**ACD Team Plan: Cybersecurity & Loss to City Network Plan**

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ACD Team Plan for Loss of City Computer Network and/or Electricity

This plan is to support the COOP, not replace it. In the case of loss of network and/or electricity, the ACD team would not have access to the internet, network files, phones, and fax. Communicable diseases are mostly reported via WEDSS (internet), followed by fax, mail, and phone. Most follow-up materials are saved on the network.

1. Staff should try and log into computers/laptops.
2. If unable to access email due to lack of internet connection, try using WiFi or hotspot.
   1. All office locations have WiFi connections.
   2. Hotspots are available on certain smartphones (check with supervisor)
      1. Hotspots can be enabled relatively easily and quickly by asking Admin Support Supervisor (Melanie Jicha).
      2. Email can be access at cityofmadison.com
3. If possible, use laptops with Wi-Fi or hotspot to access WEDSS and cell phones to contact clients.
   1. WEDSS login: <https://wedss.wisconsin.gov/webvcmr/pages/login/login.aspx>
   2. If staff do not have cell phone, consult with supervisor. Per Admin Support Supervisor, staff can have new cell phone within 1 business day. Jessica Wrathkey and Millicent Hutchinson are back-ups to Admin Support Supervisor and can obtain phones from Verizon.
4. If outage looks like it last less than three days and laptops and/or cell phones not available:
   1. Management assigns ACD PHNs to other tasks. PHNs will assign the backlog of referrals when resources are restored.
5. If outage looks like it will last three days or more:
   1. Program coordinator contacts ICPs to develop plan for reporting Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli*.
   2. PHNs follow up on reports of Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli* if resources available.
   3. If unable to charge cell phones or unable to call clients via phone, management may assign ACD PHNs to other tasks. ACD program supervisor and program coordinator will determine level of follow-up required in person.

ACD Team Cybersecurity Plan

In the case a cyberattack, the ACD team may not have access to the internet, WEDSS, WIR, network files, phones, and fax. Communicable diseases are mostly reported via WEDSS (internet), followed by fax, mail, and phone. Most follow-up materials are saved on the network.

Much of the below plan mimics what the team would do if the agency were to lose power or lose access to the City network. However, the duration of the event may be much longer than a few days of interrupted internet/network service.

1. Staff should try and log into computers/laptops.
   1. If unable to access network, contact Help Desk (608-266-4193) to report the issue. This may be the first call IT receives related to the event.
   2. If unable to access WEDSS, notify DHS WEDSS at [DHSWEDSS@dhs.wisconsin.gov](mailto:DHSWEDSS@dhs.wisconsin.gov). This may be the first notification that DHS WEDSS receives related to the event.
   3. If unable to access the network or WEDSS due to known cyberattack, consult with supervisor for next steps.
2. For Cyberattack to the City Network:
   1. ACD Program Supervisor requests ICS begin meeting (within PHMDC), if not already done.
   2. The ACD program supervisor and program coordinator will attempt to locate laptops not associated with the network for program work. If possible, use laptops with Wi-Fi or hotspot to access WEDSS and cell phones to contact clients.
      1. WEDSS login: <https://wedss.wisconsin.gov/webvcmr/pages/login/login.aspx>
      2. If staff do not have cell phone, consult with supervisor. Per Admin Support Supervisor, staff can have new cell phone within 1 business day. Jessica Wrathkey and Millicent Hutchinson are back-ups to Admin Support Supervisor and can obtain phones from Verizon.
   3. For any cyberattack to the network which impacts ACD work, the program coordinator will contact ICPs to develop a plan for reporting Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli*.
      1. Disease interview worksheets (paper copies) and disease fact sheets for the above diseases are found in a blue binder in the ACD on call cubicle.
         1. PHNs can make photocopies for any worksheets needed.
         2. PHNs will conduct interviews using paper until network can be restored.
         3. Nurses will scan paper interviews into WEDSS once network connection is restored.
      2. If outage looks like it last less than three days and laptops and/or cell phones not available:
         1. Management assigns ACD PHNs to other tasks, as needed. PHNs will assign the backlog of referrals when resources are restored.
      3. If outage looks like it will last three days or more:
         1. PHNs will continue to follow up on reports of Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli* if resources available along with other diseases.
         2. As able, PHNs will continue to follow-up on other Category II diseases.
3. For Cyberattack to WEDSS:
   1. ACD Program Supervisor requests ICS begin meeting (within PHMDC), if not already done.
   2. For any cyberattack to WEDSS which impacts ACD work, the program coordinator will contact ICPs to develop a plan for reporting Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli*.
      1. Program Coordinator will coordinate messages with ICS communications section.
      2. Disease interview worksheets (paper copies) and disease fact sheets for the above diseases are found in a blue binder in the ACD on call cubicle.
         1. PHNs can make photocopies for any worksheets needed.
         2. PHNs will conduct interviews using paper until network can be restored.
         3. Nurses will scan paper interviews into WEDSS once WEDSS access/connection is restored.
      3. If outage looks like it last less than three days and laptops and/or cell phones not available:
         1. Management assigns ACD PHNs to other tasks, as needed. PHNs will assign the backlog of referrals when resources are restored.
      4. If outage looks like it will last three days or more:
         1. PHNs will continue to follow up on reports of Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli* if resources available along with other diseases.
         2. As able, PHNs will continue to follow-up on other Category II diseases.

The ACD coordinator will assure that printed materials and this plan are kept up to date in the ACD cubicle. Materials include:

* ICP list
* State contact list
* Worksheets and fact sheets for Category I diseases, *Salmonella*, *Shigella*, and Shiga-toxin producing *E. coli*
* This plan