Critical Infrastructure Assessment Workshop: Recommendations – Example Community

The following recommendations are based on an evaluation of the outputs from the Critical Infrastructure Assessment Workshop. Each recommendation is directly tied back to one of the findings of the evaluation process. These recommendations are not binding but are meant to inform the development and redevelopment of emergency management, asset management, business continuity, and community development plans and practices.

MITIGATION	PREPARATION	RESPONSE	RECOVERY
Addressing the dependency of locally provided goods and services on computers and software	*Addressing the dependency of locally provided goods & services of regular staff*	*Addressing the dependency of internal services on internally-provided fuel and equipment maintenance*	*Addressing the dependency of locally provided goods & services of regular staff*
We recommend the IT department create a briefing document identifying which software programs can be accessed offsite and a step-by-step "cheat-sheet" that walk staff through the specific steps. This document should also include a review and interpretation of policies governing the access of city information. The document will be emailed by IT to all staff during an emergency requiring the activation of the emergency operations centre. These materials should be developed within the next 3-4 weeks, following approval by senior management.	We recommend that each department educate their staff members on the importance of personal preparedness for both the worker and their family. This effort will be supported by the Emergency Manager who will develop and distribute a PowerPoint presentation and personal checklist. The HR representative will also schedule a lunch-and-learn session on this topic for staff members. These materials should be developed within the next 3-4 weeks, following approval by senior management.	We recommend Public Works develop a plan to dedicate a "support vehicle" to be pre-equipped with both fuel transfer tanks (regular and diesel) as well as commonly used mechanics tools. This plan should formally identify which vehicle will be dedicated to this task; detail the costing and steps that are required to acquisition of two fuel transfer tanks; list the tools necessary for equipping the vehicle; and detailing the steps required to activate the vehicle during an emergency. This plan should be developed within the next 6-8 weeks following approval by senior management.	We recommend that each department identify one cross-departmental cross-training opportunity for at least one staff member. For example, library staff have identified value in cross-training as reception centre staff as they have already been security-screened and are trained to work with the public. This recommendation seeks to formalize an existing handshake agreement between departments to share staff. This recommendation will require sign-off by both union representatives and senior management and would ideally be implemented in the next fiscal year.