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South Australia

Managing Crisis and Beyond

An International Perspective

2011/2012 Maurie Pawsey/Schneider-Electric Scholarship

Mark Dorian
University of South Australia





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What, Who, Why, How

APPA Annual Conference and Exhibition

Denver, Colorado 17th – 19th July, 2012

Examine aspects of emergency management and business continuity within international HE institutions

- systems and structures
 - external influences
- communication tools and use
 - preparedness
 - response and control
 - physical resilience
- risk assessment and business continuity planning



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What, Who, Why, How



MASSACHUSETTS INSTITUTE OF TECHNOLOGY



NEW YORK UNIVERSITY



University of Colorado Boulder



TRINITY COLLEGE DUBLIN

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin



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What, Who, Why, How

Used existing contacts and networks

Cold called

RFI





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APPA Conference and Exhibition

Denver, Colorado 17th - 19th July 2012



A
LEADERS



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**Plan for Your
Next Disaster,
Not Your Last
One**

**Surviving Mother
Nature and
Facilities Built
Environment
Storm**





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APPA Conference and Exhibition

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Lessons Learned

- Broaden the context of emergency planning
- Plan for your next disaster not your last one
- Flexibility, resilience, tolerance and empowerment
- Be prepared for business interruption
- Forget the buildings, save the campus - “make the call”
- Tell your story
- Call in the cavalry sooner rather than later
- Mother nature always wins
- Stay ahead of post disaster events
- Lessen your reliance on others



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Aurora Shooting – Penn State

HORROR
Gunman Kills 12 In The James Holmes, Arrested

Abuse allegations rip at heart of Penn State

Timeline of case, according to grand jury

Victim 7
Met Sandusky allegedly did...
Put no hand on boy's thigh while they were driving, but his hands...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Victim 8
Met Sandusky allegedly did...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Victim 9
Met Sandusky allegedly did...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Victim 10
Met Sandusky allegedly did...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Victim 11
Met Sandusky allegedly did...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Victim 12
Met Sandusky allegedly did...
What authorities did...
Boy's mother contacted campus police. Sandusky, interviewed by university and state officials, refused answering, hugging, and...
March 1, 2005

Site of alleged events

State College
Pittsburgh
Philadelphia
Harrisburg
Atlantic City

State College
University Dr.
Second Mile
S. Atherton St.
College Ave.
Park Ave.
Penn State
State College

LATEST UPDATES: AP Rifle.. Home 'Booby-Trapp' Shooter 'Psychotic Son Of A Bi...h'.. Fans Fear Copycat Shootings.. How You Can Help.. Gun Lobby Counts On Short Attention Span.. LISTEN: Police Scanner Audio WATCH: Discussion On Aurora..



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Clery Act

Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act

- Requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses.
- Must publish and distribute their Annual Campus Security Report to current and prospective students and employees.
- Requires institutions to give timely warnings of crimes that represent a threat to the safety of students or employees.
- Reporting and communication systems being used broader than the intention of the Act (marketing, general communication tool).





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Divorce yourself...



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Common Trends

- Had similar methodology to initial emergency response. (expected)
- US institutions had multiple and varied methods of communicating to campus community, both on and off campus.
- Fostered relationships and immediate involvement of university media liaison or public information officer
- Struggling to come to terms with social media.
- Formation of formal agreements with suppliers and external operators





Common Trends

- Institution reputation has escalated within formal risk profiles.
- Student residential housing/accommodation one of the most prolific sources of risk...and incidents.
- Pre-identified and supported teaching facilities capable of being used in an emergency.
- FM driving central processes outside of traditional role.
- 'Students at Risk' frameworks well developed.
- Increased human resources dedicated to EM.
- Practice, Practice, Practice.





I Did Not Expect That...

- Diverse responsibility across institutions for driving EM and BC.
- Lack of consolidated reporting or analysis at institution level.
- Overall, processes around risk assessment and business continuity are devolved, inconsistent and deficient.
- No obvious correlation between risk identification, mitigation and business continuity within the plans.
- Increased gap between US institutions and others in communication development and diversity





I Did Not Expect That...

- University of Edinburgh has no formal documented emergency *escalation* plan.
- University of Colorado lost the right to prevent students and staff from carrying concealed weapons while on campus.
- Harvard have all but given up on trying to reign in the misuse of the 'Harvard' name despite the brand being so important.





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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Emergency Preparedness is...

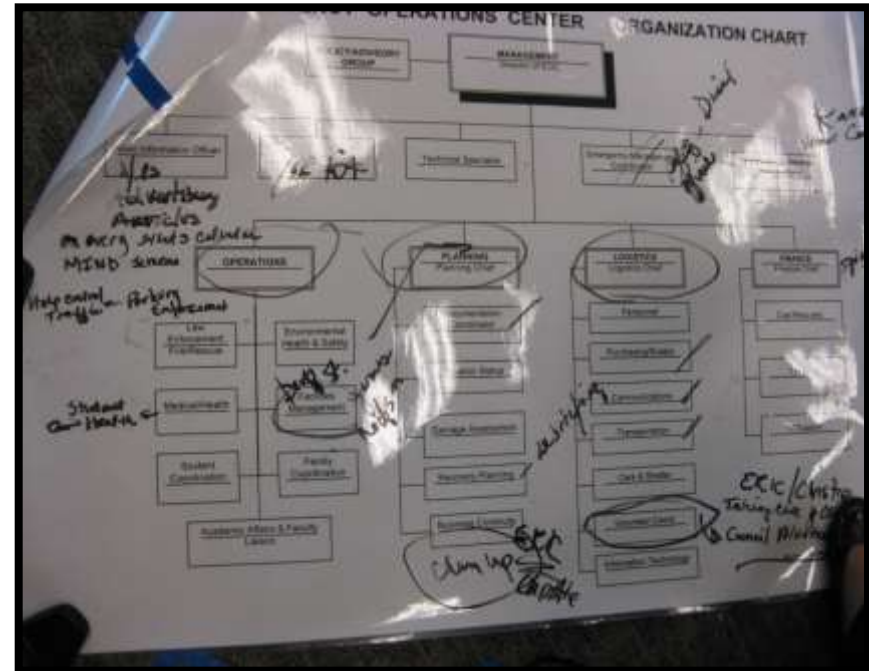




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And the winner is....

The **Mark Dorian Award for Excellence** in the category of **Emergency Preparedness** is...



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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Physical Resilience is...





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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Physical Resilience is...

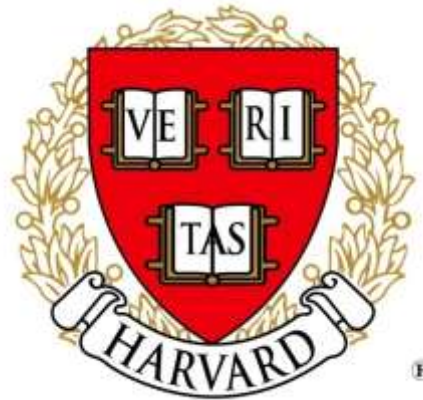




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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Trying to Stop a Runaway Train is...





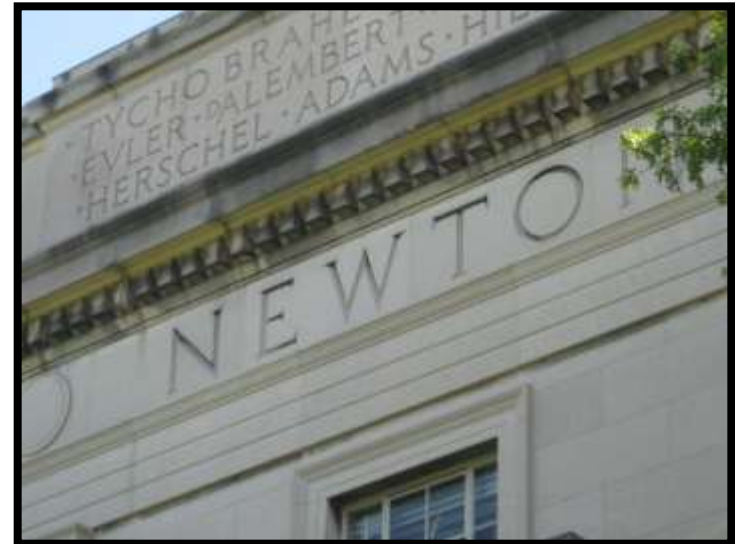
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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Cause and Effect is...



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And the winner is....

The **Mark Dorian Award for Excellence** in the category of
Taking on others' Risk is...





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mmmm...bins



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The one thing I will be implementing...





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Questions



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