

Crises Communication Systems at UCAR

Presented to the UCAR Board of Trustees-
Audit and Finance Committee

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Types of Crises Communication at UCAR

- Potential violence
- Weather
- Infrastructure
- National Emergency
- Local Emergency
- Division or Program Emergency
- Natural Event
- Political



Communication Issues During A Crises

- May occur during off hours
- Different communication methods
 - Company phones, personal phones, cell phones, email, website, rumor mill, wiki, television, radio
- Everybody wants to know everything about everyone...at the same time
- Command Center becomes a bottle neck



Crises Communication Systems at UCAR

- All Staff voice mail
- All Staff email
- UCAR/NCAR/F&A/SaSS Web sites updates
- Television, radio
- Call in “Hotline” 303-497-1100
- Wiki-follow crises in near real time



“By the way, while you were off sick we located the bottle neck.”

Wiki Demonstration

- Situation
 - Fire Alarms come in, 3 different buildings
 - Reports of toxic gas comes in, 1 building
 - Lower floors are flooding
 - Archives flooding
 - Fire Department arrives
 - Building evacuated
 - Power lost
 - Computers damaged

