



Nightmare on PT Street!

A Pretreatment Program Tale

September 22, 2020 / Amy Moore & Laura Melton

Disclaimer

The information you are about to witness is the result of our imagination. All characters and events appearing before you are fictitious and any resemblance to real persons, living or dead, is purely COINCIDENTAL!!!



Describe the “Scene”

It's a Sunday, Like any other Sunday....You're avoiding the thought that tomorrow is MONDAY.....

DING!!! Message Alert!!!



**NETWORK DOWN...DO NOT log on to
your company computer or sign in to
email UNTIL FURTHER NOTICE!!!**



**Work as you know it is about to
CHANGE FOREVER**



What tools are needed to run a PT Program?

It's Monday, the events of yesterday are reeling in your head and **STILL NO ACCESS TO THE NETWORK** but you're optimistic!

Let's begin to think of the effects and critical pieces of our program...COMMUNICATION!!

- **Desk phones?** Don't work, voice over IP
- **Cell phones?** You can make calls, but all your stored contacts are gone!
- **Fax/scan?** NOPE!
- **Servers?** Not a chance without the network ...what's on the SERVERS???



EVERYTHING is on the servers:

- Contact lists for:
 - Coworkers
 - Industries
 - Vendors
- Reference documents
- Sample data
- Electronic copy of Permits
- Electronic copies of NOVs and correspondence letters
- Electronic copies of Headworks Analysis and Allocation Table
- PAR (lucky for you it was due 5 days before your network went down...imagine if it didn't!)
- How many documents were saved on your desktop or in an email that you were working on??



Can You Manage Without Your Tools?

How's your card game? Because that's about all you can work on without electronics.....



- Your cell phone works, but it's almost useless without your contacts
- You don't have a way to print, copy, or scan
- Another municipality that you work close with is also down, so they can't save you...
- Even the library is out of the question...





Will your stored information be recoverable and if so, how far back?

You'll have to worry about that later...
back to getting your PT program operating again...



Temporary Tools

Troubleshoot with co-workers to develop a plan and a list of tools that can be purchased for temporary implementation of critical services.

- Setup a free online email account, and notify the necessary individuals: Industries, vendors, regulatory departments
- Find the latest hard copy of contacts and MANUALLY input the essential contacts into your cell phone
- Buy a printer/scanner to start printing the needed reference documents (update from the latest hard copy or COMPLETELY REINVENT)

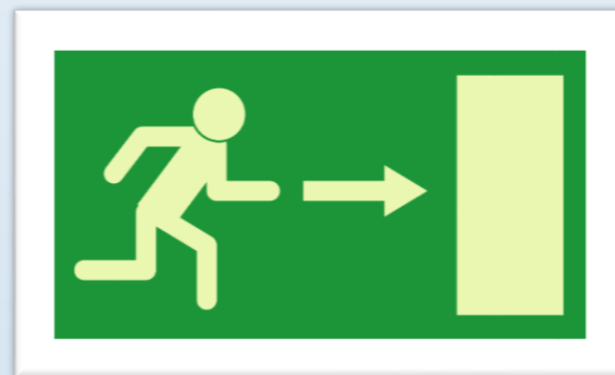


Okay, You Can Do This...



GLOBAL PANDEMIC!!

{ STAY-AT-HOME
ORDERS }



Can you do all this from Home?

You leave the office without any idea of when services will be restored or when you'll be back in the office.

The main concern is to protect your health and the health of others around you! A few days have gone by without servers or phones and somehow, you're managing so it won't be too bad.....right?????



GO TO THE STORE!!!



The Global Pandemic has caused a shortage on almost everything, and just as you decide to purchase a new computer and printer/copier, *so has the rest of the world.*

There are long lines and limited supplies.

You're so frustrated.... and you can't even find tissue to wipe the sweat from your brow!!!

You manage to get two computers, but you'll need to set them up yourself ...time to add “tech savvy” to your resume.



The Requirements of your PT Program Stop for NOTHING

- You have ~70 permitted industries, and several are currently up for renewal.
- You are developing permits for a few NEW industries as well
- Inspections are on hold (for now...)
- NOV's need to be written and mailed
- Industries were notified via temporary email address of the outage, but many of your correspondence attempts were rejected or sent to spam folders.



The Requirements of your PT Program Stop for NOTHING

NOT A PROBLEM... you're a PT professional after all, so you keep the program on track and make the most of your temporary tools and processes.

A few weeks go by and you're slowly starting to figure things out in the "new normal".

Your mantra? **THERE IS ALWAYS A WAY!**





All Your Files Were Recovered!!!

Your IS&T Department has worked tirelessly since that fateful day and everything up until the lockout has been restored.



You're Not out of the Woods Yet

How do you seamlessly transition back to your standard work processes? You have everything stored in several different places now and on several different platforms. You can't just snap your fingers and jump back into work as it was before the sever went out.

You must be very meticulous to make sure none of your work files go unaccounted for, and everything is saved in a way that makes sense for your program.



Now May be a Good Time for Some Upgrades!

You decide NOW is the time to re-evaluate some elements of your program. It's time to upgrade your software programs and find ways to be more efficient and secure.



Imagine If.....

1 month
without
WORK EMAIL

3 months
without use
of FINANCE
DEPT

6+ months still
under Safer-At-
Home Orders

1 ½ months
without
access to the
SERVER

4 months
without
access to
SAMPLE DATA
SOFTWARE



Lessons Learned

What you **SHOULD NOT** do:

- **Panic**
- **Sit back and wait for you IT Department to figure it out** (you know your needs better than anyone, you know State/Federal requirements, they are overwhelmed with the problems at hand and you can support them!)

What you **SHOULD** do:

- **Remain calm and flexible**
- **Support your staff** (emotionally and physically)
- **Stay organized** (can be difficult when traveling between home office and work office)
- **COMMUNICATE** (with staff, industries, other municipalities, co-workers)
- **Keep hard copy** back-ups as often as possible



Lessons Learned

Some of the temporary tools you setup proved to be so beneficial that you will continue using them in your PT program, even without the added pressures of a network outage and a global pandemic!



1. Cloud-based services

- Allow access from anywhere
- Are not tied to your server
- Can be backed up elsewhere
- Keep files from getting lost in old email chains

2. Virtual meeting platforms

- Great for collaborating while working from anywhere
- Allow face-to-face interaction with out the potential health risks



Lessons Learned

On a completely unrelated note, here are some tips you learned about how to avoid phishing attacks, ransomware attacks, or malware attacks:

1. Do not open or click on attachments from strangers.
2. Never open or respond to SPAM (unsolicited email messages)
3. Trust your instincts!
4. Talk to the sender to verify before you click an attachment.
5. Be aware of poor design and/or bad grammar and spelling.





Thank you for Listening!
(watch out for Freddy...)

Amy Moore

ajmoore@dconc.gov

Laura Melton

lmelton@dconc.gov