

# EQUINE INFLUENZA

## Coordinating ICT Resources

**JOHN W RAPLEY**  
Technical Manager, Emergency & Service Coordination  
Information & Communications Technology

- Threats and Risks
- Operational Impacts
- Changes to ICT Operations
- Lessons Learnt & Recommendations
- Conclusion



## Impacts of Equine Influenza

1. Shortcomings of ICT Business Continuity Plans
2. Develop an Emergency Response Capability
3. ICT Capital Works Program at Risk
4. ICT Operational Projects at Risk
5. Introduce Emergency Management Culture into ICT
6. Extend Threat & Risk Assessments
7. Success of Initial Response attributed to Leadership, Commitment and Experience of ICT Personnel

## Impacts on ICT Operations

1. Establish 40 Operational Centres – 9 weeks
2. Call Centre Operations
3. Develop and Implement Systems – 4 weeks
4. State Wide Training Program
5. 50 Projects borne from 250 Tasks
6. 85% of ICT involved in Equine Influenza

# Changes to ICT Operations

## Managing ICT Operations

1. Emergency Structure within ICT
2. Threat & Risk Assessments
3. Resource Agreements
4. Task Management System
5. Rapid Systems Development
6. Release Management
7. Business Analysis and Information Management
8. Training Package
9. Normalising Operations

# Lessons Learnt & Recommendations

## Outcomes from ICT and EI Reviews

1. Workload Shift during Operational Phases
2. Business Continuity to include Emergency Capability
3. Develop an ICT Emergency Response Plan
4. Develop an ICT Emergency Management Structure
5. Scalable Infrastructure & Services
6. Investigate Outsourcing Opportunities
7. Engage with Emergency & Business Clients
8. Integrate Emergency Management
9. Activate Business Continuity Plans

## A Maturity Test for ICT

1. Business Continuity
2. Emergency Response
3. Preparedness