

*Information Services  
Emergency Preparedness*

**Clinical Sciences Auditorium  
June 2, 2009**

# *INFORMATION SERVICES TOPICS*

- **Business continuity planning**
- **Voice communications**
- **MessageOne e-mail continuity**
- **Data archival and storage**
- **PC protection**
- **Application systems**

# *BUSINESS CONTINUITY PLANNING*

- **Planning assistance is available**
- **Business continuity and data center continuity are not the same**
- **For BCP assistance, contact Bob Shaffer via e-mail or on (409) 772-3818**

***VOICE COMMUNICATIONS***  
*Have a question about telephone  
disaster preparedness planning?*

**Contact IS Voice Services:**

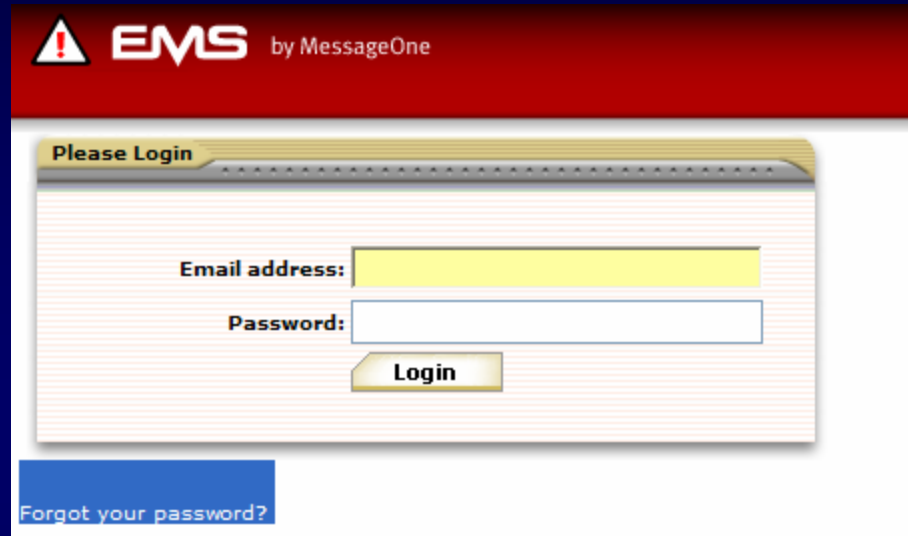
<b>Service</b>	<b>Name</b>	<b>Number</b>
<b>Telephone System &amp; Equip.</b>	<b>Barry Rexford</b>	<b>772-0900</b>
<b>Emergency Telephone System</b>	<b>Ivan Howard</b>	<b>772-0900</b>
<b>Voicemail, ACD</b>	<b>Marie Leal</b>	<b>772-0900</b>
<b>Pagers and Cell Phones</b>	<b>Janelle Murphy</b>	<b>747-0449</b>
<b>Blackberry Devices</b>	<b>Janelle Murphy</b>	<b>747-0449</b>
<b>Satellite Phones &amp; Service</b>	<b>Barry Rexford</b>	<b>772-0900</b>

# *VOICE COMMUNICATIONS*

## *Emergency (Orange) Telephones*

- **Most are orange and wall mounted**
- **A backup to our regular phone system**
- **Not all features available (limited long distance, no voicemail, dictation, call distribution, etc.)**
- **DOES support paging**
- **Are there enough of these to support your continuity plan?**
  
- **The Emergency Phone Directory is available:**
  - **Online - [http://www.utmb.edu/emergency\\_plan/](http://www.utmb.edu/emergency_plan/)**
  - **Hardcopy – contact [irhoward@utmb.edu](mailto:irhoward@utmb.edu)**

# MESSAGEONE E-MAIL CONTINUITY



EMS by MessageOne

Please Login

Email address:

Password:

Login

[Forgot your password?](#)

- Current UTMB email address and password
- <http://webmail.utmb.edu> (global activation)

# EMS WEBMAIL INTERFACE

The screenshot displays the EMS Webmail interface. At the top left, there is a logo for EMS by MessageOne. The main navigation bar includes links for Mail, Contacts, and Calendar. The user's name, Jeffrey M. Dubrow (jmdubrow@utmb.edu), and links for Exit Mail and Logout are visible in the top right. Below the navigation bar, there are buttons for Check Mail and Compose, along with a Search Mail and Mail Options link. The left sidebar shows a Folders list with Inbox and Sent folders. The main content area is titled 'Inbox' and shows a single message. The message is from Jeffrey M. Dubrow with the subject 'Test EMS Message', dated 02:15:04 PM, and is 3kb in size. The interface includes standard email actions like Delete, Select, Mark as Read, and Move to folder.

EMS by MessageOne

Mail Contacts Calendar

Dubrow, Jeffrey M. (jmdubrow@utmb.edu) [Exit Mail] [Logout]

Check Mail Compose Search Mail - Mail Options

Folders

- Inbox
- Sent

**Inbox**

View: All | Unread Messages 1-1 of 1 | First | Previous | Next | Last

<input type="checkbox"/>	From	Subject	Date	Size
<input checked="" type="checkbox"/>	jeffrey dubrow	<a href="#">Test EMS Message</a>	02:15:04 PM	3kb

Check Mail Compose Search Mail - Mail Options

- Old messages not available on MessageOne
- E-mail sent or received during cutover will be saved

# *DATA ARCHIVAL & STORAGE*

*Have a question about backing up your data and storing it offsite?*

- All IS supported storage is backed up and stored offsite
- IS uses Iron Mountain for offsite storage
- Plan ahead for backup and offsite storage needs

<b>Service</b>	<b>Name</b>	<b>Number</b>
<b>Offsite Storage</b>	<b>Herb Smith</b>	<b>772-3873</b>
<b>Storage Services</b>	<b>Andy Fisher</b>	<b>747-8896</b>
<b>Backup Services</b>	<b>Andy Fisher</b>	<b>747-8896</b>
<b>Other IS Services</b>	<b>Help Desk</b>	<b>772-5200</b>

## PC PROTECTION

*Have a question about how to protect your PC?*

- Do not bag machines that are turned on and running
- Bag PC's & move them away from windows & off the floor
- Have bags ready and available

<b>Service</b>	<b>Name</b>	<b>Number</b>
Desktop Services	Emma Ramos	747-0446
Other IS Services	Help Desk	772-5200

# APPLICATION SYSTEMS

*Have a question about critical information system availability?*

- Systems will be available as long as possible
- Decisions to shut down systems will be situational
- All applications are categorized with a tiering system

<b>Service</b>	<b>Name</b>	<b>Number</b>
Email/VPN/Remote Access	Todd Leach	(409) 772-3811
Enterprise Systems	Mike King	(281) 724-8672
Clinical Information Systems	Beth Hill	(409) 747-3839
Administrative Systems	Bill Fuqua	(409) 539-8946
Correctional Systems	Mickey Bourdeau	(409) 747-2601

# *DATA CENTER & SYSTEM CONTINUITY*

*(Completed in FY2008-2009)*

- **Active Directory authentication servers**
- **Internet connectivity (100 Mbps) & Firewalls**
- **Domain name services**
- **Citrix terminal services**
- **VPN remote access**
- **E-mail continuity & Blackberry Enterprise Server**
- **Data Storage System (electronic replication from UTMB campus)**
- **Tape Backup & Virtual Tape System**
- **EPIC EMR System backup hardware**
- **PeopleSoft Payroll System**

# *DATA CENTER & SYSTEM CONTINUITY*

*(Completed FY2009 Year to Date)*

## Arlington Regional Data Center

**Implemented and tested redundant systems for:**

- **PeopleSoft Financials**
- **Kronos Time Capture System**
- **Correctional EMR (Emerald)**
- **WebCT/Blackboard System**
- **GNL data archival system**

# *DATA CENTER & SYSTEM CONTINUITY*

## *(Currently in Progress)*

### UTMB Galveston

- **Completing risk mitigation (waterproofing) for all telephone cabling on campus – July 2009**

### Arlington

- **Remote telephony capability for IT Service Desk, Voice Operators, & UTMB Access Center – July 2009**
- **MyUTMB System (RMCH EMR, Charge Capture System) – August 2009**

### MD Anderson

- **Establish a 1,000 sq. ft. primary production location**
- **Expand network bandwidth between UTMB and Guhn Road data center**