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# Pandemic Planning: A Checklist Approach

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Joint Written Project

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# Pre-Planning

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- Are all business units involved in the planning process?
- Is the enterprise and staff committed to completing a plan?
- Is there time and budget allocated?
- Does the pandemic plan have a budget?

# Jobs Jobs Jobs

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- What job roles are critical to the business?
- Who is primary for each job role?
- Who is backup? More backups?
- Have backups been trained?
- Will job delivery be the same, or will alternate methods be required?

# Notification

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- How are staff notified that the pandemic plan is in force?
- Does this process include a confirmation?
- How about suppliers and vendors?
- Do customers need to be notified?

# Remote Access

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- Is a backup ISP in place?
- Sufficient bandwidth? Licensing?
- Does IT require 3G or dial access?
- Are home ISPs appropriate?
- Remote Access alternatives:
  - IPsec? SSL? Citrix? ACE?

# VOIP

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- Remote forwarding of office phones
- Phone and collaboration tools via the VPN
- Do staff have the hardware now?
- VOIP licensing
- Security of VOIP transmission path

# On Site Staff

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- Have on-site staff been identified
- How to schedule?
- Will these staff see higher infection rates?
- Additional protection for these staff?
- Additional training?

# Other IT Issues

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- What can't be done remotely?
- What if the VPN is down?
- How are patches and AV signatures deployed during pandemic?
- Sync for remote data?
- Do policies/procedures need to change during times of emergency?

# Pandemic Drills/Awareness

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- Are periodic drills done?
- Do drills have metrics for success?
- Are staff aware of how to prevent transmission of infection?
- During illness, do staff know when they should stay home, when they can come back to work?

# Staff Requirements

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- Are vaccinations and antivirals required?
- Curtailing travel
- Are staff encouraged to stay home for spouses and children?

# Know When You are Beat

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- Sometimes, closing up shop temporarily is the best thing
- What could force you to close?
  - Too many staff ill?
  - Is staying open making the problem worse? (school closures)
- Sometimes, closing up is not an option

# Conclusion

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- Both technical and non-technical factors are important
- Training and drills are critical
- People are your key asset and should be put first
- Let's hope we don't need this plan!