10 Commandments of Crisis Planning: Where Plans Fail or Succeed

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1. Thou Shalt Recover What Thou Ownest

- No Abdication
  - Department Responsible For:
    - Process: They Recover It
    - Resource: They Provide It

- Accountability
  - Audit Trail
    - Actions
    - Conditions
    - Decisions
2. Thou Shalt Have Alternatives

- Only 1 in 3
  - People Available
  - Alternatives Practical
- Desire for More Information
  - Freedom for Subsequent Actions
3. Thou Shalt Concentrate on Surviving

- Maintain Similar Duties
- Don’t Make The Emergency Worse
  - The Plan Is For The Living
  - Don’t Become Part Of The Problem
4. Thou Shalt Not Set Paper Above People

- Focus Plans
  - More On People
  - Less On Technology
  - Self-Preparation
  - Relationships
  - Personalities
  - Communications
5. Thou Shalt Test

- Only 40% Tested
  - 80% Reveal Flaws
- Employee Training
  - Functional Drills
  - Table-Top Exercises
  - Full Scale Drills
6. Thou Shalt Distinguish Between Strategy and Recommendations

- Senior Management
  - Cost-Effective
  - Mission Critical
- Facilitate Understanding
  - Risks
  - Exposures
  - Return To Normal
7. Thou Shalt Not Allow Plans to Age

- State Of Flux
  - Keep Pace
    - Students
    - Faculty
    - Staff
    - Budgets
  - Continuous Process
    - Validate
8. Thou Shalt Not Covet Thy Neighbor’s Larger Binder

- Keep It To The Essentials
  - Core Functions
  - Recovery Windows
- Sequential
- Chain-Of-Command
- Delegate Duties
9. Thou Shalt Not Become Complacent

- Critically Reexamine Assumptions
- Retest
- Update
- Rewrite
10. Thou Shalt Have A Communications Plan

- Substantive Response
- Timely vs. Delayed
  - Resulting Perceptions
- Tell Them What To Expect
- Know What To Say
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