

Crisis Management & Security  
Illinois Institute of Technology



*Are You Ready?*

[www.CMSprogram.com](http://www.CMSprogram.com)  
[info@CMSprogram.com](mailto: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

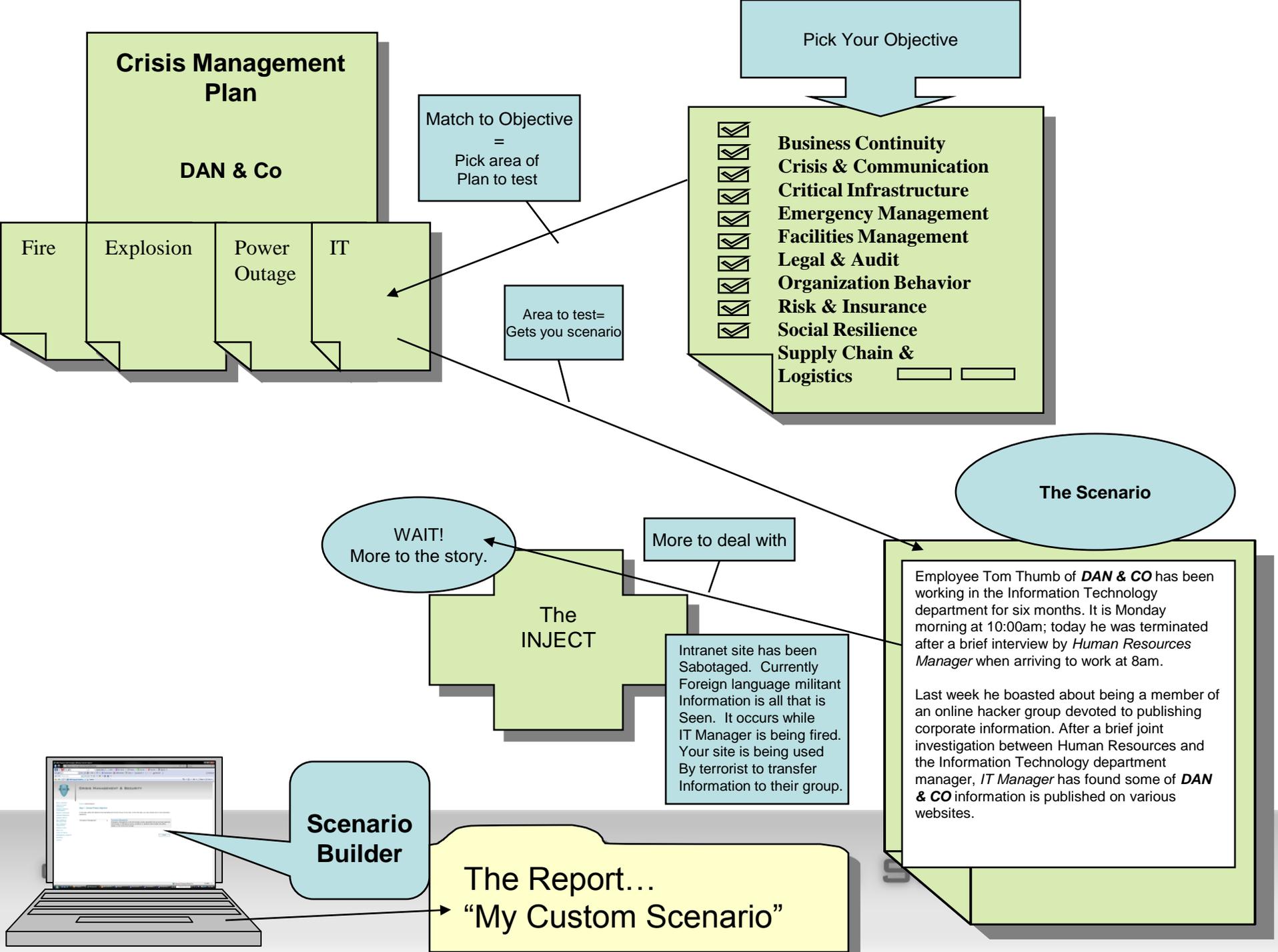
- Create a detailed, realistic scenario
- Meet with business continuity team and execute scenario
- Review and record results
- Gather and assign actionable takeaways



# 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.





# 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



**C M S**

**CRISIS MANAGEMENT & SECURITY**

[SCENARIO HELP](#)  
[ABOUT US](#)  
[CODE OF ETHICS](#)  
[REFERENCES & CREDITS](#)  
[REGISTER](#)

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.

**Login to Site**

User Name

Password

Remember me



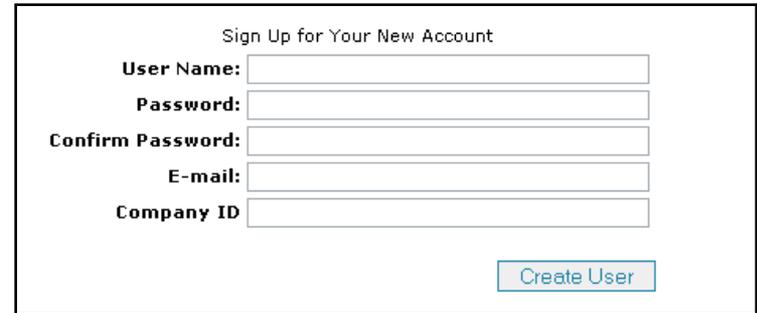
**CRISIS MANAGEMENT & SECURITY**

# 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 features two input fields for "User Name" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom of the form is a "Login" button.



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



# 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.

<input type="text" value="Organizational Behavior"/>	<b>Organizational Behavior</b> 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.
<ul style="list-style-type: none"><li>Business Continuity Management</li><li>Crisis Management and Communication</li><li>Critical Infrastructure</li><li>Emergency Management</li><li>Facility Management</li><li>Legal Compliance and Audit</li><li><b>Organizational Behavior</b></li><li>Risk Management and Insurance</li><li>Social Resilience</li><li>Supply Chain Logistics and Transportation Mgmt.</li></ul>	

[Next](#)



# Build Scenario

- Step 2



The screenshot shows the CMS web application interface. On the left is a navigation menu with links: BUILD SCENARIO, VIEW MY SAVED SCENARIOS, SCENARIO HELP, ABOUT US, CODE OF ETHICS, REFERENCES & CREDITS, REGISTER, and LOGOUT. The main content area has a breadcrumb trail: Home > Build Scenario. The title is "Step 2 - Choose Secondary Objectives". Below the title is a prompt: "Please choose your secondary objectives from the list below. [Help me decide.](#)". There are two columns of checkboxes with the following labels: 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, and Supply Chain Logistics and Transportation Mgmt. At the bottom right are "Previous" and "Next" buttons.

**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.](#)

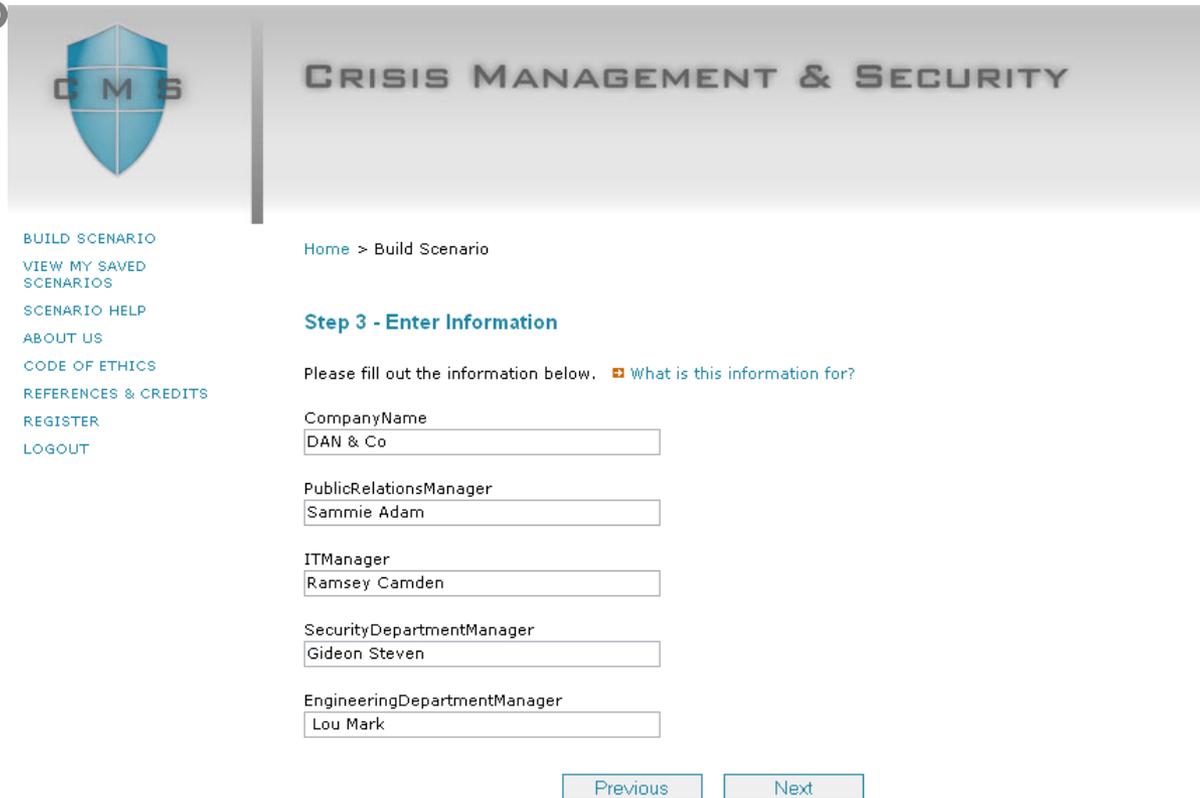
<input type="checkbox"/> Business Continuity Management	<input type="checkbox"/> Legal Compliance and Audit
<input type="checkbox"/> Crisis Management and Communication	<input type="checkbox"/> Organizational Behavior
<input type="checkbox"/> Critical Infrastructure	<input type="checkbox"/> Risk Management 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.

[Previous](#) [Next](#)



# Build Scenario

- Step 3



The screenshot shows the CMS web application interface. At the top left is the CMS logo, a blue shield with 'C M S' inside. To its right is the header 'CRISIS MANAGEMENT & SECURITY'. Below the logo is a vertical navigation menu with links: BUILD SCENARIO, VIEW MY SAVED SCENARIOS, SCENARIO HELP, ABOUT US, CODE OF ETHICS, REFERENCES & CREDITS, REGISTER, and LOGOUT. The main content area shows a breadcrumb trail 'Home > Build Scenario' and a section title 'Step 3 - Enter Information'. Below this is a prompt: 'Please fill out the information below. [What is this information for?](#)'. There are five text input fields with labels and values: 'CompanyName' (DAN & Co), 'PublicRelationsManager' (Sammie Adam), 'ITManager' (Ramsey Camden), 'SecurityDepartmentManager' (Gideon Steven), and 'EngineeringDepartmentManager' (Lou Mark). At the bottom right are two buttons: 'Previous' and 'Next'.



# Build Scenario

- Step 4 & 5

## Step 4 - View/Edit 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 *CompanyName* 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

Design HTML

## Step 5 - View/Edit 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.

Design HTML



# 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

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### 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 *[[CompanyName]]* 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.

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## 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](http://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



# We Are Excited To Hear Your

*Annette Pioletti*

*Oliver Schmidt*

*Nicole Trevor*

*Brett Watkins*

*Sebastian Zielinski*

*Hassan Alnoon*

*Danielle Benoit*

*James Fiorato*

*Rick Kaim*

## Questions

