

Planning to Keep Your Terminal Operation “Afloat”

Continuity of Operations Planning

27 October 2010



Alliance of the Ports of Canada, the Caribbean, Latin America and the United States

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Mindset

It is not the going out of port, but the coming in,
that determines the success of a voyage.
Henry Ward Beecher

Mindset

Let's adapt that to marine terminal operations.

It is getting:

into the terminal,
onto the ship,
out of port,
across the sea,
into port,
onto the terminal, and
out of the terminal;
that determines the success of marine terminal operations.



Continuity of Operations Planning

Definition:

Continuity of Operations Planning (COOP) is a method of **identifying elements of an organization's operating procedures** and essential functions in order to minimize the loss of productivity during incidents which stop or disrupt normal operating procedures by pre-planning ways of mitigating operational capabilities.

COOP Overview: Benefits

COOP is a good business practice. It enables agencies to continue their essential functions across a broad spectrum of hazards and emergencies:

- *Natural*
- *Manmade*
- *Technological*



Terminal and Port Operational Components

- *Essential Functions and Services*
 - Berths
 - **Cranes, Trucks, Forklifts...**
 - Manpower
 - Information Management



Information Management Through Technology

- *Automated Manifest System*
- *Drayage*
- *Billing*
- *Tracking*
- *Records Management*
- *Tenant Contracts*



Top Two Concerns Encountered

- *Availability of Information Technology*
- *Capability to Communicate*
 - Tenants
 - Port Leadership
 - Port Security
 - Intermodal Partners

Communication Capability

- *Major Component of Communication is Information Technology*
 - Internet
 - Websites
 - Blogs
 - Twitter
 - Email

Data Components of Terminal Operations

- *Generally Thought of from Top Down*
- *Consider from Operational Level Up*
 - Your PC – Desktop or Laptop
 - Data Backup
 - When
 - How Often
 - Backed-up On Itself or to a Redundant Source?
 - Your Staff: Same Questions

Port Information Technology

- *What is the Extent of Your Interaction with Your IT Professionals at Present?*
 - Reactive
 - System Problems
 - System Repairs
 - Upgrades
 - Proactive
 - Seek Guidance
 - Backups
 - Self Maintenance – Disk Defragmentation

Port Information Technology

- Data Center
 - Data Backups
 - Data Replication
- Network Outage
- Evacuation
 - Spontaneous
 - Recommended
 - Voluntary
 - Mandatory



Mitigation or Minimization

- Relocation
 - Alternate Site
 - Cold Site
 - Hot Site
- Data Recovery
 - Restoration

Mitigation or Minimization (cont'd)

- Recovery
 - Communications
 - Services
 - Contract
 - Memorandum of Understanding/Agreement
 - Handshake
 - Assumed
 - Timeline

Mitigation or Minimization (cont'd)

- *Response*
 - Incident Addressed
 - Inspection Prior to Return
- *Devolution*
 - Procedures
 - Requirements
- *Return to Normalcy*

Solutions

- *Within Your Span of Control: as Present Policies and Procedures Permit*
 - Backup Desktops and Laptops
 - Be Proactive in Your Communications with
 - IT Section
 - Tenants
 - Within Your Port
 - Within Your Community

All those trucks and barges that carry our goods to port are vital connections to the only force which can balance our trade deficit: export. We must keep doing what we do best if we are going to get America out of the red.

Jo Ann Emerson, U.S. House of Representatives - Missouri

Questions?

Thank you for your time and your attention.

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