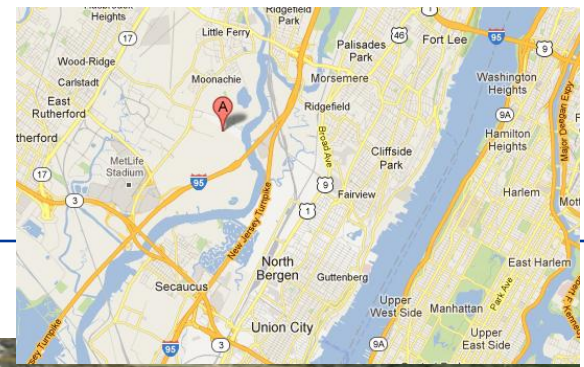# Lessons Learned: Hurricane Sandy

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Old Slip Location

SunGard Location

Lessons Learned

- Declare early! The SunGard facility was inundated with declarations and many organizations had to travel to far off SunGard locations.
- Hold separate project-level/technical and management calls during an event to avoid escalation into a free-for-all.
- Ensure Partner Organizations provide their BCPs/DRPs – don't take their word that they have it covered and participate in their testing and exercising.
- Ensure backup tapes are labeled, especially any catalog tapes, and stored off site (even if not PRO).
- Include your DEV and QUA environments as part of BCP/DR.
- Update relevant plans to include steps that document the controlled shutdown of systems, taking of backups and removal of backups from site on disk/tape prior to evacuation.
- Verify recovery plans be documented from the perspective of professionals with similar skill sets executing the plan in a disaster.

Lessons Learned

- Remember Lessons Learned and After Action Reports will be "watered down" once Executives and Legal Departments get involved.
- Make sure you have a CYA file to document risk decisions made by management. Considering management turnover, different leadership might be in-charge when something happens.
- Certain senior managers will "flip out" at times even if RTOs are on target.
- If you organization utilizes a mass notification service, make sure the BCP organization owns the tool.
- If you are a one man shop, train your boss on what you do. If there is a crisis/disaster and you aren't available, your supervisor has to step in.
- Document, Document, Document…The Lessons Learned process will go smoother the more notes you have.
- Conduct Lessons Learned meetings within a few weeks of an event.
- Don't put your DR site 11 miles from your primary site when attempting to mitigate hurricane risk.

Questions?

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