

Be Proactive “Preparing for a Disaster”



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

The Plan

- Assessment of preparation and response
- Business Impact Analysis (BIA)
- Risk Assessment
- Continuity of Operations Plan (COOP)

Assessment

- Identified **EFFECTIVE** response activities:
 - Daily senior staff meetings
 - Quick response for customers
 - Engaging additional help

Assessment

- Identified **AREAS TO IMPROVE**:
 - Ongoing communication with staff
 - Ongoing communication to public

Assessment

- Systems and processes incapable of handling disasters of Katrina's magnitude:
 - Locating customers
 - Employer emergency information
 - Insufficient claims staff
 - No Continuity Plan

Business Impact Analysis

- Interviewed all department leaders
- Verified and documented high-level processes
- Documented systems
- Documented key positions
- Performed initial risk assessment

Risk Assessment

- Identified critical...
 - Systems
 - Processes
 - Functions
 - Personnel

Continuity of Operations Plan

- Addressed Internal Communications Issues:
 - Calling Tree
 - MessageOne's AlertFind® Emergency Notification System,
 - Emergency notifications
 - Tracking of responses

Continuity of Operations Plan

- Published Emergency Operations Plan
- Implemented new systems, processes, and supporting infrastructure
- Assigned accountability

Tips

- Hire a professional
- Engage everyone
- Assign accountability
- Test the process

Questions

