

June 25, 2002



# FM Technology for Disaster Planning and Business Resumption

Eric Teicholz  
Graphic Systems, Inc.  
[www.graphsys.com](http://www.graphsys.com)

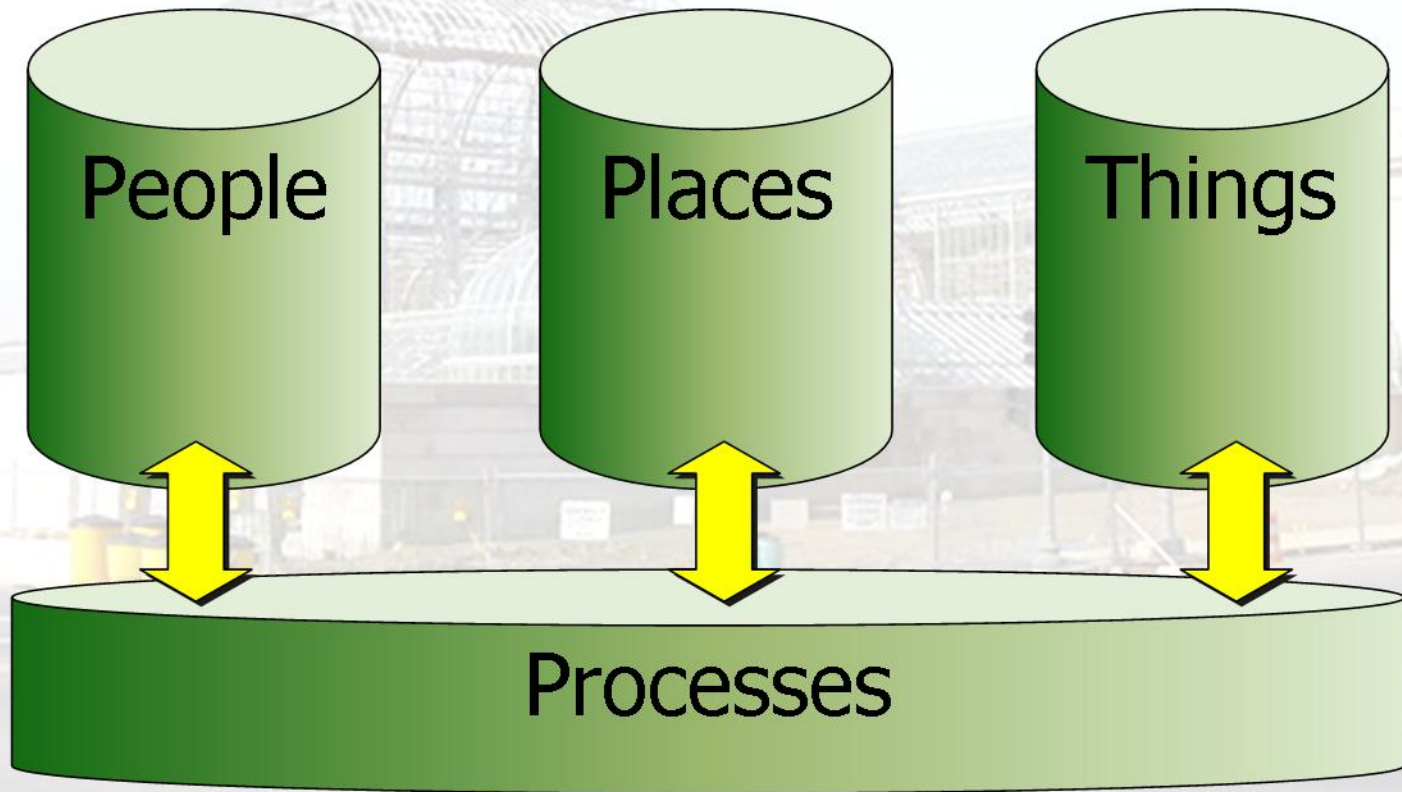


# 1. Intro: **Definitions**

1. Disaster Plan
2. Business Resumption
3. COOP as a process
4. CSO's

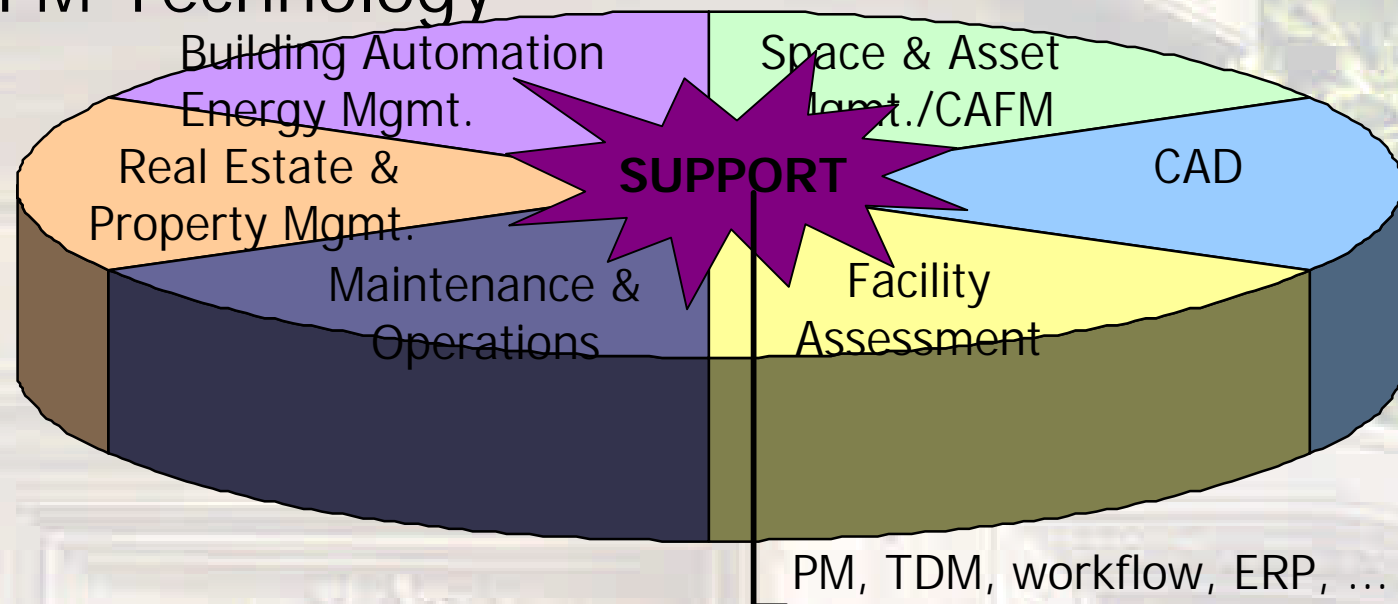


# I. Intro: **Data Components**



# I. Intro: Technologies

- Web
- Wireless
- Process and Document Management Tools
- FM Technology





## I. Intro:

# FM Vendors - Current State

---

- Templates / Forms
- Check Lists
- Command and Control software
- Workflow
- Auto-Links to External Groups
- Integration of COOP Application Suite and Physical Systems
- Audit Trails of Crisis Response Actions

**FFC: Business Continuity/Emergency Preparedness Resources**  
<http://www4.nationalacademies.org/cets/ffc.nsf>



## II. Process: **Planning**

---

### TASK

- Audits (e.g., insurance, base line information)
- Entering/classifying crises
- Risk assessment
- Establish response policies
- Selection of management and response teams
- Establishment of alerts and notifications
- Determination of tasks with various stake holders
- ...

### FM DATA REQUIREMENTS

- Employee/asset locations
- Means of egress
- Evacuation plans
- Contact information
- Condition assessment of critical building systems
- Workflow automation
- Utilities/telecom data
- Fire protection and security plans
- Hazardous material plans
- ...



## II. Process: **Response**

### TASK

- Plan deployment and communication
- Establishment of off-site command and control center
- Communication of information between crisis team and other groups
- Accessing and modifying scenario based on data
- Document everything (damage to facilities/harm to people) before/after crisis
- ...

### FM DATA REQUIREMENTS

- On-the-fly workflow process modification
- Deployment/communication and maintenance of relevant electronic documents
- Notification/escalation and modification of data
- Tracking of crisis response activities
- Help desk/crisis center software
- ...



## II. Process: **Recovery**

### TASK

- Assessment of all damaged assets before repair, cleaning or restoration
- Evaluate performance of stake holders before/during crisis
- Updating of all appropriate databases and processes
- Updating of relevant planning and training, response preparation and testing
- ...

### FM DATA REQUIREMENTS

- Updating of appropriate CAFM, CMMS, GIS, condition assessment and documentation systems
- Use of work order, inventory, procurement, before/after asset comparisons, move planning and execution, stacking and blocking, work and project management, financial planning
- ...

# The Consensus So Far....

- Mass Notification
- Critical Needs Charts
- Crisis Space Data
- Space Planning Importance



## III. Lessons Learned: **Best Practices**

---

- Strong management commitment to disaster planning/business recovery
- Clearly defined, prioritized and documented business and incident/emergency management processes, trained crisis management teams, and response preparation and testing;
- Alternative space to support critical operations;
- Current and relevant FM databases and IT technology to support COOP processes.