

# Contingency Planning & Ice Storm 2007



Oklahoma Employment Security Commission

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September 16, 2008

# What is a Contingency Plan?

- *plan for how an organization will recover and restore partially or completely interrupted critical function(s) within a predetermined time after a disaster or extended disruption*

# ***PLAN ASSUMPTIONS***

- 1. *Only one building*** in one geographical location (i.e. Oklahoma City WRB, OKC Call Center, Tulsa, Tulsa Call Center) will be ***impacted*** by a single disastrous event.
- 2. That *adequate training*** is given in the use of the plan and that all staff is made aware of its existence and their roles within the plan.
- 3. The plan is tested and reviewed on a regular basis.**

# ***PLAN ASSUMPTIONS***

4. If any of the ***external dependencies*** fail (mail, telephones, and **power**), they will be able to get ***back in business within 36 hours***. It is acceptable to cease all operations for this period. ***If*** they are ***not*** able to get back in business within 36 hours, the OESC ***disaster recovery site in Arizona will be able and available*** to handle the level of operations necessary to meet OESC customer's basic needs.

# So What Happened???

- **Monday, December 10, 2007**

- Statewide more than 513,000 homes and businesses are without electric service.
- OESC's WRB, OKC Call Center, and 13 local offices are closed.
- **OESC's Mainframe, servers, and IVR systems are unavailable and UI CHECKS HAVE NOT GONE OUT.**
- Advised USDOL, Commissioners, Cabinet Secretary, and OPM.



# So What Happened??

- **Tuesday, December 11, 2007**
  - statewide more than 634,749 homes and businesses are without electric service.
  - OESC's WRB, OKC Call Center, and 8 local offices are closed.
  - **OESC's Mainframe, servers, and IVR systems are unavailable & UI CHECKS HAVE NOT GONE OUT.**
  - **INVOKE CONTINGENCY AND DISASTER RECOVERY PLANS**



# December 11, 2007

## **TIME TO ACT!!**

- Contacted UI, Executive and Deputy Directors to **declare emergency.**
- Contacted Director of Appeals to **activate Primary Command Center.**
- Contacted members of the OESC's Emergency Management Team and **setup meeting** at command center.

# Key Issues Discussed

- Status of Employees, WRB, Call Centers, and Local Offices.
- Mainframe, Servers, IVR, and Backup Tapes.
- Status of UI Checks.
- Customers & Clients.
- Finance.



# Invoke Disaster Recovery Plan

- Contacted Oklahoma Emergency Management (OEM) on status of WRB.
- Alert Hot-site to invoke DRP.
- Pick-up latest backup tapes from WRB.
- Send IT Staff to Hot-site in the morning.
- Contact vendor for check printing services.
- Contact vendor to transfer phone lines.
- Release PSA to media outlets and local offices.
- Work with Treasurer's office on money transfers.
- Make space available for EMT at primary command center.
- Charge Blackberries.
- Report to Command Center in the morning for status reports



# POST EMT MEETING

## December 11, 2007

- Notified at 5pm that **power had been restored at WRB.**
- DRP was put on hold until further notice.
- IT Staff was at WRB working to get systems back up and running.
- EMT contacted and advised to report to WRB at 8:00am Wednesday, December 12, 2007.

# By NOON Wednesday December 12, 2007



- Mainframe, servers, and IVR are up and running.
- UI Checks have been printed and mailed.
- Specific instructions to claimants were left on the IVR and given to local offices.
- Mail room was sorting & delivering mail.
- Supplemental payroll was processed.
- Money was transferred to cover checks.

# The UI Solution – Post Emergency Declaration



# UI Contingency Staffing

## December 12th to 14th

- Essential UI staff for WRB contacted and told to report to work.
- OKC Call Center (OKCCC) Adjudicators & Fact Finders to report to WRB.
- BPC and UI Tech assisted in clearing non-mon's.
- 16 Tulsa Call Center (TCC) worked late. Increased to 24 December 13<sup>th</sup>.
- Some CARS from OKCCC worked in WRB, some were transported to TCC December 13<sup>th</sup>.
- Phone lines were open from 7am to 7pm.
- OKCCC software licenses transferred to TCC to accommodate additional CARS.

# UI Response

- Call Center wait queues were down from 1hr 49 minutes Wednesday afternoon, to 11.5 minutes, to **13 seconds by early Thursday afternoon.** **BINGO!!**
- Past due decisions went from 100 on Wednesday to 17 on Friday.
- The OKC Call Center was reopened Friday, December 14<sup>th</sup>.
- Business as usual Monday, December 17<sup>th</sup>.



# UI Customer Appreciation

- *The following email regarding a grateful claimant was received from an OKC Fact Finder Supervisor:*

*“We just received a call from one of our customers who wanted to pass along his kudos. He says that he has had called in twice this week and each person he talked to was very helpful and courteous and that he felt they went above what was required even during our time of difficulty. He would like to thank everyone who helped him along with everyone else involved and that we should keep up the good work.”*

# Message from Executive Director

- On Friday, December 14th, all Agency employees received the following email from Executive Director, Jon Brock:

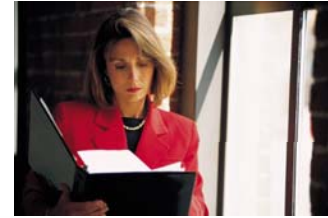
***“Dear OESC Employees,***

***Prior to my coming with the agency, you had a motto from the past that said, “We care and it shows”. Never in my experience with OESC has this attitude been so clearly demonstrated than during the ice storms of this week.***

***Your professionalism and dedication to our customers has risen to the highest levels. Adversity tends to show what people are made of and this week has proven that you all can endure the test. In many locations we experienced power fluctuations that made it difficult to carry on a normal work routine yet unemployment claims were taken, benefits were paid, job orders were received and filled, while some of you were without power in your own homes!***

***I am so proud of you because you do care and it shows day after day.”***

# Lessons Learned



- **Need a comprehensive Communication Plan.**
  - Not in control of the media message to employees
  - Update Blackberry user info
  - Set-up contingency lines for employees
  - Purchase notification software
  - Provide car chargers for Blackberries
  - Require key members of management to provide personal email address or set up free yahoo email accounts
  - Leave messages on mobile phones for employees to call
- **Training**
- **OESC Employees are AWESOME!!**

# Questions??



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