



# Disaster Planning Considerations for Program Managers

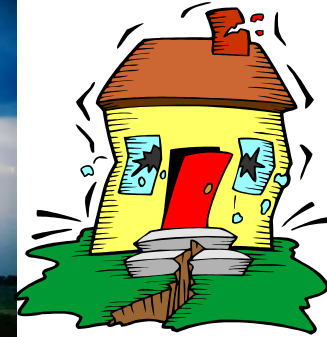
NWA Education and Networking Conference  
Pittsburg, PA  
May, 2014

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# Types of Disasters



## Natural Events



Earth Quake

## Technology Events



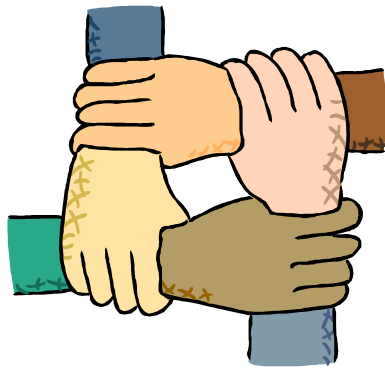
## Government





**THEY** are going to occur !!!

The response needs to be a  
partnership and pre-planning





Are you ready?

## Processor preparedness



- Redundant computer systems
- Capacity for additional volume
- Geographically diverse data centers
- Redundant power sources
- Diverse telecom providers
- Helpdesk Staffing – diverse locations
- IVR message slots
- File acceptance
- Redundant card production locations
- Exercised tests

## Processor preparedness - *continued*



- Planned conference bridges
- Reporting of transaction activity
- Manual procedures (emergency vouchers)
- Multiple Case setup methods:
  - Host to Host
  - Web Services
  - Web – Intranet / Internet access
  - Batch Files
  - Fat GUI
  - Others



# Additional things to consider:

- Setup spare file names to transmit files to and from vendor
- Build method to “reissue” last months benefit with new Authorization numbers
- Generic Disaster File processing
- Does the State require IP restrictions of vendors?
- Backup phone numbers – in case primary contacts are unavailable
- GETS and WPS



## GETS and WPS

- **Government Emergency Telecommunications Service**
  - GETS enhances call completion for select wireline (landline) users when abnormal call volumes exist.
  - GETS access is extended to only those Federal, State, local, tribal and select private sector users who support national security and emergency preparedness (NS/ EP) activities.
  - <http://www.dhs.gov/government-emergency-telecommunications-service-gets>
  
- **Wireless Priority Service (WPS)**
  - WPS provides users with priority communication over the wireless networks and offers users up to an 80% call completion rate during higher call volumes. DHS offers this service to over 100,000 users.
  - <https://www.dhs.gov/wireless-priority-service-wps>



## Processor / State preparedness - *continued*



### Generic Disaster File – “Buddy State file”

- Defined and agreed to by all three EBT vendors
- All transmitted demographic records are add or replace only.
- All transmitted demographic records are for primary cardholders only.
- Cardholders will initially be set up with access to both Food and Cash benefits.
- Authorization numbers are supplied by the state and uniquely identify each benefit grant.
- Availability date will default to current date. All disaster benefits will be posted immediately upon receipt.
- Host processors will set up table with maximum benefit amounts for each state, initialized to \$9999.99.
- Separate disaster benefit type for each benefit . First disaster – benefit type FSDS01, second disaster FSDS02, etc.

## State preparedness



- Redundant computer systems
- Geographically diverse data centers
- Redundant power sources
- Connection to vendor's backup data center
- Diverse telecom vendors
- Alternate file transmission method
  - NDM, SFTP, FTP/S, portable encrypted disk drives, Vendor upload site
- Communications plan – clients, clinics, retailers
- Contact lists

## State preparedness - *continued*



- Are you ready to receive outputs out of Generic File processing
- Do you have an alternate State that can generate these files for you “Buddy State”
- Card issuance:
  - Offsite card storage
  - Partner with another State
  - Vendor holds supply of stock
- Borrow Staff from another State

## Clinic preparedness



- Mobile Clinics
- Adequate cards / food instruments available
- Redundant power sources
- Disaster kit
- Staffing due to pandemic or bio-hazard
- Communications plan – clients, State
- Contact lists
- Referral services

## Other partners / Avenues to engage



- Media
- Grocers Associations
- Major Food Vendors (Large Grocery Chains)
- ATM Associations
- Advocacy group
  - Outreach
  - Shelters
- Social Media
  - Twitter
  - Facebook

## Time to Share



- Any experiences you'd like to share?
- Current plans?
- Lessons learned?



## Contact information



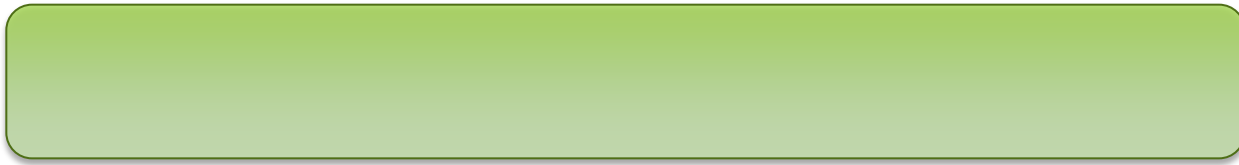
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Thank You!