

**Crisis Management Team  
Meeting Notes  
February 14, 2013**

**Attendance:** E. Banas, P. Bankston, B. Beilfuss, B. Bullock, M. Diming, S. Fejdasz, J. Gabbert, O. Jefimenko, G. Lewis, K. Malone, K. Manteuffel, P. Nowak, J. Pellicciotti, J. Romero, S. Schaefer, C. Wood

**Guest:** Steve Balko, IU EMC, Business Continuity Specialist

**1. Approval of Minutes from December 13, 2012**

The minutes from December 13, 2012 were approved.

**2. Update: Response to Telecommunications/Technology Issues Raised at Meeting of December 13<sup>th</sup>**

Steve Fejdasz reported on the following:

- **Panic Buttons:** IU has chosen Kratos as the new preferred vendor for panic buttons. Tom Davis, IU Chief Security Officer, stated that, as time and budget permits, the Bursar can move their current panic button system over to Kratos. However, he suggested that if their panic button is unreliable, they should do the move now. Steve feels the current panic button system in the Bursar's office is reliable.
- **Unicom Unidentified Callers:** Steve reported on an issue brought up by Kathryn Manteuffel regarding unidentifiable calls coming into the IUNPD from Lync system phones. As a result, a report was created which gives the last and first name of the caller along with the campus and building room location. The report contains two tabs; one sorted by phone number and the other sorted by last name. The report will be updated on a monthly basis for the police.
- **Redeploying Group Page:** Steve explained that, although the old phone system has been eliminated, there are still 32 campus phones that are on the new PBX. They will redeploy group page on the existing 32 phones so the police dispatcher can access each floor, building, or entire campus at one time to broadcast a message.
- **Alternate CMT Room:** Because Hawthorn Hall 108 has been reassigned and can no longer serve as an alternate site for the CMT, the machine room in Hawthorn Hall 108 was suggested as a possible replacement. Kathryn Manteuffel, Carol Wood, Joe Pellicciotti, and Steve Fedjasz met in the room and agreed that it would satisfy the requirements for an alternate site for the CMT in the event that Dunes 1156 was not accessible. Steve's team has now moved the eight lines from Dunes 1156 to the machine room in HH 108. Video conference equipment is available in HH 105 and Instructional Media is located on the third floor. Also, if all systems are intact and they need to meet, Unicom phone numbers are portable using laptops. This allows for more versatility for people needing to receive calls.
- **Verifying Unicom Capacity:** This includes campus-to-campus calls, IUNW to IU campus calls, and outside calls to IUNW. Campus-to-campus calls are unlimited. There are 60 lines available if IUNW needs to reach other campuses or vice versa. There are 47 lines available to the public.
- **Verifying IUNPD and Operator Call Routing Methods:** They have three options to route calls. If the IUNPD has an overflow of calls, the new phone system has load sharing capability which allows several people to answer the overflow of calls. Another option would be to redirect calls downstate using a service through AT&T. Steve's office is currently working on that process. Kate Davidson, Manager of the IU Call Center for IUPUI and IUB, stated that her team is willing to support IUN's needs. Details are being worked out and a dedicated IUNW number will be needed for the call centers. Jerry Minger has also volunteered to support IUN's dispatcher needs with the same type of scenario. They will also require a dedicated IUNW number.

Joe Romero added that his office is also working with the call centers to support the regional campuses with crisis communication resources, including establishing emergency call groups.

- **Back-up Telephone Issues:** As soon as Steve's office moves the operator to Lync, they will have a back-up phone. The university does not want Unicom Voiceover IP in dispatch centers at the present time due to existing issues they are working on. In the meantime, IUNPD will receive a second traditional phone for back-up. In addition, a red phone is available at the IUNPD which has a dedicated AT&T line in the event all power is lost.

Vice Chancellor Pellicciotti asked for an update on discussions regarding an outdoor emergency broadcast system. Joe Romero reported that they are currently working out the technical issues with Rave, and they are still considering the Alertus system with digital and text display along with LED lights. The cost is an issue and they are working through different implementation options.

### **3. Table-Top Exercise: After Action Review/Discussion**

Joe Romero introduced Steve Balko. Steve will be the new business continuity specialist for all regional campuses. Joe's office is also in the process of hiring an additional person dedicated to the IUNW campus along with creating a business continuity planning team.

Joe Romero referenced a university wide message sent by President McRobbie which highlighted the IUNW and IUSB campuses. In the message, it was mentioned that both campuses have been catalysts for remapping the campus wide active shooter program. Joe Romero stated that the university's immediate action and guidance regarding an active shooter situation has changed and is outlined in a new active shooter website.

Joe Romero announced that IUPUI will be performing their full scale active shooter exercise this summer and everyone is welcome to observe.

A brief discussion took place regarding a student involved in a campus incident. Vice Chancellor Lewis reported that records and information have been requested by the public defender's office regarding the case.

Joe Romero stated that their next step is to develop training and education programs for students, faculty and staff. He asked the committee for their recommendations on the best way to move forward and asked for opinions on holding separate training programs for faculty, staff and students.

- Chief Nowak feels that there should be separate training available since each group has different responsibilities.
- Kathryn Manteuffel stated that faculty expressed concerns during her emergency action plan training; regarding the additional responsibilities they may have in helping to protect their students. She stated that there should be separate training available for employees and students.
- Joe Romero also agrees that training should be separate. He suggested that it might be a good idea to integrate the training into the new employee orientation.
- Vice Chancellor Lewis stated that he is concerned about how to engage or require a large group of students to undergo training. Joe Romero stated that in order to make it a requirement, it would have to be a policy level decision. Kathryn Manteuffel suggested that they make it a part of OSHA-2A, listed under emergency response procedures, and make it mandatory.

Joe Romero stated that, as a matter of policy for the IUNPD, the campus will be secured and searched before an all-clear is given and any deviation from that must be communicated to the campus community. Chief Nowak added that it is her understanding that the chief of police for each campus will determine the operational issues regarding the closing of campuses. She will bring up the topic next week at a meeting in Kokomo with the regionals and Jerry Minger.

Vice Chancellor Lewis asked for clarification on a communication issue which was brought up during the last exercise regarding technology for group paging capability or a notification calling directory. Joe Romero stated that discussions on all campuses have focused on the development of an internal crisis communication plan for an immediate response. This includes utilizing IU Notify as a tool to

contact emergency personnel and the campus community. Now that they have the proper technology in place, they are focusing on developing the procedures and practices to implement a comprehensive crisis communication plan.

Joe Romero suggested that it might be helpful to add immediate action procedures to the existing wallet cards. He stressed the importance of getting everyone connected quickly and safely during a threat using the best possible method. Kathryn Manteuffel noted that the wallet cards already contain technology information for Adobe Connect and Rave. Also, individual contact information is incorporated into the business continuity plan which can be accessed electronically or printed.

Vice Chancellor Pellicciotti recalled a discussion during the table-top exercise on the best way to handle the initial launch of IU Notify if the IUNPD dispatch was inundated with calls. Joe Romero stated that Rave should be able to handle the overflow; however, they are working through the details in the contract to make sure they have the capability in place.

Discussion took place on best practices for contacting people during emergencies. Joe Romero stated that they are working to standardize the action response process for all campus emergencies so that all notifications and information sharing is the same for any incident on campus.

Joe Romero stated that there is still interest in building PIO coordination capability across the university to establish a mutual aid support system. Also, an off-campus EOC site still needs to be established.

#### **4. Change in Meeting Schedule**

Vice Chancellor Pellicciotti announced that only the incident commanders will meet next month. The full CMT will meet again in April. They need to focus on training for incident commanders so the alternating schedule will continue until at least the first half of the year and possibly beyond that point.

#### **5. Meeting Adjourned**

Submitted by Jackie Peyton