Event Name: [EXERCISE] 2022 MFA I.T. Interruption Exercise

Event Type: EXERCISE

Public Health Category: Facility Impact

Distribution Category: Distribute on a need to know basis

Situation: It's 10:00am EST and participating organizations are finishing up their morning meetings. A staff member working on the floor starts to notice that they are unable to submit or save their work in the computer. After repeated tries and a system reboot they are still not able to access any information. The employee then tries to make a phone call to notify someone of the situation and realizes the voice over internet protocol (voip) phone system is also not accessible. For the past several hours your facility has experienced intermittent outages in networked systems and connection with your internet service provider. Normal operations within your facility have become strained to include difficulty in receiving or treating patients.

Facility Impacted: Near Southwest Preparedness Alliance

Region(s): Central
Eastern
Far Southwest
Near Southwest
Northern
Northwest
Statewide

Immediate Impact and/or Required Action: all participating facilities answer the following prompts: 1. What is your first step in your response according to your emergency operations plan (EOP)? 2. Does this scenario require you to activate your EOP? 3. Which departments are assisting in your response? 4. Provide the name and phone number for your local emergency manager. If you have not spoken with them prior to today, give them a call and introduce yourself. (Remember to explain this is an EXERCISE EXERCISE EXERCISE). 5. Provide your primary and alternate contact for internal or external partners or vendors who could assist with the IT interruption within your facility. 6. Test your alternate or backups that are located onsite at your facility and provide information as to whether they worked or not. 7. Provide any additional information about the operational status of your facility. Including how long you think your systems will be impacted. 8. Do you have any resource needs at this time as a result of interruption to your IT systems?

Background: This exercise is intended to be completed by participating Organizations within the Medical Facilities of America Corporation. All other facilities are welcome but not obligated to participate.

Discussion: Answer the questions under the immediate impact and/or required action section. These questions will also be copied into the Event Log as a reference.

Recommended Action: As strongly encouraged throughout this series, this specific risk should be identified in your facilities hazard vulnerability assessment (HVA). Successful participation will require an activation of your emergency operations plan (EOP). Remember that when you are coordinating with your community partners to ensure all communications begin with EXERCISE.

Action Taken: VHASS Event, VHASS Activation, Event Logs Monitored, WebEx Operational

Points of Contact: Alley, Mary K
Near Southwest Preparedness Alliance
Near Southwest
(540) 541-0315

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Event Update History

Date/Time	Status	Name	Region	Organization	EN Access	Contact No.
02/23/2022 11:15 AM	Update	Marry, Matthew T	Statewide	Virginia Hospital and Healthcare Association	Events Statewide Administrator	(540) 798-1771
02/22/2022 12:41 PM	Update	Cromer, Mark A	Near Southwest	Near Southwest Preparedness Alliance	Events Region Administrator	(540) 339-2490
02/22/2022 12:07 PM	Update	Alley, Mary K	Near Southwest	Near Southwest Preparedness Alliance	Events Region Administrator	(540) 541-0315
02/22/2022 09:50 AM	Event Activated	Alley, Mary K	Near Southwest	Near Southwest Preparedness Alliance	Events Region Administrator	(540) 541-0315