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SMART PORTS
(INFORMATION TECHNOLOGY)

Title: The Role of IT in All-Hazards Recovery

Presented By: Chris Millar, Datastew LLC

AAPA

Introduction: Chris Millar

- Working in complex technology builds since 1996
- Founded Datastew LLC in 2011
- Focused on Public Safety technology projects
- Client projects include:
  - Port of Long Beach, Port of Oakland, City of Oakland, Port of Hueneme, Yara, SSA, City of Simi Valley, Vopak, and University of California Irvine

Introduction: Chris Millar

Port Projects include:

- Camera and Access Control systems
- EOCs (Emergency Operations Centers)
- PSIM systems (Physical Security Information Management)
- Large Networks, including Fiber Optic and Wireless
- General IT systems and management

How has IT Changed in 20+ years?

Changes in IT

- Business in 2003:

  “Our internet is down, could you come by this week?”

- Business in 2020:

  “OUR INTERNET IS DOWN!!!!!!”

Changes in IT

- 24x7x365 operations
- Job specialization

Q: What is The Role of IT in All-Hazards Recovery?

A: 1. Have a Plan
2. Execute the Plan

My Goal Today:

Give you items to think about, to start your Plan.

What does IT Deliver?

IT Services Delivery List

- Accounting Systems
- Payroll Systems
- ERP/EPM/CRM
- Billing Systems
- Lease tracking
- Website Hosting
- Document management
- Board/Council meeting applications
- Email
- SharePoint
- Desk Phones
- Mobile Phones & Tablets
- Web/Video Conferencing
- A/V Presentation Systems
- Wireless Networking
- VPN/Remote Working
- Ticketing Systems
- AIS
- GIS/Mapping
- Radar
- Cameras/CCTV
- Access Control Systems
- Visitor/Lobby check-in
- Incident Management
- Mass notification
- HVAC & Building Control Systems
- Lighting automation systems
- Ship-to-Shore power
- Desktop Support
- Backups & Disaster Recovery
- System Monitoring
- Database management
- Asset Tracking
- Budgeting
- Management Reporting
- Training
- Cyber Security

Identify Risk:

Assets ?:

- Security Information
- Financial Information
- Employee Information
- Client Information
- Trade Secrets
- Banking/Financial/Investment Assets

Risks ?:

- Weather
- Fire
- Terrorism
- Tsunami
- Earthquake
- Physical Attack
- Cyber Attack
- Insider Threat

Prioritize:

Q: What are our desired response & recovery times?

A: It is not realistic for all systems to have a 100% uptime

In or after a disaster, what services will we need up first?

Prioritize: IT Service Delivery List

Accounting Systems
Payroll Systems
ERP/EPM/CRM
Billing Systems
Lease tracking
Website Hosting
Document management
Board/Council meeting applications
Email
SharePoint
Desk Phones
Mobile Phones & Tablets
Web/Video Conferencing
A/V Presentation Systems
Social Media
Wireless Networking
VPN/Remote Working
Ticketing Systems
AIS
GIS/Mapping
Radar
Cameras/CCTV
Access Control Systems
Visitor/Lobby check-in
Incident Management
Mass notification
HVAC & Building Control Systems
Lighting automation
systems
Ship-to-Shore power
Desktop Support
Backups & Disaster Recovery
System Monitoring
Database management
Asset Tracking
Budgeting
Management Reporting
Training
Cyber Security

Plan for Communication:

In or after a disaster, how will we communicate?

Plan for Communication:

Accounting Systems
Payroll Systems
ERP/EPM/CRM
Billing Systems
Lease tracking
Website Hosting
Document management
Board/Council meeting applications
Email
SharePoint
Desk Phones
Mobile Phones & Tablets
Web/Video Conferencing
A/V Presentation Systems

Social Media
Wireless Networking
VPN/Remote Working
Ticketing Systems
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Cyber Security

Plan for Communication:

Plan Questions:

1. Do we have a staff check-in plan, or calling tree?
2. Do we know who to call, and have those numbers stored?
3. Does our plan change depending on the disaster scenario?

Plan for Staffing:

Plan Questions:

1. Who has the keys to the kingdom (passwords, vendor authorizations, spending authorizations, …)
2. What happens if the above person is not available?
3. What job roles will need to be on call?
4. What job roles do we need redundancy in?

Backups:

"Diversification is the only free lunch"

- Nobel Prize laureate Harry Markowitz
- Frequently repeated by famed stock investor Jim Cramer

Conclusion:

Make A Plan

1. Identify IT Services
2. Identify Risk
3. Prioritize
4. Plan for Communications
5. Plan for Staffing
6. Diversify your Backups

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