious activities inside and outside the company grounds.

The Lou Mark was ordered to bring back the power using emergency power back up system, and report the status of the system to the Crisis Management Team.

Conclusion

This is the conclusion



Annette Pioletti-Accomplishments

- Created teamwork environment for a common shared vision
- Established strong foundation for team communication
- Developed a measurement method of project progress
- Maintained flexibility with our design to accommodate for pilot group feedback and future modifications of our successors



Code of Ethics

- Defined overarching principle
 - Improving the security of organizations through comprehensive crisis scenario based testing
- Risks at integrity level
 - Commonalities within crisis management community
 - Conflict of interest/shared user data
 - School project-we are not professionals
 - Lack of experience-could use wrong verbiage
- Developed Cannons
 - Commitment to do the best job possible



What's Next?

- Provide access to pilot group of businesses and gather feedback
- Improve scenario building process
- Enhance the test tracking functionality
- Develop ways to attract a community to contribute to the tool
- Availability on R&A Crisis Management website
 - www.raconsulting.net



Summary

- Crisis management approaches by companies
- Why a crisis management plan
- Our tool within the industry
- Closing thoughts



An Endorsement From Our Sponsor

- Ms. Irene Rozansky, MBA
 - Founder/CEO of R&A Crisis Management Services
 - Business Continuity Professional



CRISIS MANAGEMENT & SECURITY

We Are Excited To Hear Your

Annette Pioletti

Hassan Alnoon

Oliver Schmidt

Questions

Danielle Benoit

Nicole Trevor

James Fiorato

Brett Watkins

Rick Kaim

Sebastian Zielinski



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