THE GOOD, THE BAD, AND THE UGLY:

IT Lessons Learned from Building-wide Disasters

Pete Sengstock - Communication Arts
Alan Silver - Chemistry
Strategy

1. Instruction
   Keep classes running (somewhere)

2. Administration
   Keep staff working (somewhere)

3. Research
   Keep research happening (when safe)
5th and 6th Floors Closed

AUTHORIZED PERSONNEL ONLY
The Ugly: Casualties

- Computers on floor
- Equipment on desks
- Power strips and adapters
- Switches and APs
- Custom research equipment
- Documents and books
- Furniture
- Elevators
- Fire alarm system
- Lighting
The Bad: IT Challenges

- Chemistry network was up and down
- Potential for building-wide power outage
- Potential need to relocate servers/VMs
- Where should other tech get moved and how?
- Remote storage access is difficult
- Damaged computers were removed for disposal, with data
- Losses claimed at replacement value. What is “equivalent?”
The Bad: Space

- Registrar doesn’t have insight to Departmental classroom tech
- Specialized tech is hard to come by
- Offices are messy (esp. grad students)
- Construction = dust everywhere
- Can’t reassemble offices without furniture
The Bad: Incoherency

- Many units in Vilas Hall:
  - Communication Arts
  - SJMC
  - Theater & Drama
  - WPT/WPR
- Different duties across staff
- Email can be cumbersome
- Misinformation
The Good: Survivors

- Water didn’t reach drives
- Some computers mounted under desks
- Most laptops were at home
- Server rooms unaffected
- Most Vilas computer labs
- Film and video equipment
- Theaters unaffected
The Good: IT Wins

- COOP + dedicated communications person
- Box for COOP planning and cell phone numbers
- Texting Solution (eztexting.com)
- Local mailman mailing list mirrored to WiscList Custom
- Box folder with email address submissions for documentation
- G Suite for faster collaboration
- DoIT setup temp networking for video editing lab
- VoIP + PoE is great for sudden room changes
The Good: Resources

- UWPD
- FP&M, EHS (chemical safety)
- Risk Management
- Registrar
- DoIT Network Services
- Classroom Media Support
- CCI
- College Library

- Servpro of Madison & Contents Recovery Experts
- Miron Construction

- L&S Dean’s Office
- L&S Learning Support Services
Suggestions

- Document everything: Photos, Video, Spreadsheets, Labels
- Triage and prioritize
- COOP!
- Get computers off the floor
- Keep critical data on file servers; not on machines
- Remote management and remote support tools
- Water alarms in critical areas

- Keep your head on straight
The Good: Campus Support

Thank YOU!
Q & A