Planning to Keep Your Terminal Operation “Afloat”

Continuity of Operations Planning

27 October 2010
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 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.

George Klinger
Emergency Management Coordinator
URS Corporation
George_klinger@urscorp.com
Direct #: 727-253-9326