



Agility Recovery

Prepare to Survive

“Superstorm Sandy Debriefing”

Brannon Williams

Continuity Planner

For more information, text “Agility” to 70626.

Prepare to Survive.

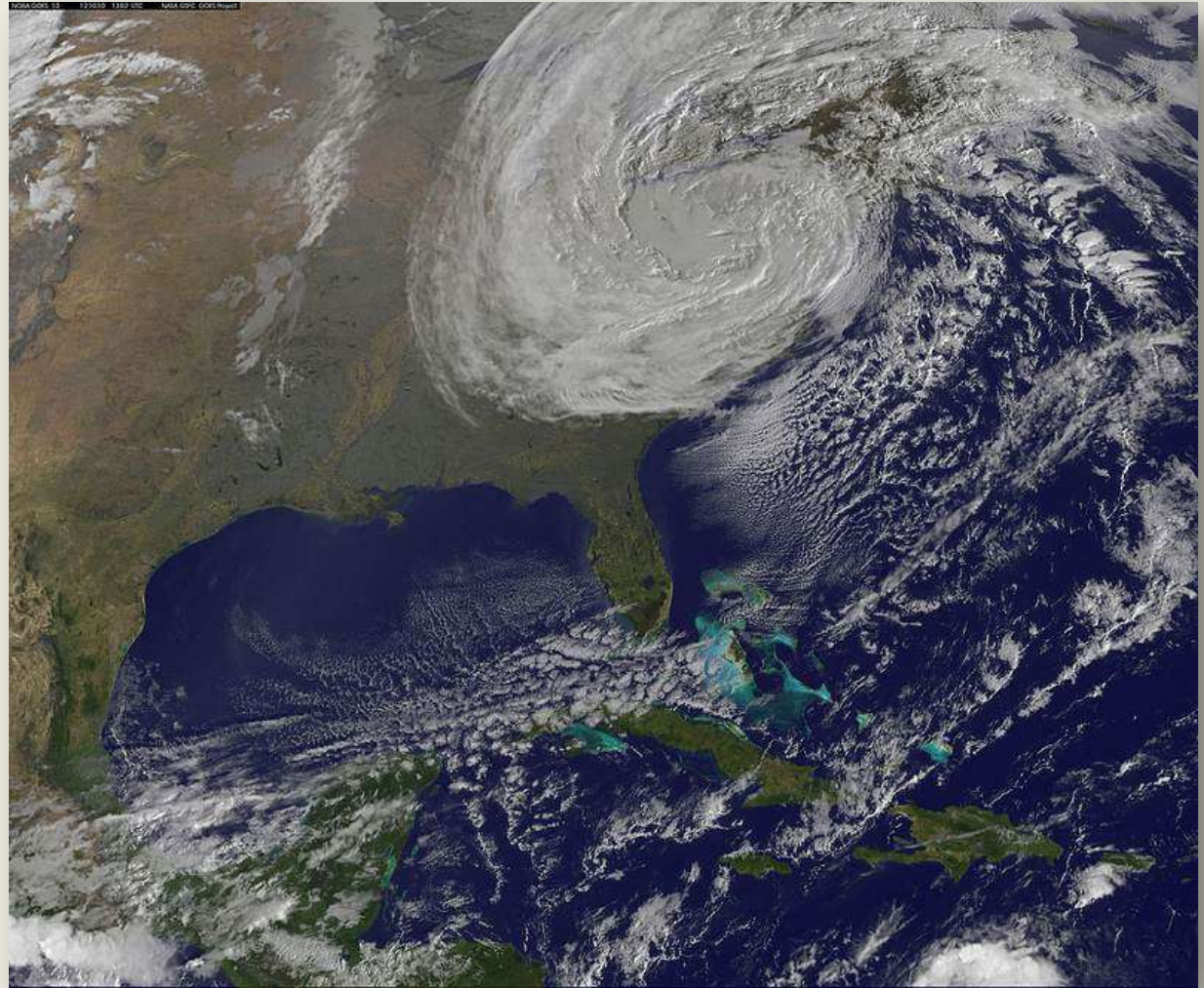


Agility Recovery

Agenda

1. Superstorm Sandy's Records
2. Agility's Involvement
3. Lessons Learned
 - a. Get Ready for What's Next

- Twice the size of Texas
- One of the strongest storms ever to hit U.S.
- 14-foot storm surge
- 33-foot wave in NY Harbor
- Impacted 15 states & DC



Superstorm Sandy's Impacts

- 7.5 Million without Power
- Communication Network failures
- Economic Impact est. at \$50 Billion
- Insured losses est. between \$10-\$20 Billion

A. Flood Damage

B. Wind Damage



Superstorm Sandy Ripple Effects

- Mass Transit Stopped
- Airports Shut Down
- School Closed
- Stock Market Shuts Down
- Fuel Shortages and Rations



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

Departing To	Airline	Flight	Gate	Time	Status
Minneapolis	US AIRWAYS	3140	23	2:40P	Cancelled
Minneapolis	DELTA	1763	21	3:00P	Cancelled
Montreal	US AIRWAYS	3906		2:36P	Cancelled
Nashville	American	4514	34	2:00P	Cancelled
Nashville	US AIRWAYS	2489	35A	3:20P	Cancelled
New Orleans	US AIRWAYS	3237	27	1:45P	Cancelled
New Orleans	UNITED	263		1:53P	Cancelled
New Orleans	US AIRWAYS	3264	23	4:00P	Cancelled
New York-LGA	DELTA	5916	22	2:00P	Cancelled
New York-LGA	US AIRWAYS	2174	41	2:00P	Cancelled
New York-LGA	DELTA	5918	22	3:00P	Cancelled

October 29 2012 1:32 PM

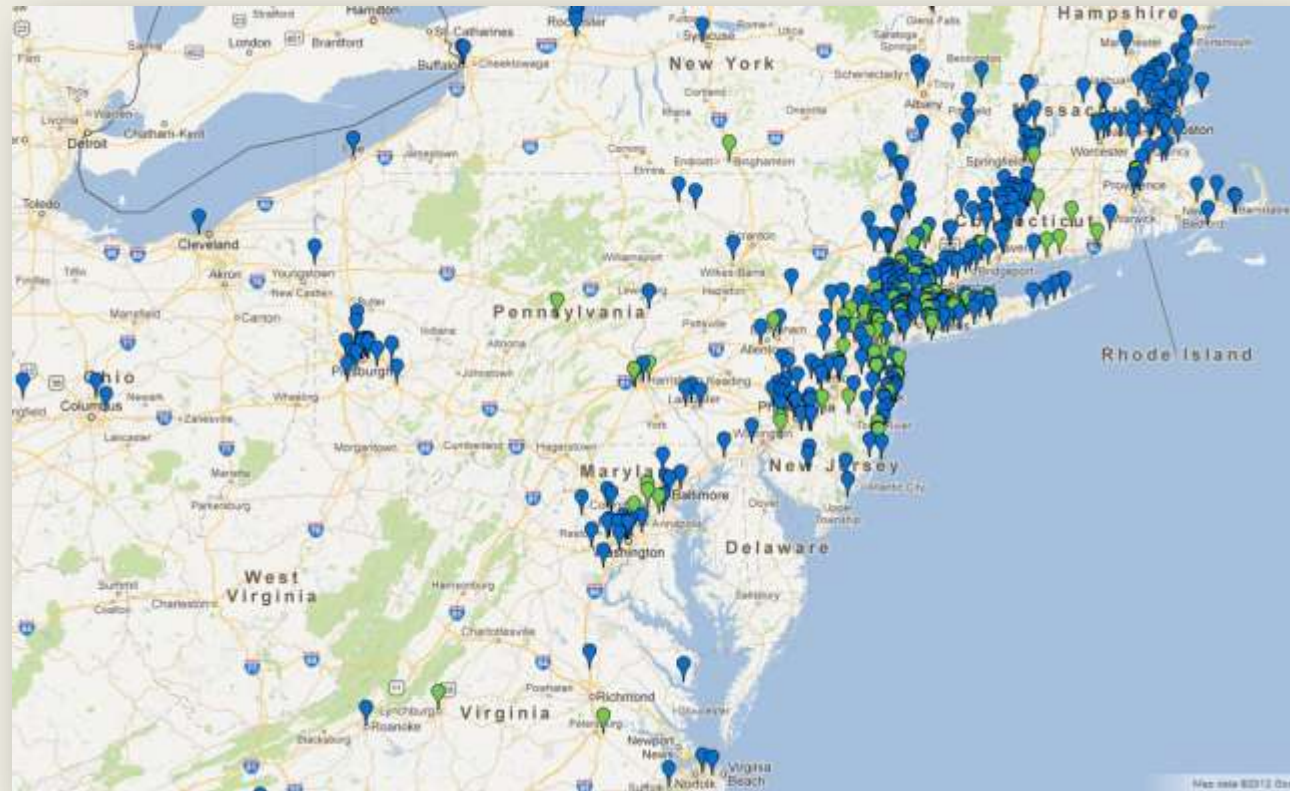




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Agility's Response

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Blue indicates Alerts - Green indicates Recoveries

- 1,200 Alerts
- 109 recoveries
- Timeline:
 - A. First Alerts: October 25th – 28th
 - B. Majority of Recoveries: October 29th – November 5th
 - C. Lingering Effects/New Failures: November 6th – 7th
- Currently recovering 2 members



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- Set expectations for your staff
- Understand how to redirect your phones
- Understand how to add security to public Internet
- Understand who and how you're going to connect with critical partners/vendors
- Make sure you have adequate support even in regional events

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Lessons Learned

- Work From Home Strategy
- Brick and Mortar Recovery
- Communication Strategy
- Single Recovery Strategy or Backup
- Waiting Too Long to Act
- Personal Preparedness

- Important that you and your employees understand the support and expectation *prior* to using this strategy
- Generally requires at least: Power, Internet and a Phone
- Should be practiced in both ideal and adverse conditions



- Exposure can be the same as yours
- Fixed amount of space available
- Over subscribe
- Backups Failed
(generators, fuel providers, communication networks)



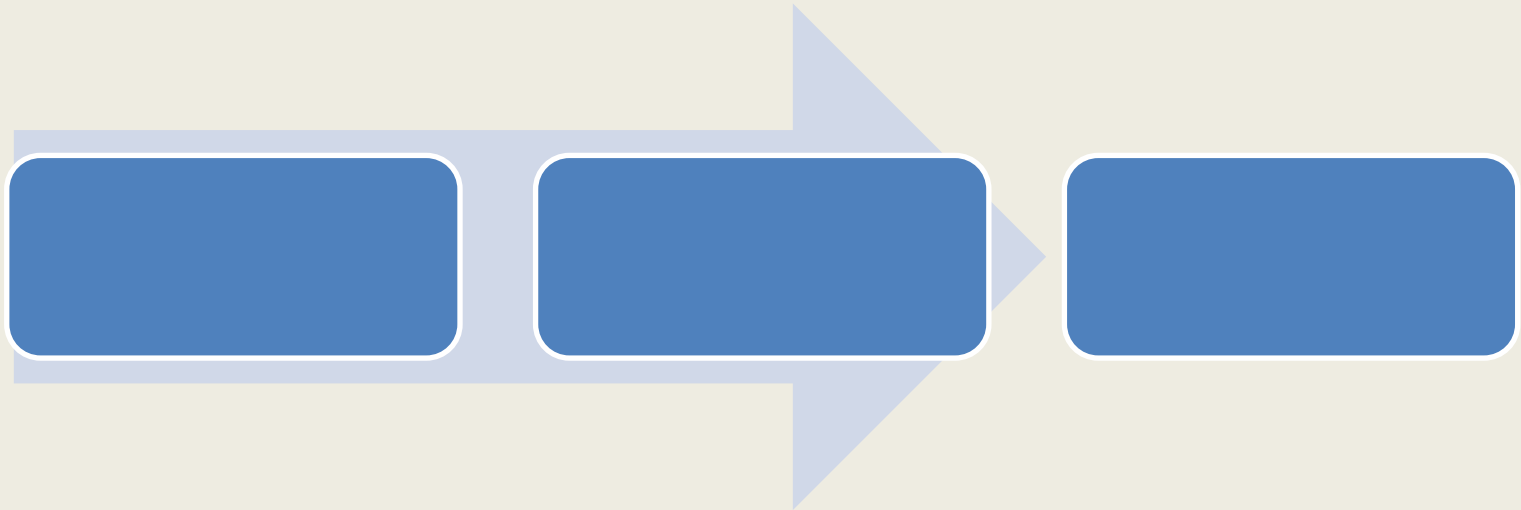
- Text Messaging
- Multiple Cell Phone Providers
- Employee Hotline
- Updating most viable and used communication medium (Website, Facebook Page, etc.)
- Having a message for each audience
- myAgility Alert Notification



- Options:
 - Mobile Recovery
 - Hot site Recovery
 - Internal
 - Co-Location
- Who is it for?
 - Employees
 - Clients
 - Technology/Data



- Not understanding your recovery strategy/strategies
 - Educate Now
- Trying to defer spending money on recovery
 - Understand your Insurance Coverage
- Hoping for the best vs. expecting the worst



- Having a personal preparedness plan
- Stocking up on supplies for at least a week
- Refueling your car prior to the storm making landfall
- Understand ways to help employees:
 - A. Consider car pooling
 - B. Employee advancements
 - C. Offering onsite day care

- Assure you are insured for all potential risks.
- Consider business interruption insurance and extra expense insurance.
- Keep photos of your building, equipment lists and policy information stored in a safe and secure offsite location:
 - myAgility – Fixed Assets
 - myAgility Family – Document Management
- Maintain an up-to-date asset management program.

- Take this opportunity to talk about preparedness within your organization
 - A. Involve your management team
 - B. Prepare your supply chain
- Have a game-plan with defined goals
- Make sure everyone is receiving:
 - A. Tips
 - B. Update Emails
 - C. Social Media: LinkedIn, Facebook, Twitter
 - D. Blogs

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QUESTIONS?

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