Louisiana State University

- Louisiana State University is Louisiana’s Flagship public university campus located in the capital city of Baton Rouge
  - ~30,000 students
  - ~5,000 faculty/staff
- First CIO hired in April 2005; Vice Chancellor for IT in 2008
- IT organization “reorganized” in September 2005
  - Office of CIO (HR/Finance, Security/Policy, Communications/Planning)
  - 4 divisions (NI, RE, UIS, USS)
- Strategic planning process ([www.lsu.edu/fits](http://www.lsu.edu/fits))
  - Community authored
  - Tightly linked to University National Flagship Agenda
  - 10 key recommendations/84 action items
A Little Level Setting

• LSU Emergency Operations Center (EOC) formed in June 2006 after Hurricanes Katrina and Rita
  – Composed of various units on campus
  – Acts independently; reports directly to Chancellor
  – Central IT (ITS) joined EOC Executive Committee in January 2008

• Although borne out of response to hurricanes, the LSU EOC is a 24/7 “all-hazards” center equipped for:
  – Acts of terrorism
  – Man-made disasters
  – Natural disasters
  – No notice events
LSU EOC Mission

• A force multiplier, providing situational awareness and improved coordination of public safety activities in order to enhance the safety and security of students, faculty, staff and visitors on the LSU campus

• LSU EOC coordinates support with external agencies and internal LSU departments for:
  – Medical triage, staging, special needs shelter, other facilities
  – Continuity of Operations
  – Transition to normal operations
EOC Personnel

• EOC Executive Committee:
  – Policy and strategy
  – 8-members from various units on campus

• Two teams for EOC Operations:
  – Purple Team
  – Gold Team
  – Alternates

• 2x12 hour shifts for 24/7 operations

• Unity of Command structure and roles for personnel from “Incident Command System” (ICS)
EOC Personnel - continued

• Each team for EOC operations consists of:
  – Incident Commander - Core Committee Member
  – Public Information Officer - Public Affairs
  – Liaison Officer - Office of Public Safety
  – Operations Section Chief - Office of Public Safety
  – Planning Section Chief - Office of Public Safety
  – Logistics Section Chief - Office of Fin. & Admin. Services
  – Facilities Unit Leader - Office of Facility Services
  – Admin/Fin. Section Chief - Office of Fin. & Admin. Services
  – IT Specialist - Information Technology Services
LSU EOC Chain of Command

Unity of Command

KEY OFFICIALS
As defined by PS-18

CHIEF EXECUTIVE
Chancellor Martin

DIRECTOR OF EMERGENCY OPERATIONS

COMMAND
Incident Commander (IC)

COMMAND STAFF
Public Information Officer
Liaison Officer
Safety Officer

FINANCE/ADMIN
F/A Section Chief

LOGISTICS
Logistics Section Chief

PLANNING
Planning Section Chief

OPERATIONS
Operations Section Chief

As needed: EOC Supports 15 Emergency Support Functions (ESFs) and Others
LSU is a “platform” for ESFs

As needed: Chancellor may consult for Policy
Communications

- Network resiliency is first
- Pre-position external resources
  - Web site mirrors
  - Outsourced and alternative email
- Emergency notification
  - Text messaging
  - Broadcast email
  - Voice messaging
  - Twitter/Facebook
  - Commercial radio
- Satellite and HF radio communications
- WPS/GETS (government emergency telecommunications system)
Information & Systems

• Information process planning
  — Avoidance of a recovery scenario
  — Desirability of suspending automated business processes

• Information systems emergency council
  — Decisions on administrative systems before during and after extreme events

• EOC need for information
  — Identity management
  — Directory Information
  — Vendor information
Mitigation Initiatives

• Hotsites / Reciprocal agreements
  — Technology hot sites
  — DNS reciprocal agreement

• DR Lifeboat
  — Contains essential “seeds” of University technology
  — Needs to be integral part of yearly DR tests
  — Access to the lifeboat (in an emergency) needs to be broad
  — Cross training to be able to use the tools in the Lifeboat
From the Blog

View from the Floor

YouTube Contest: Winner’s Video Airs

The Gates are Open

Quick Links

What’s Your Top Concern in 2008? - TXT Message Map

Speeches

Watch Convention Videos

Press Releases

Roll Call Results

Convention 101

Denver’s Finest

BARACK OBAMA

CLICK HERE TO WATCH HIS ACCEPTANCE SPEECH
PEACE  A SAFER AND MORE SECURE AMERICA

Thursday Program Highlights

THURSDAY RECAP

“I fell in love with my country when I was a prisoner in someone else’s....I loved it for its decency; for its faith in the wisdom, justice and goodness of its people. I loved it because it was not just a place, but an idea, a cause worth fighting for. I was never the same again. I wasn’t my own man anymore. I was my country’s.” WATCH

NEWS & MEDIA

- John McCain’s Acceptance Speech
  Text | Audio | Video
- Cindy McCain’s Thursday Speech
  Text | Audio | Video
- Read Tom Ridge’s Speech

UPDATES  Email Address  Submit

VIDEOS

John McCain  Country First: Peace  Cindy McCain

WATCH THE ACCEPTANCE SPEECH

OFFICIAL PODCAST

Download on iTunes

VISIT JOHNMCCAIN.COM
GUSTAV LANDFALL SEPT. 1 9:30 AM COCODRIE, LOUISIANA

Maximum sustained winds 150 mph

Baton Rouge gets hit worse than expected: 90+ mph sustained winds
GUSTAV CHRONOLOGY: TUES. SEPTEMBER 2
The campus has sustained major damage but we begin to gather in the data center.
We continue to provide support for Special Needs facility and restore communications where we can
This slide left intentionally blank…
Stuff we got right

• People first! Human safety and ‘return to normalcy’ were the mantras
• DR plan addressed multiple scenarios with multiple risk factors and levels of response
• BC/DR plan included lifeboat and hot site
• Info Systems Emergency Council
• EOC Command Center and protocols worked
• Deliberate INTERNAL Comm Strategy
• Robust EXTERNAL Comm Strategy
Academic Calendar Changes

Dear faculty, staff, and students,

The LSU family hopes this communication finds you safe and making progress toward recovery. Gustav may have left its mark on the LSU campus, but the damage is temporary. We are making rapid progress toward restoring the campus to normalcy.

Classes will resume Monday, September 8. Unfortunately, four days of the fall 2008 semester have been lost, and that will require some adjustment.

Cancellation of Fall Holiday will allow faculty and students to make up the loss of two days of classes. Classes held on the remaining two days will be made up on one of four Saturdays (September 20, October 4, 11, or 18). Exact scheduling options will be announced by the University Registrar during the week of September 8. The faculty will have the latitude to decide which date works best for their students. These changes will allow the remainder of the semester to stay as planned and will not impact final exams, graduation, winter session or winter holiday.

Several academic deadlines have been rescheduled as follows:

- Tues. Sept. 2 - Fri. Sept. 5: Closure for Hurricane Gustav
- Mon. Sept. 8: Classes resume, 7:30 a.m.
What we could have done better

• We made it through! Now what?
• Department of Redundancy Department
• More reciprocal agreements with other schools for DNS, DHCP, primary web site, etc
• Even better internal communications protocols/call lists
• Provide more Creature comforts (food, cots, pillows & blankets....did I say more food???)
Final thoughts...

• First overall priority is restoration of campus to a state of normalcy (teaching & learning first – can classes be held at a different location? Can students access labs remotely?)

• In terms of IT, data protection is your #1 priority

• Having campus leadership recognize the value of IT is critical!

• People are your primary asset. Trust them and get out of their way to do their jobs.
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