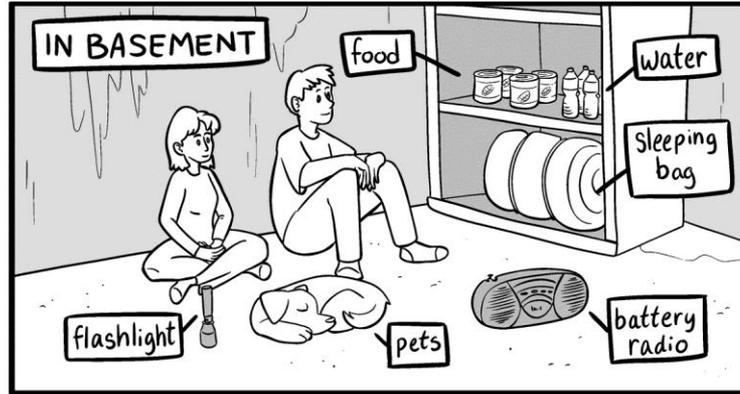


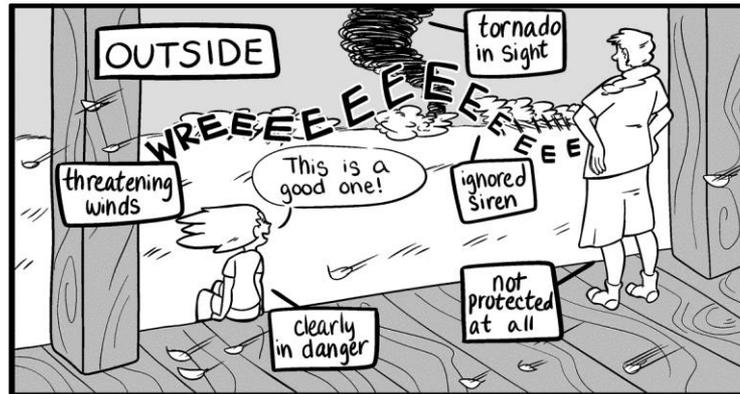
Contingency Planning and Crisis Management 101

Presented by:
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MATI Conference, Sept. 7, 2019

CORRECT TORNADO SAFETY



MIDWESTERN FOLK



Contingency Planning

- o September is National Preparedness Month, which promotes family and community disaster and emergency planning
- o Illinois Emergency Management has a site with lots of good information
<https://www2.illinois.gov/ready/Pages/default.aspx>.

Are You Prepared?

- [Make a Plan](#)
- [Build a Kit](#)
- [Types of Hazards](#)

Stay Informed

- [Press Releases](#)
- [Public Service Announcements](#)
- [Videos](#)

After a Disaster

- [Recovery](#)
- [Financial Issues](#)
- [Volunteer Opportunities](#)

How Do I?

- [Prepare My Pets for Disasters](#)
- [Prepare a Go-Bag](#)
- [Create a Communications Plan](#)
- [more How Do I?...](#)

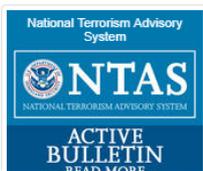
Local Resources

- [Local, State, Federal Links](#)
- [Ready to Respond Community](#)
- [Local EMA Contact Information](#)

Current Issues

- [ITTF School Safety Working Group](#)
- [Severe Weather Preparedness](#)
- [Active Shooter Informational Resources](#)

Featured Sites



Contingency planning

- A plan designed to take a possible future event or circumstance into account.
- A contingency plan is a course of action designed to help an organization respond effectively to a significant future event or situation that may or may not happen.
- A contingency plan is sometimes referred to as "Plan B," because it can be also used as an alternative for action if expected results fail to materialize.

Formal contingency plan

- o A business continuity plan is a document that consists of the critical information an organization needs to continue operating during an unplanned event. By planning ahead of time and putting it down on paper you automatically think through possible problems that might arise before they occur.

- o The BCP should state the essential functions of the business, identify which systems and processes must be sustained, and detail how to maintain them. It should take into account any possible business disruption. It should consider risks ranging from cyberattacks to natural disasters to human error.

Ask yourself:

- o - How would the business function if desktops, laptops, servers, email and internet access were unavailable?
- What single points of failure exist? What risk controls or risk management systems are currently in place?
- What are the critical outsourced relationships and dependencies?
- During a disruption, what workarounds are there for key business processes?
- What is the minimum number of staff needed and what functions would they need to carry out?
- What are the key skills, knowledge or expertise needed to recover?
- What critical security or operational controls are needed if systems are down?

- o Organizations that don't make contingency plans often do poorly when setbacks happen.

Crisis management

- Crisis management is the process by which an organization deals with a disruptive and unexpected event that threatens to harm the organization, its stakeholders, or the general public.
- Having one or more contingency plans makes crisis management much smoother.

Crisis management 101

- o Maintain an alternate site to perform job functions in the event of a disaster
- o Provide backup electrical power and communications in the event of an emergency
- o Ensure your clients are aware of the emergency mode operation
- o Test and/or review the contingency plan(s) periodically



Let's get started...

Loss/bankruptcy of client

- As freelancers, we know that relying on one or two clients is an unstable situation and diversifying our client base actually leads to a more stable situation; and you have to have plans on top of plans for when you lose regular clients, because you will.

Loss/bankruptcy of client

- As freelancers, we get "laid off" every time a job ends--and we always have to be looking for the next one
- Savings account for taxes, savings account for savings
- Not too many eggs in one basket (20% tops)

Work slowdowns

- o Do you have a backup for when it gets slow?
- o Send out email to clients letting them know you are available
- o Develop ways to improve the pool of projects/clients and to bring in more cash in creative ways
- o Passive streams of income

Accidentally delete a file?

- o Know where your Recycle Bin is and how to restore a file. If you don't know how, google it.
- o If it's been a few days check your backup solution.

What would you do?

- o Internet goes down and you have a very important translation to deliver.
- o I drove to a Panera in my pajamas and uploaded the file from my car using their wifi.
- o Now an option would be to tether my laptop to the wifi on my cell phone.

Email server down?

- o Is it me?

<https://mxttoolbox.com/diagnostic.aspx>

- o Has your domain registration expired?

- o Notify your clients

- o Have a backup email solution

Your email server is actually down

- o **WebMail Ok?** If your email service has a WebMail interface and that is working OK, then maybe your email server is also OK.
- o **Provider Status:** Check your email provider's "status" page to see if there are any currently known and published issues.
- o Contact your email service provider if you are otherwise unsure what the issue is.

You can receive email but not send

- o If you suddenly cannot send email, but checking email works OK, then:
- o **Blocked:** Your ISP or network could be blocking your outbound email connections. *This happens all the time without warning.* Solution: send through an alternate SMTP port.
- o **Spam:** Your account may be temporarily throttled for sending “too many” email messages.

You are not getting/seeing any new email messages

- o Contact your Internet Service Provider

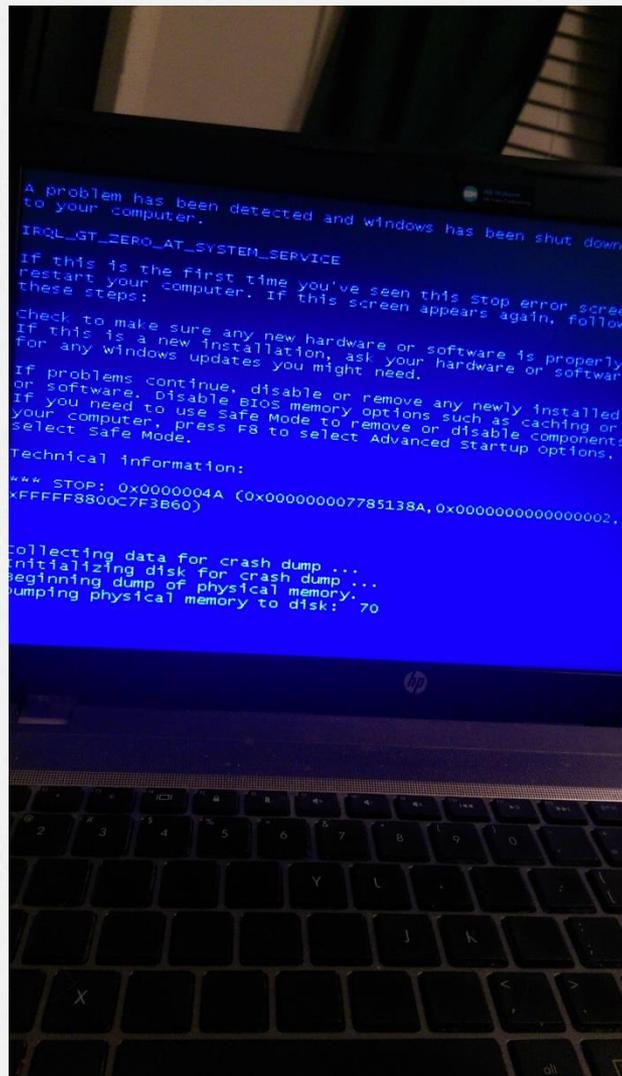


Rina Ne'eman It floors me how many translators are completely unprepared. A second computer and comprehensive backup should be a minimum.

Like · Reply ·  2 · 2 hrs

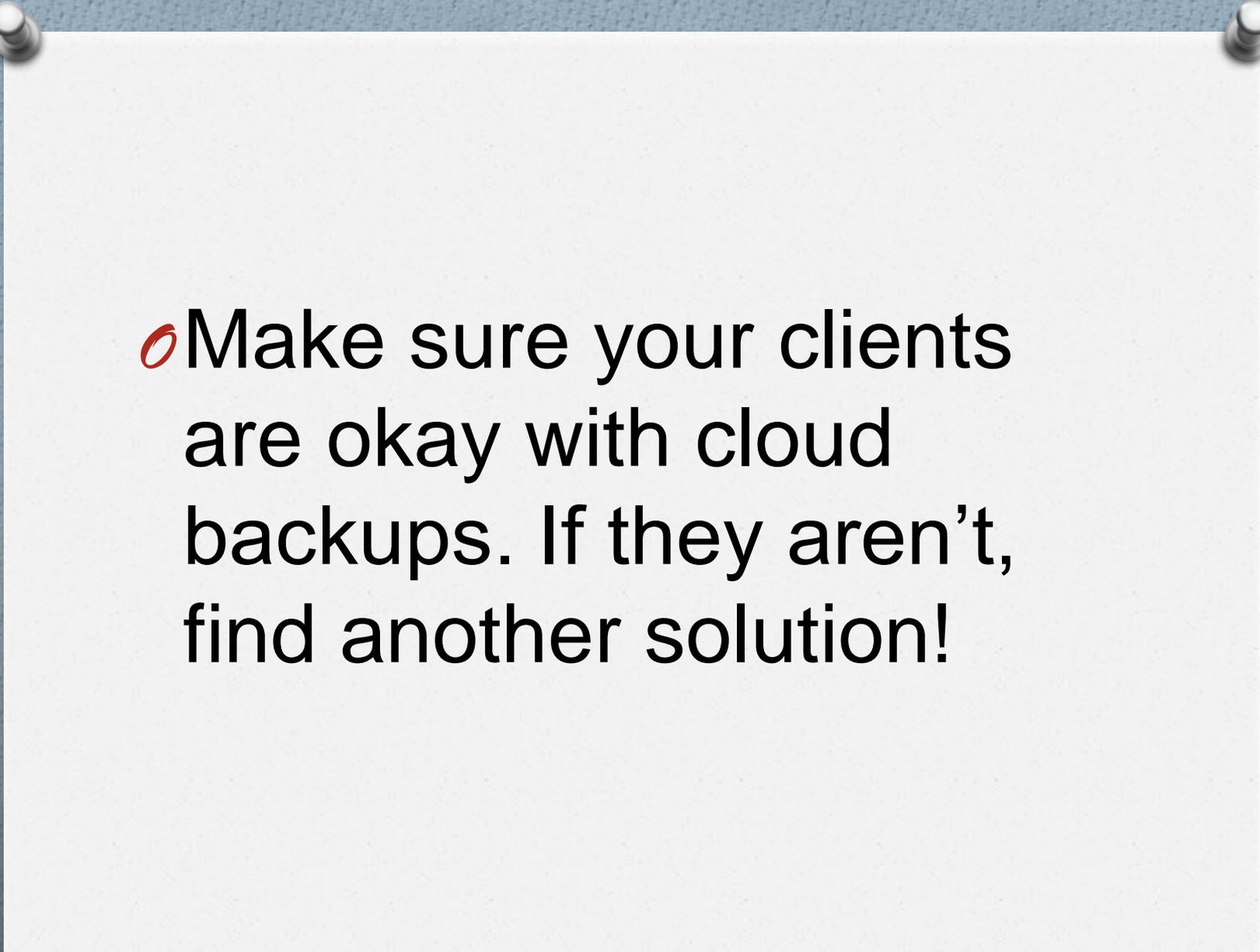
Viruses and malware/spyware

- o Every translator should have at minimum an anti-virus program and a malware/spyware removal program running on their computer.
- o I highly recommend BitDefender, but Norton and Symantec also have good security suites.
- o Don't click on unsolicited links.



What would you do?

- o You are working on your translation, take a break to grab a sandwich, and come back to the Blue Screen of Death
- o I called my local computer guy and drove my laptop straight to his office. With the help of Carbonite I was able to grab the backup of my TM (about a month old) and the translation off the cloud and work on my backup laptop.



o Make sure your clients are okay with cloud backups. If they aren't, find another solution!



Corinne McKay

4 hrs · 



Freelancers: if you have a full backup computer setup and think you'll never need it, think again. And if you don't have a full backup computer setup and think you don't need it, think again. Last night I was happily working away and my computer threw a blue screen of death, went into some infinite diagnosis and repair loop, and won't boot off a repair drive. With a second computer and everything backed up to the cloud, it's annoying, maybe expensive, and definitely time-consuming, but survivable. Without those things, it could be catastrophic. So if you work for yourself and don't have that stuff set up, do it---right this red hot second.

About Translation (10/5/17)

<http://www.abouttranslation.com/2017/10/belt-and-suspenders.html>

But it got me thinking that such happy endings don't just happen: they require preparation and planning:

- If we had relied on a single computer, and a single CAT tool, my partner would have been unable to continue working until SDL support had solved the problem;
- If we had not installed Xbench, we would have been unable to export the data from Studio's memory;
- If we had not paid for SDL support, our only recourse would probably have been to take the computer to a repair shop, or perhaps ask for advice in the various online forums available, and hope for the best;
- In this case, there was no damage to the files or to the computer's hard drive, but if such damage had occurred, we would have been prepared also: we regularly back up our files both to external hard drives linked to our home network, and to online storage.

Technical problems happen, but if you plan for them, you can minimize the damage they cause.

Backup, backup, backup!

- o At the absolute minimum you should have a second fully-loaded computer ready to go and some sort of backup system.
- o A second backup plan/system is also a good idea.
- o Off-site backup is also a great idea.
- o Consider having a Plan C just in case.



Petra Schweitzer I am glad you were prepared! I used Carbonite and Dropbox for a while for backups but my clients have become rather specific about not wanting any of their files in the cloud (and, honestly, Carbonite simply didn't work for me). For the past year now, I've been happily using Time Machine with hourly back-ups.

Like · Reply ·  1 · 12 hrs



Maria van der Heijde-Zomerdijk It happened to me last year. Trying to start the computer on Monday morning, it did not start. Thank heavens, we have an extra computer downstairs, and Paul had just made a full backup that weekend. The computer had a few corrupt sectors and they contained part of the operating system! New computer ordered and all was ok again!

Like · Reply ·  1 · 10 hrs · Edited



Jonathan T. Hine Besides a cloud backup for the main computer, I have found a 1TB Seagate harddrive very convenient, and portable. Some of my clients don't want their stuff in the cloud.

I also keep my main work files and Quicken backup for my books on a 128GB micro SD card in my computer, not on its own main drive. FWIW, I use a Microsoft Surface 3. I can pull out the SD card and put it in a new computer if disaster strikes on the road (e.g., the left pannier gets hit by the proverbial bus, but I survive).

This lesson applies even more to your phone, especially if it's your main link to email and your clients. I am still using my backup Nexus 5 months after my six-day old Nexus 5X went to the shop for a broken screen. The shop claims that they can't find it. Thank goodness everything was still on the old phone (broken microphone doesn't slow me down).

Like - Reply -  1 - 7 hrs - Edited

Some recommendations

- o Dropbox (<https://www.dropbox.com/>)
- o SugarSync (<https://www.sugarsync.com/>)
- o Carbonite (<https://www.carbonite.com/>)
- o ZenVault (<http://www.zenvault.co/>)
- o Time Machine (Mac OS)
- o Crashplan (<http://www.crashplan.com>)
- o Dolly Drive (<http://www.dollydrive.com>)
- o Norton Ghost (<https://norton-ghost.en.softonic.com/>)
- o External hard drive
- o https://en.wikipedia.org/wiki/List_of_backup_software

Proprietary [edit]

| Package | Publisher | Version for Windows | Version for Mac OS | Version for Linux | Graphical user interface | Continuous Data Protection |
|--------------------|--------------------|---------------------|--------------------|-------------------|--------------------------|----------------------------|
| @MAX SyncUp | @MAX software | Yes | No | No | Yes | Yes |
| Acronis True Image | Acronis | Yes | Yes | No | Yes | |
| Aomei Backupper | Aomei Tech | Yes | No | No | Yes | |
| Argentum Backup | Argentum Software | Yes | No | No | Yes | No |
| Backup4all | Softland | Yes | No | No | Yes | No |
| BackupAssist | Cortex IT Labs | Yes | No | No | Yes | No |
| Backup Exec | Veritas Software | Yes | Yes | Yes | Yes | Yes |
| Catalogic DPX | Catalogic Software | Yes | No | Yes | Yes | Yes |
| Bitser | Bitser | Yes | No | No | Yes | No |
| Bvckup 2 | Pipemetrics SA | Yes | No | No | Yes | No |
| ChronoSync | Econ Technologies | No | Yes | No | Yes | No |
| CloudBerry Backup | CloudBerry Lab | Yes | Yes | Yes | Yes | No |
| Cobian Backup | Luis Cobian | Yes | No | No | Yes | No |
| Comodo Backup | Comodo Group | Yes | No | No | Yes | Yes |
| Commvault | Commvault | Yes | Yes | Yes | Yes | Yes |
| Crashplan | Code42 | Yes | Yes | Yes | Yes | Yes |

Extra tips

- o Make sure any solution you use is encrypted.
- o Have a good computer IT guy.
- o Be sure to backup financial records, archives, TMs and termbases!
- o Backup your bookmarks

Backing up crucial files

- o Your backup solution should work quickly and effortlessly in the background.
- o Ideally it will back up any files that are changed.
- o Make sure all your important files are in a folder that is automatically backed up.



Virginia Zander Joplin

18 hrs · 👤

#blackout How did you cope when half the city is without electricity? Power went out for Verbio's office, telecoms, and data center at 17:30 yesterday -- it's still off and security shooed us out of the building. All things considered, I found today was super-productive. We set up conference interpreting booth and equipment (the venue had power). I went to an export training for small biz. I had a serious (and uninterrupted) strategy meeting in the sunshine. Sales responded to an RFP and tracked down other leads. Conversations with Switzerland happened. Quote requests and billing questions were answered. Project managers completed what they could with no access to the office network nor Plunet. Meetings were scheduled with clients and vendors.

Uninterruptible power supply

- o An uninterruptible power supply (aka uninterruptible power source, UPS or battery/flywheel backup) is an electrical apparatus that provides emergency power to a load when the input power source or mains power fails.
- o A UPS is typically used to protect hardware such as computers, data centers, telecommunication equipment or other electrical equipment where an unexpected power disruption could cause injuries, fatalities, serious business disruption or data loss.

Uninterruptible power supply

- o A UPS allows you to back up your files and safely turn off your computer.
- o Choose the one that best suits your needs.
- o Make sure all devices are fully charged when severe weather is looming.



Dealing with natural disasters

- o If things go south, you should be prepared to eat, drink, and stay warm until things go back to normal.
- o Even if you're on a tight budget or living paycheck to paycheck, you should be prepared to live at least three days without basic services.

Dealing with natural disasters



Dealing with natural disasters

- Stock up ahead of time on protein- and calorie-rich items with long shelf lives (soups, stews, canned beans, quick-cooking oatmeal, peanut/almond butter, dehydrated foods (e.g., instant mashed potatoes), shelf-stable soymilk/milk, dried fruit, canned fish or meat, protein, granola bars, crackers, gelatin or instant pudding, Nutella, hummus, refried beans, vegetarian taco filling and hardtack/shelf-stable bread. Boil eggs.

Dealing with natural disasters

- Stash one gallon per person per day for at least three days. Got pets? Don't forget some extra agua for them.
- Fill empty milk jugs or two-liter soft drink bottles until you have enough. Every few months, use the water in these containers for tasks like watering the garden or doing hand laundry, then refill them with fresh water for storage.
- In a pinch use the water in your water heater. Hot water heaters contain 40 gallons of potable water.

Dealing with natural disasters

- o Stay warm in layers, quilts and comforters.
- o Stay cool by staying hydrated, wear light clothing and avoiding direct sun. Pull curtains or shades to keep home cool.
- o Fill tub with water and use water to flush the toilet.
- o A trash bag in a bucket is a toilet.

Dealing with natural disasters

**FOR THE NEXT TIME, YOU GO
CAMPING... PROBLEMS SOLVED!**



Dealing with natural disasters

Annual reminder that sod in a kiddie pool, other bin or tarp allows your pets to continue to potty appropriately on a covered patio, in a garage or indoors during hurricanes or other severe weather.



Dealing with natural disasters

- o Relocate with care
- o Consider keeping a landline just in case cell phone towers are dead. Make sure one phone does not rely on electricity.
- o During the Northeast Blackout of 2003 I was able to load my dog and my computer into my car and carefully drive to my parents' home, where they had power.

Dealing with natural disasters

- o When power does go out, unplug your devices to prevent them from being damaged when power is restored with a jolt.
- o Also, if you've got a generator, it is best not to run electronics like phones, laptops, and tablets off of it.
- o The [Energizer Powerpacks website](#) offers a ton of options such as battery backups, external batteries, and a solar charger. I also own a [Energizer Energi To Go battery charger](#) for my phone. I keep it in the drawer next to my desk in a Ziplock bag with fresh batteries.

Dealing with natural disasters



Dealing with natural disasters

- o You can extend your phone's battery life by disabling certain features, like WiFi and Bluetooth. It takes a lot of power to constantly search for a WiFi or Bluetooth signal.
- o Dim the screen brightness and avoid playing audio at a high volume.
- o If your phone is set to check email automatically at regular intervals, turn that off too.

Dealing with natural disasters

- o You should always have a backup plan in case of a natural disaster.
- o In case of fire, what would you grab?
- o You should store copies of important documents such as your family and your passport(s), birth certificate(s), car title(s), medical records, insurance inventories, bank records, etc. in the cloud somehow. This helps when you need to evacuate in a hurry as well as in the ensuing aftermath of recovery.

Dealing with natural disaster

- o Take pictures & make a list of everything you own.
- o Check on the terms of your debit card.

Have your most important documents in a fire-safe, water-proof container that you can grab and go.

Suze Orman's Protection Portfolio



Suze Orman's Protection Portfolio

- o An emergency credit card that you do not use that allows you to take out cash advances
- o \$200-300 emergency cash or traveler's checks
- o Spare set of keys for home, cars, boats, recreational vehicles, and safe deposit boxes
- o Medications, spare contact lenses, eyeglasses
- o Spare cell phone
- o **Important documents:** Birth Certificates, Adoption Certificates, Death Certificates, Military Records, Divorce Decree, Marriage Certificate, Social Security Cards, Driver's Licenses, Passports, Green Card or Citizenship papers, Insurance Policies & Cards (life, health, home, auto, long term care, medicare), Medical Records, Copies of prescriptions, Credit Cards (copy both the front & back of each card), Bank Statements, Emergency Contact List, Will, Revocable Trust, Financial Power of Attorney, Durable Power of Attorney for Healthcare

Dealing with natural disasters

- o Keep your car at least half full of gas at all times
- o Compass and a printed maps to other locations where you can shelter
- o Cash
- o A camp stove or grill / charcoal in rubber container
- o Camping fridge
- o Lighting sources that don't require batteries
- o Significant cash since ATMs require electricity
- o Duct tape and tarps
- o Blankets

Dealing with natural disasters

- o Hand sanitizer
- o Sharpie markers (Black and white/ silver)
- o Bottled water
- o Hot hands (to keep warm)
- o Face masks (surgical preferred) and gloves. Lots of gloves
- o Some cleaning supplies like bleach and soap.
- o Make sure your solar charger also has a crank on the side
- o Radio, flashlights, and lots of batteries
- o Trash bags/paper goods
- o Matches



What to include in your

PET EVACUATION KIT

- Collar with tags, identification
- 3-day supply of food & water, bowls
- Travel carrier/kennel
- Clean up supplies, wipes
- Litter pan, litter, scoop, bags
- Comfort items (blanket, toys)
- Calming aids (anxiety wrap, treats)
- Vet records & medications

DON'T LEAVE THEM BEHIND!

CatingtonPost.com

Hurricane-prone?

- o Have a backup plan and a Plan C.
- o Plan ahead what you would need to take with you – dictionaries, paper glossaries, computers, etc.
- o Depending on how important it is to you consider a generator or even a whole-house generator.
- o Communicate with your clients if you are evacuating.

Omnilingua servers down due to Iowa flooding

June 13, 2008

Posted by Jill (@bonnjill) in [Random musings](#), [Uncategorized](#).
[trackback](#) , [edit post](#)

One of my clients, Omnilingua in Cedar Rapids, is doing its best to keep operating as usual despite the fact that its servers (e-mail, FTP, etc.) are down due to the flooding in Cedar Rapids. According to [CNN](#), nearly 4,000 homes have been evacuated, a railroad bridge has collapsed and cars are underwater on downtown streets. The Iowa governor has declared 55 of Iowa's 99 counties to be state disaster areas. I hope everyone at Omnilingua and throughout Iowa are safe and dry tonight and that the flood waters will recede soon. No deaths or serious injuries were reported in Iowa, but they're "going to need a lot of prayers, and people are going to need a lot of patience and understanding."

Floods happen

- Go to high ground
- Make sure your dictionaries, electronics, etc. are elevated as much as possible
- Development of a business continuity plan that considers, amongst other issues, alternative sourcing and production facilities that lie outside the flood zone to ensure continuation of operations throughout the duration of the flood event

Communication is key

6/16/08: I received an e-mail this morning that the servers at Omnilingua are functioning again as well as two job requests, so business is back to normal there - thank heavens. I remember how weird things were when the Rhine flooded in Bonn. I can't even imagine the entire downtown area flooding there. Let's hope the rains stop and the floodwaters recede quickly.

Don't go AWOL on a client. Ever.



Hospitalization

- o Notify your clients immediately (smartphone to email clients from ER)
- o Maintain a job board or spreadsheet
- o Have a trusted colleague on standby to take over
- o Discuss an extension or whether someone can continue where you left off
- o If you are unconscious have instructions for a family member to log into your email

Hospitalization

- o Do not accept any jobs while hospitalized or under the influence of painkillers

Consider this plan...

- o I've created a spreadsheet that has details of all the clients I am working with at the moment, their contact details, the job I'm doing, the deadline and where to find anything related to it. I've shared a link to the spreadsheet (via [Dropbox](#)) with someone I trust who will contact my clients and make alternative arrangements should anything drastic happen to me ... I've also let my partner and my sister know who to contact in extreme circumstances. I'm planning to update the spreadsheet every day so if I were rushed into hospital tomorrow I'd know my current and future (booked) clients were informed and someone was on the case to cover their work.

What to do in case of a zombie apocalypse



Run!

Suggested reading

- o “Preparedness Now” by Aton Edwards
- o <https://training.fema.gov/is/crslist.aspx>
- o <https://www.portlandoregon.gov/pbem/article/394125>
- o <https://lifehacker.com/372353/create-a-diy-ultimate-protection-portfolio>