

# M&CS Digital emergency response team

First draft, October 2025

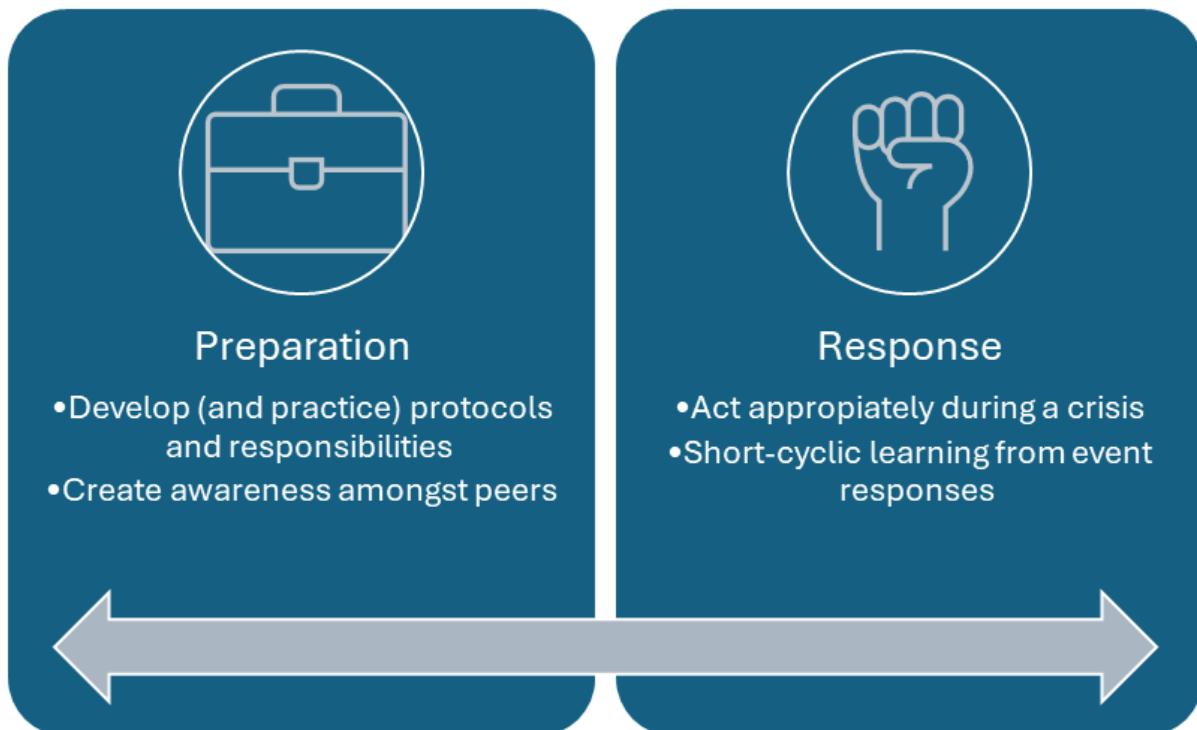
## What is it?

The digital (version of the) BHV is a group of departmental staff members that, together, act as stewards in the digital work domains for their organizational unit. They act in response to a crisis of any kind in the organization where the people in the department need to be informed at short notice on what to do, independently of the TU/e infrastructure (which might be compromised in times of, e.g., a cybercrisis).

## Why?

- To complement the TU/e-central efforts in (digital) emergency response to a crisis
- To become resilient in our primary processes, even in times of crisis
- To be prepared as department on what to do / how to act (protocols) during a crisis.

## Concept plan



# Protocol during outage of TU/e infrastructure (e.g., during Cyberattack)

## Goal

Being able to continue communication (in a coordinated matter) within M&CS in case of unavailability of the regular TU/e IT infrastructure

---

## 0. Definitions

- **Total scope:** M&CS staff members
- **DCMT:** Dean, Managing Director, Vice-dean, Director of Education, Manager Operations, Board Secretary
- **Crisis support team:** Board Secretary, IT business owner, communication advisor
- **Clusters:** CASA, DM, SPOR, ALGO, FSA, IRIS, SEC, SET, DAI, PA, VIS, EngD
- **Service domains:** CEC, ESA, F&C, HRM, LIS, PDO, Facilities, Secretariats, Board Support.
- **Contactpersons:**
  - **Primary:** Cluster chair.
  - **Secondary:** Secretary or appointed cluster member

---

## 1. Activation of this protocol

The protocol is triggered in the event of:

- TU/e central crisis management team calling in an infrastructure outage, e.g., because of a cyber threat that results in deciding to cut off connection with the infrastructure
- M&CS calling in malfunctioning of a critical part of the TU/e products, which are part of the TU/e infrastructure

**Action:** DCMT meets to discuss a communication plan using the communication resources in place.

---

## 2. Structure and name conventions of the communication resources

- **Crisis cluster channels** ‘Crisis\_info\_<insert cluster abbreviation>’: Every cluster has their own [Signal](#) channel, independent of the TU/e infrastructure, managed by the primary and secondary contact of the cluster.
- **Crisis services channel** ‘Crisis\_info\_MCS\_services’:  
A [Signal](#) channel consisting of all decentral services members of M&CS
- **Crisis MCS channel** ‘Crisis\_MCS\_(extended)’:  
A [Signal](#) channel consisting of the DCMT and the primary & secondary contact of each cluster.
- **Crisis DCMT channel** ‘Crisis\_MCS’:  
A [Signal](#) channel consisting of the DCMT

- **Website (independent of TU/e infrastructure):**  
<https://mcscrisispage.github.io/page/>
  - All mentioned channels are not meant for discussions; they're meant for communication only.
- 

### 3. Roles and responsibilities in using the communication resources

- **DMCT:**
    - Activates protocol.
    - Informs the primary & secondary contacts with context, updates and instructions.
  - **Primary & secondary contacts:**
    - Align on approach of acting in and management of the crisis cluster channel.
    - Report back to DMCT via the crisis M&CS channel about relevant developments during crisis.
    - Keep Signal group up to date (make sure all members are in the group at all times)
    - Inform each other in case they will not be available (sabbatical, holiday, illness). If necessary, they can appoint a stand-in contact about which the DCMT should be informed.
    - Keep a list of phone numbers of their group members, in case they cannot be reached via Signal.
  - **Member of a crisis cluster channel:**
    - Follow instructions as provided in the crisis cluster channel by the primary or secondary contact.
    - Avoid spreading misinformation.
- 

### 4. Communication instructions

- **Frequency:**
    - Every day, at least one a day on a fixed time (16:00 CET).
  - **Berichtstructuur:**
    - **Message reference number** being the last two digits of the year (YY), the month (MM), a dot (.), and the amount of messages that have been sent on the same day (#), resulting in YYMM. #
    - **Facts** (What happened?)
    - **Actions** (What is needed?)
    - **Contact** points.
    - Time and date for **next update**.
-

## **5. Escalation / fall back**

- In case Signal is also not available:
    - The paper list of mobile numbers are used for contact
  - In case telephone is also not available:
    - We meet physically at MetaForum Boardroom MF 3.070 for information provision.
- 

## **6. Instructions for preparations**

- Collect the mobile numbers of staff members for each crisis channel and print a paper version of all mobile numbers and store it somewhere safe.
  - Install every crisis channel on Signal, include every member, and test whether a message is received.
  - Install a reminder to read this protocol every year.
- 

## **7. Procedure bij crisis**

1. **DCMT receives information of the TU/e-CMT** and they meet (virtually or physically) to prepare for executing this protocol.
2. **DCMT informs the crisis MCS channel** via Signal.
3. **The primary contact informs the crisis cluster channel** via Signal.
  - **Secondary contact takes over** if the primary contact doesn't act in one hour.
4. **Response check:**
  - Members of any crisis channel reply with  to every message once read.
  - In case of no response of a member within an hour, they're contacted individually.

### **5. Circle back:**

If a cluster has reason to share relevant information with the DCMT, the primary or secondary contact seeks contact with the Board secretary.

### **6. Follow-up:**

If applicable DCMT keeps primary & secondary contacts informed with information.

---

## **8. Yearly practice**

- This protocol will be practices yearly (1st of July).
-

## Tasks coordinating work group

- Inform DCMT about this crisis organization
- Provide instructions for preparations for all relevant contacts (e.g., instructions on (offline) saving templates for the DCMT, instructions who to involve in Signal groups, expectations towards primary/secondary contacts in times of crisis).
- Align with M&CS primary/secondary contacts on communication (e.g., who are the contacts?, can they set up a Signal group?)
- Align with EMT/Elmer on plan for Education in times of crisis.
- Create templates for communication.
- Support the M&CS crisis website.