

## **UCAR Mock Table Top Test – MESA Lab/SCD**

**March 23, 2004**

### **Overall Business Resumption Program Objectives**

1. Evacuate building and limit injuries,
2. Limit the magnitude of any loss,
3. Minimize length of service interruption
4. Facilitate damage assessment activities
5. Establish alternative work site
6. Identify & recover critical data
7. Minimize the impact on staff and your customers (end users)
8. Provide for management of recovery activities
  - Who
  - What
  - How
  - When
  - Where
9. Provide training capability for all departments

## **MOCK DRILL OBJECTIVES**

The following objectives have been established for this exercise

:

- Provide recovery capability review and training
- Review and refine recovery capability documentation
- Validate untested or “non-testable” recovery plan components
- Review stats and close on missing or incomplete information
- Familiarize team members with the content and organization of the plans
- Train team members using a mock disaster scenario
- Evaluate the effectiveness of the communication effort
- Evaluate the clarity of the plans in defining how teams are to interact with on another
- Evaluate the accuracy of the team responsibilities and resumption procedures
- Ensure that selected materials and checklists identified in the plan are accurate
- Verify that all resources stored off-premise are accurate and sufficient to support the team’s business resumption effort
- Make suggestions to improve the team plans
- Document appropriate changes to the plans

## **MOCK DRILL RULES**

- Accept the facts stated in the scenario
- Everyone has equal right to contribute
- Silence is agreement
- Practice 60 second solution
- Limit outside interruptions
- Murphy rules!

## DISASTER SCENARIO

Tuesday, March 23, 2004

- At 2:00 PM you hear a loud crash and explosion! A freight train has derailed behind your building. The train was carrying highly toxic and corrosive liquids.
  - o The cloud of toxic gas is filtering over the area.
  - o Windows and doors are blown out and the roof has been damaged.
    - Structural damage
    - Utilities
    - Communications
- The F&A I/T area is damaged and inoperable
  - o Most equipment has been contaminated
  - o On-site magnetic media has been contaminated and recovery will depend on the backups stored off-premise
- Building is inaccessible and will remain so for the foreseeable future.
- All offices are affected, including H/R
- Cars parked in the back of the building are damaged.
- The building is evacuated immediately per your normal evacuation procedures **(You do know what they are, don't you?)**
- All employees assemble outside the building, across the street. Some staff are cut by flying glass and overcome by fumes
- At 2:10 PM a call is placed to 9-1-1 for assistance. **(How long does it take to get an ambulance here?)**
- A call is also placed to UCAR maintenance staff for assistance.
- President Council contacted and asked to assemble at command center. **(Where is the Command Center?)**
- Some staff are taken to the hospital.
- At 2:20 the authorities arrive to evaluate the situation. The area must be evacuated immediately with a one-mile radius.
- The authorities give the order to close the area off and for the staff to go home
- You go home and wait...or do what?

Now what happens?

- You learn that it will be three or four days before the EPA and the authorities let you back into the area and your building. **(Who is responsible for calling the EPA...UCAR or the authorities?)**
- Once you are allowed to go in and take a quick look around, you discover that the toxic gas has filtered through the air handling system, causing contamination throughout the building. You may be out for weeks while the building is decontaminated
- The hole in the roof and the broken windows/doors must be temporary patched to reduce further damage once we are allowed to enter the area. **(Who does this?)**
- Where will F&A I/T establish alternate site?
- Twenty percent of staff are not able to work due to injuries. **(What impacts will this have?)**

## DISASTER SCENARIO

Tuesday, March 23, 2004

- At 1:00 PM the main power goes out at the Mesa Lab. The main cable has been cut by a backhoe due to construction near the site.
- Determine if there are tours and visitors in the facility at the time of the outage.
  - o How is this handled to get them out of the building?
- The new generator is supposed to kick in and provide the power to the computer room. Communications are also out due to the outage.
  - o How long does it take for the generator to kick in?
  - o How long can the generator provide power to...? (Security alarms/cameras, fire alarms, CPU, phone switch, etc.)
  - o How is communications affected at the site? Is all of UCAR affected?
  - o Who is called by whom to react to the problem?
  - o Is there more than one power path into the facility? Where is it?
- At 1:10 PM a call is placed to UCAR maintenance staff for assistance.
- President council contacted and asked to assemble at command center...by whom?

Now what happens?

- You learn that it will be two or three days before the power can be restored.
- What type of problems may occur with the data being processed by the computers? Will it be easy to re-sync them?
- What will the departments do until the power is restored?
- Where will displaced departments and their staff relocate?

## DISASTER SCENARIO

Wednesday, March 24, 2004

- At 3:00 PM there is a water line that bursts on the third floor. The floor is flooded and water is running down to the floors below.
- Wiring is damaged; phone lines are short circuited as well as some computers.
- Determine if there are tours and visitors in the facility at the time of the outage.
  - o How is this handled to get them out of the building?
- Communications is short-circuited and some computers and servers are damaged.
  - o How long would it take to turn off the main water valve?
  - o Who would do this?
  - o Where is the valve located?
  - o How is communications affected at the site? Is all of UCAR affected?
  - o Who is called by whom to react to the problem?
- At 3:15 PM a call is placed to UCAR maintenance staff for assistance.
- President council contacted and asked to assemble at command center...by whom?

Now what happens?

- You learn that it will be two or three days before the damage can be fixed.
- What type of problems may occur with the data being processed by the computers? Will it be easy to re-sync them?
- There are ceiling that must be repaired and water damage to carpets, records, computers, etc. (**Who does this?**)
- What will the departments' do until they are allowed back into their offices?
- Where will displaced departments and their staff relocate?

## DISASTER SCENARIO

Wednesday, March 24, 2004

- At 9:30 PM a light plane crashes into the Foothills complex as it tries to land. A fire ensues and there is damage to the roof and internal areas of the building.
- Windows and doors are blown out and the roof has been damaged. These areas are affected...
  - o Structural damage
  - o Utilities
  - o Communications
  - o Computer resources
  - o Equipment has been contaminated
  - o On-site magnetic media has been contaminated and recovery will depend on the backups stored off-premise
- Building is inaccessible and will remain so for the foreseeable future.
- All offices are affected, until the authorities have finished their investigations.
- The building is evacuated immediately per your normal evacuation procedures. **(You do know what they are, don't you?)**
- Need to determine how many employees were in the building at the time of the crash. **(How can we determine this?)**
- At 9:40 PM a call is placed to 9-1-1 for assistance. **(Who makes the call? Is there an automatic signal or must it be a phone call?)**
- How long does it take to get fire trucks and an ambulance here?
- A call is also placed to UCAR maintenance staff for assistance.
- President Council contacted and asked to assemble at command center. **(Where is the Command Center?)**
- Some staff may have to taken to the hospital.
- At 9:50 the authorities arrive to evaluate the situation. The area must be evacuated immediately. The authorities give the order to close the area off.

Now what happens?

- You learn that it will be three or four days before the FAA and the authorities let you back into the area and your building.
- Once you are allowed to go in take a quick look around, you discover that there is water damage, structural damage, and maybe toxic soot has filtered through the air handling system, causing contamination throughout the building. You ay be out for weeks while the building is decontaminated. **(Does the EPA get involved if this happens?)**
- The hole in the roof and the broken windows/doors must be temporary patched to reduce further damage once we are allowed to enter the area. **(Who does this?)**
- Where will displaced departments and their staffs establish alternate sites?
- How will the small data centers resume operations and where?