

M&CS Digital emergency response team

First draft, October 2025

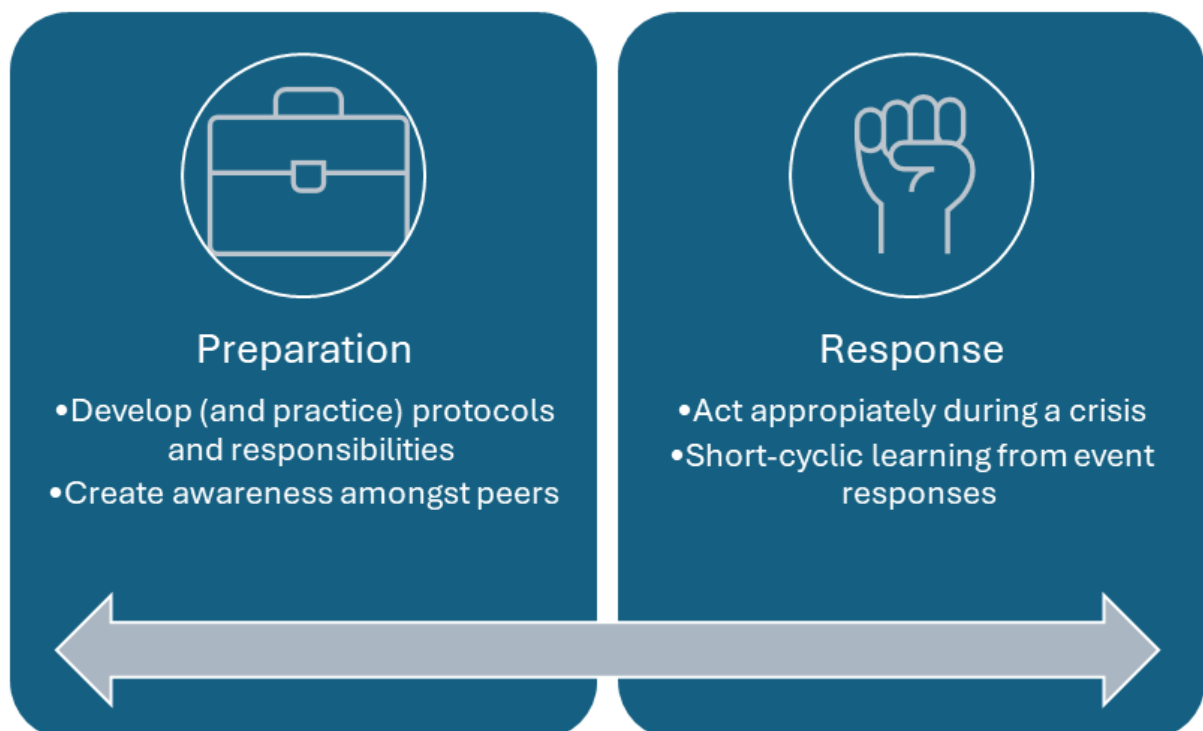
What is it?

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
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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.
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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.
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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**.
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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.
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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.
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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.
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8. Yearly practice

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