

Telecommunications Survival Plan Government



Many government agencies have plans in place to ensure business continuity when disasters occur. An important aspect of these is ensuring telecommunications continue to operate after unexpected loss of services due to fire, flood or some other disaster.

Remember that telecommunications do fail and this could affect your community for up to one month.

The steps taken will depend on the severity of the interruption, how long and widespread it is. Things to consider are:

1. How will government and critical community organisations continue to operate without telecommunications?
2. How can the community communicate with emergency services – what are the options?
3. How can information be disseminated throughout the community? Can the media assist?
4. Should schools, shopping centres and other community organisations remain open or be closed?
5. Satellite phones and data links can be used to fill gaps so should government agencies keep some on hand for emergency use?
6. What telecommunications organisations do government agencies need to liaise with and how will this occur?
7. What other organisations need to stay in contact and how will this occur?
8. Government, emergency services and critical community organisations should design their IT and communications systems to ensure resilience in the face of a disaster and include failover (backup) telecommunications services. In a major emergency, or lengthy interruption, services may need to be shared between agencies. Review how this is best achieved with the relevant providers.

Remember to give a copy of your government telecommunications survival plan to telecommunications providers, government agencies and critical community organisations.

If there is a telecommunications failure, put the telecommunications survival plan into action and help the community work with its telecommunications providers to minimise the impact.