

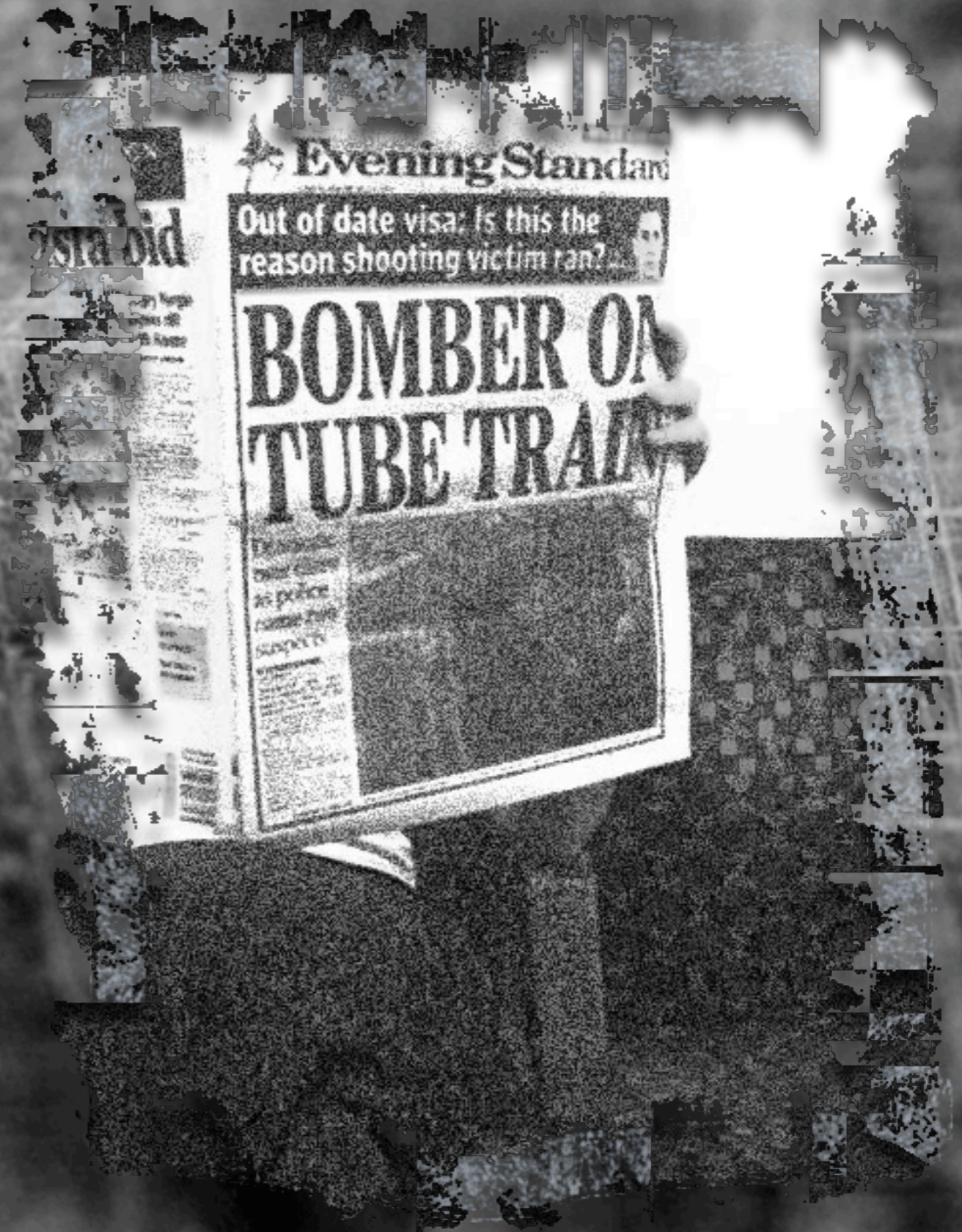
It's all gone horribly wrong

Jeremy Speller
UCL Director of Learning and Media Services



Disaster communication in a crisis

7/7



The background of the slide is a grayscale aerial photograph of a city, likely London, showing a dense grid of streets and buildings. The image is slightly blurred and has a high-contrast, almost artistic feel.

How institutions respond to disasters

Means of communication

The background of the slide is a grayscale aerial photograph of a city, likely London, showing a dense grid of streets and buildings. The image is slightly blurred and has a high-contrast, almost artistic feel.

Real world solutions

An aerial, black-and-white photograph of a city grid, likely New York City, showing a dense network of streets and buildings. A large, white, semi-transparent question mark is centered over the grid. The image has a grainy, high-contrast appearance.

What now?

An aerial, black-and-white photograph of a city grid, likely New York City, showing a dense network of streets and buildings. A large, red, rounded rectangular button is superimposed in the center of the image.

Panic!

An aerial, black-and-white photograph of a city grid, likely New York City, showing a dense network of streets and buildings. A bright yellow, rounded rectangular callout box is centered in the image, containing the text "Don't panic!".

Don't panic!

Key staff

Comms

Major Incident Plan

The bunker

?

The background of the slide is a grayscale aerial photograph of a city, likely London, showing a dense grid of streets and buildings. The image is slightly blurred and has a high-contrast, almost artistic feel.

Is your team
involved?

Key staff



Comms



The bunker



Major Incident Plan



Web team
= expertise



Flood



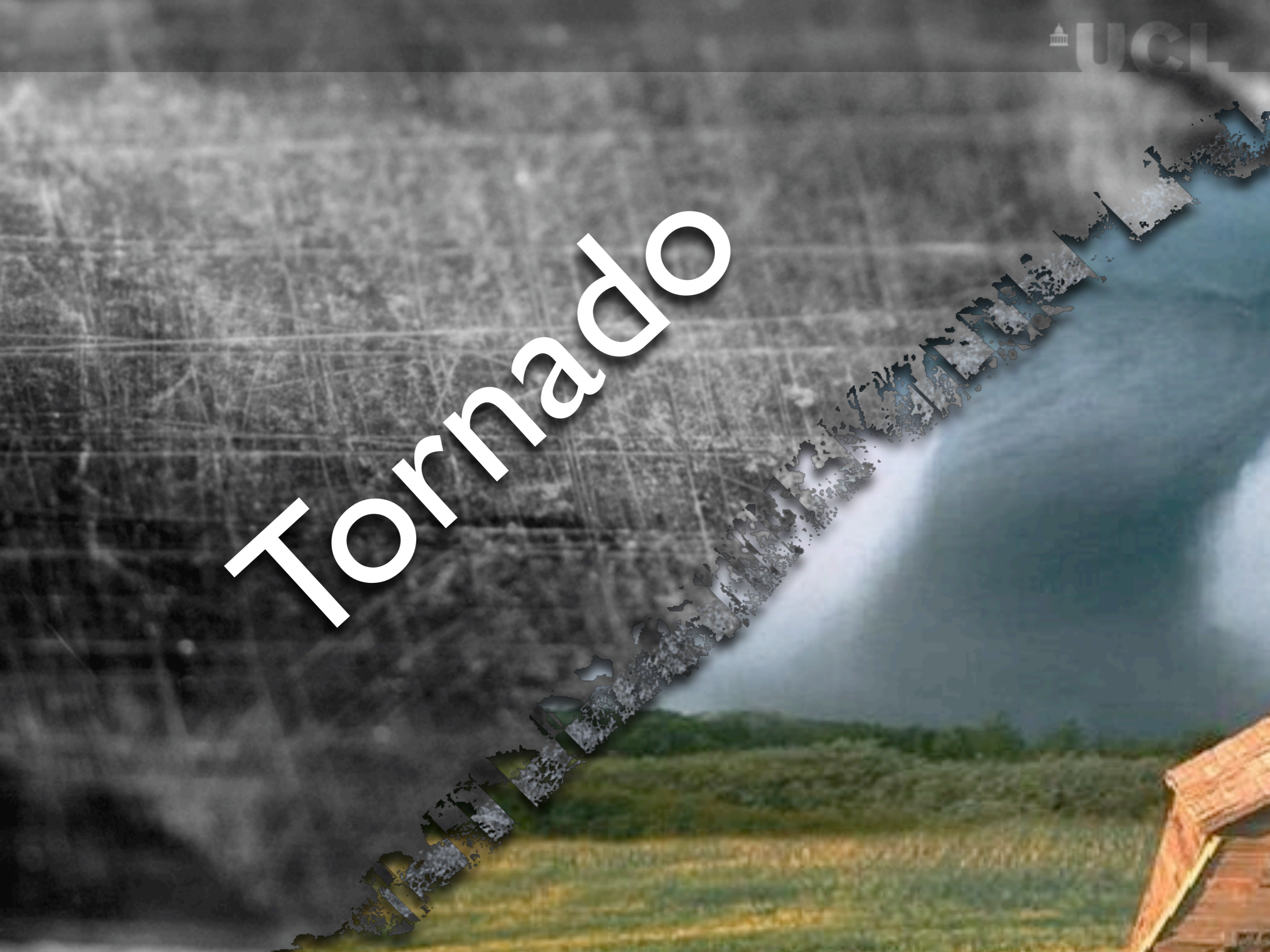
Fire



Pestilence



Tornado



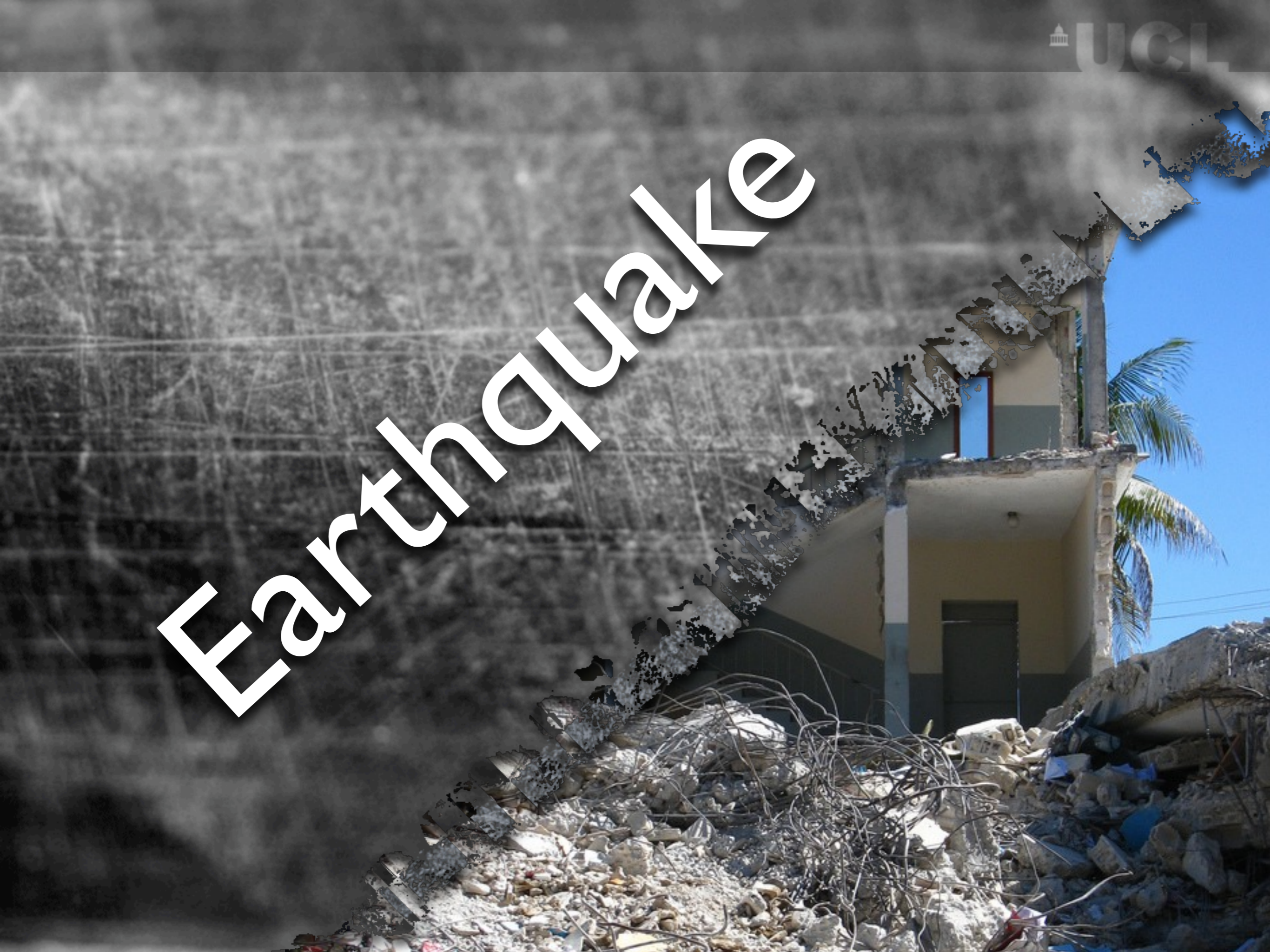
Pickaxes



Terrorists



Earthquake

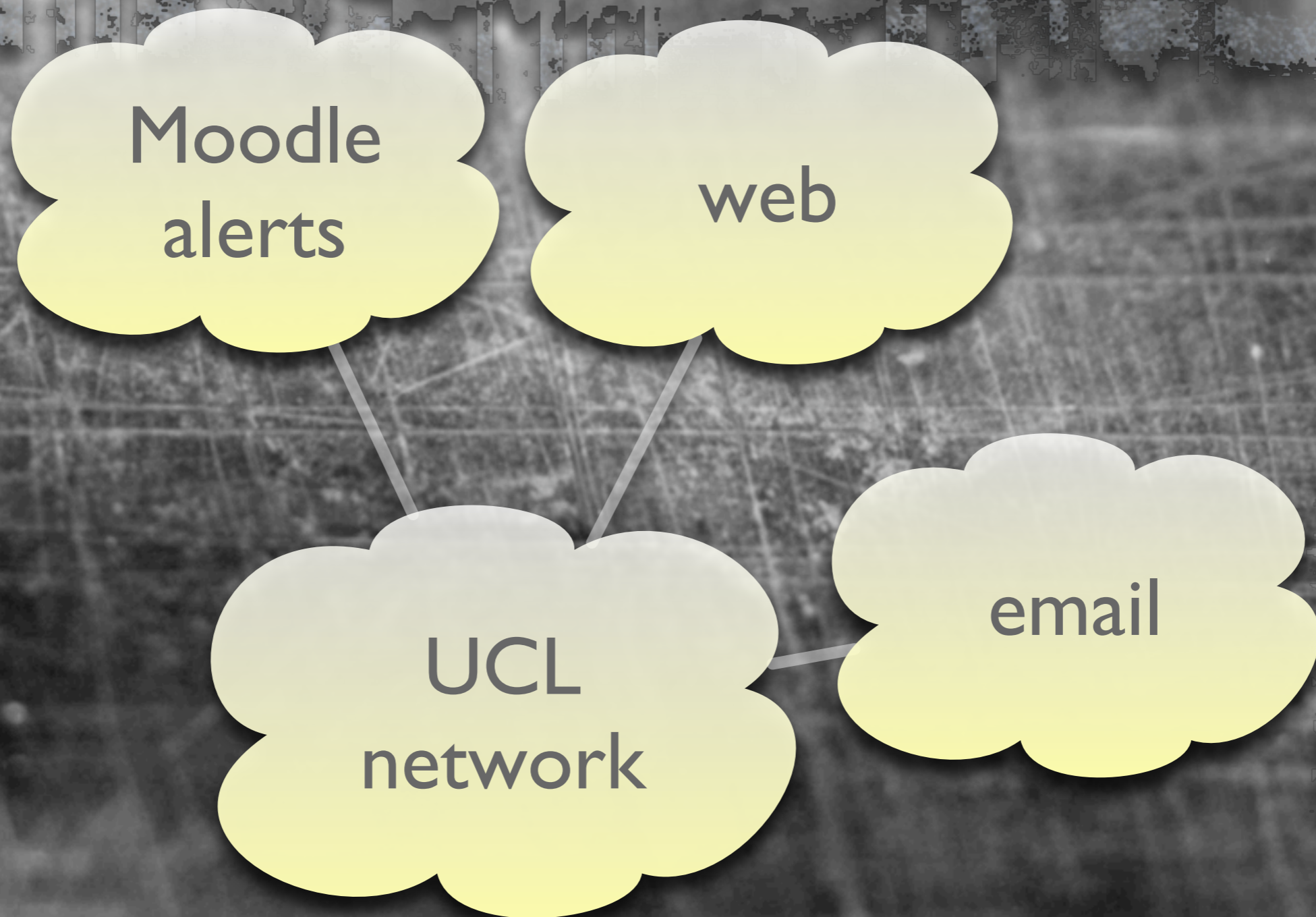




Megaphones of informal communication

with apologies to Martin Bean

<http://is.gd/dgAa4>





web
hosting

JANET

j.speller@ucl.ac.uk
ccaajcs@live.ucl.ac.uk

Live@edu

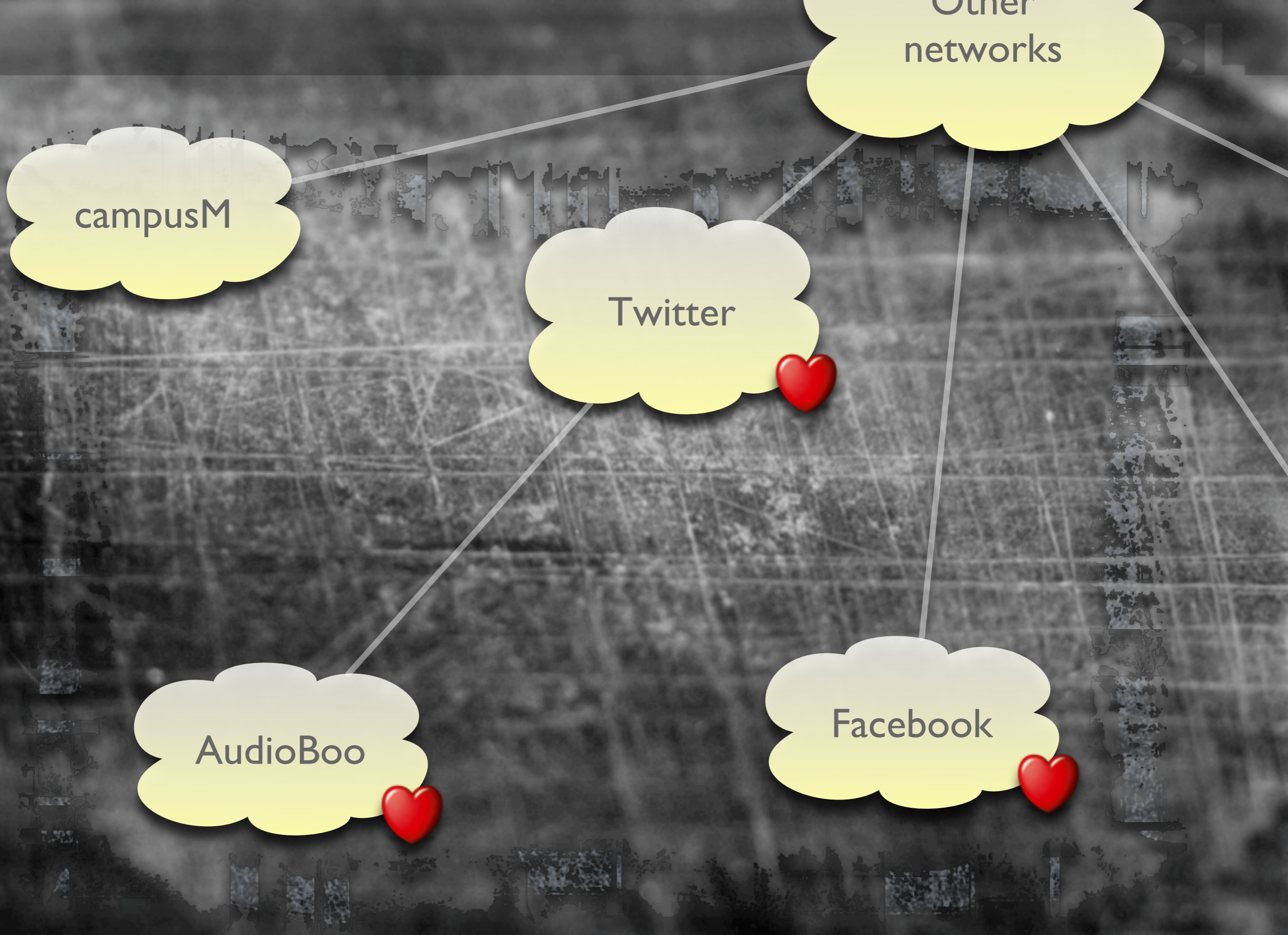


Other
networks

campusM



Twitter



campusM

Other
networks

Twitter

Facebook

AudioBoo

arks

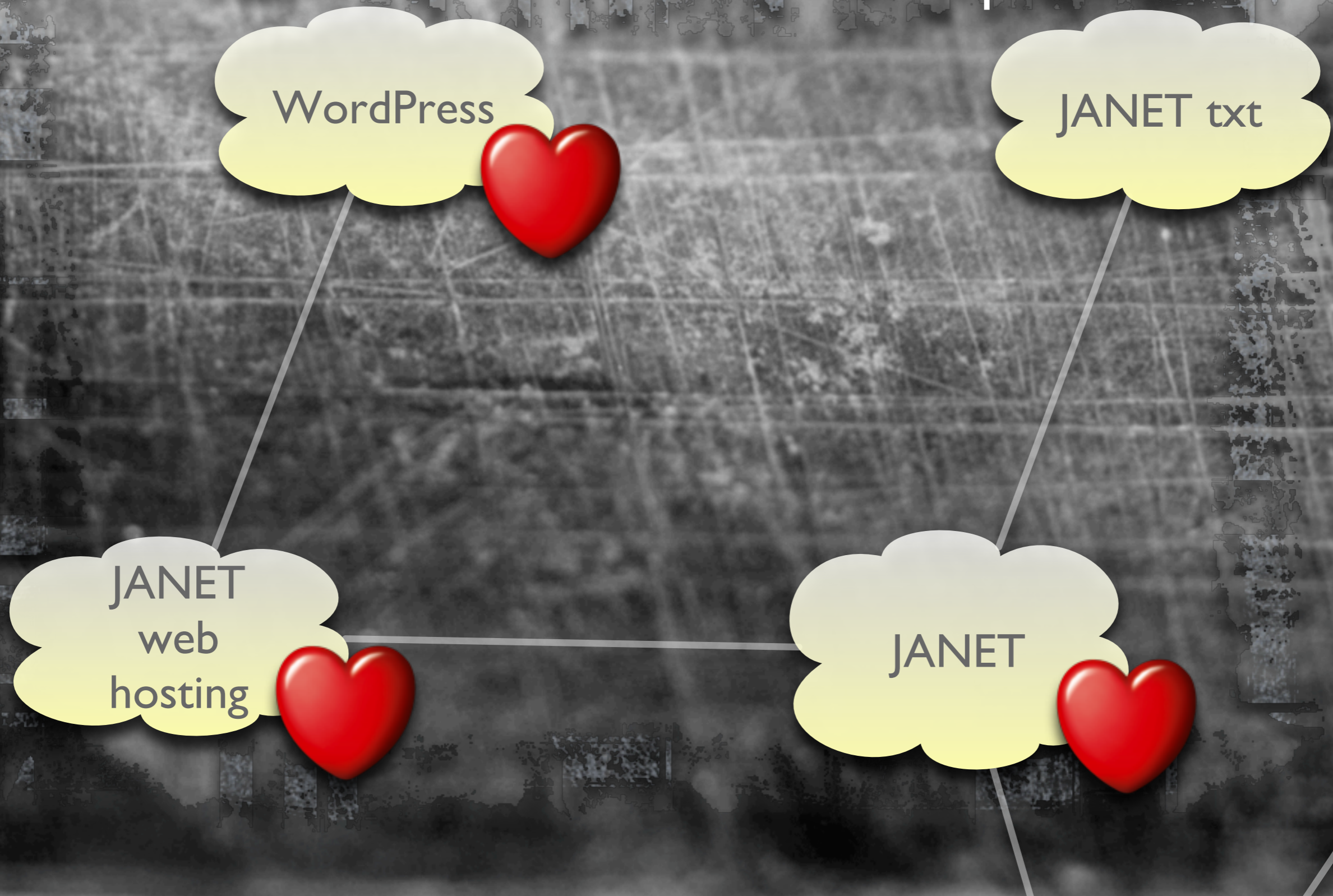
email

Unreliable data

Cellular

Unreliable data
Unreliable network

Unreliable data
Unreliable network
Reliable expense



Shared
services



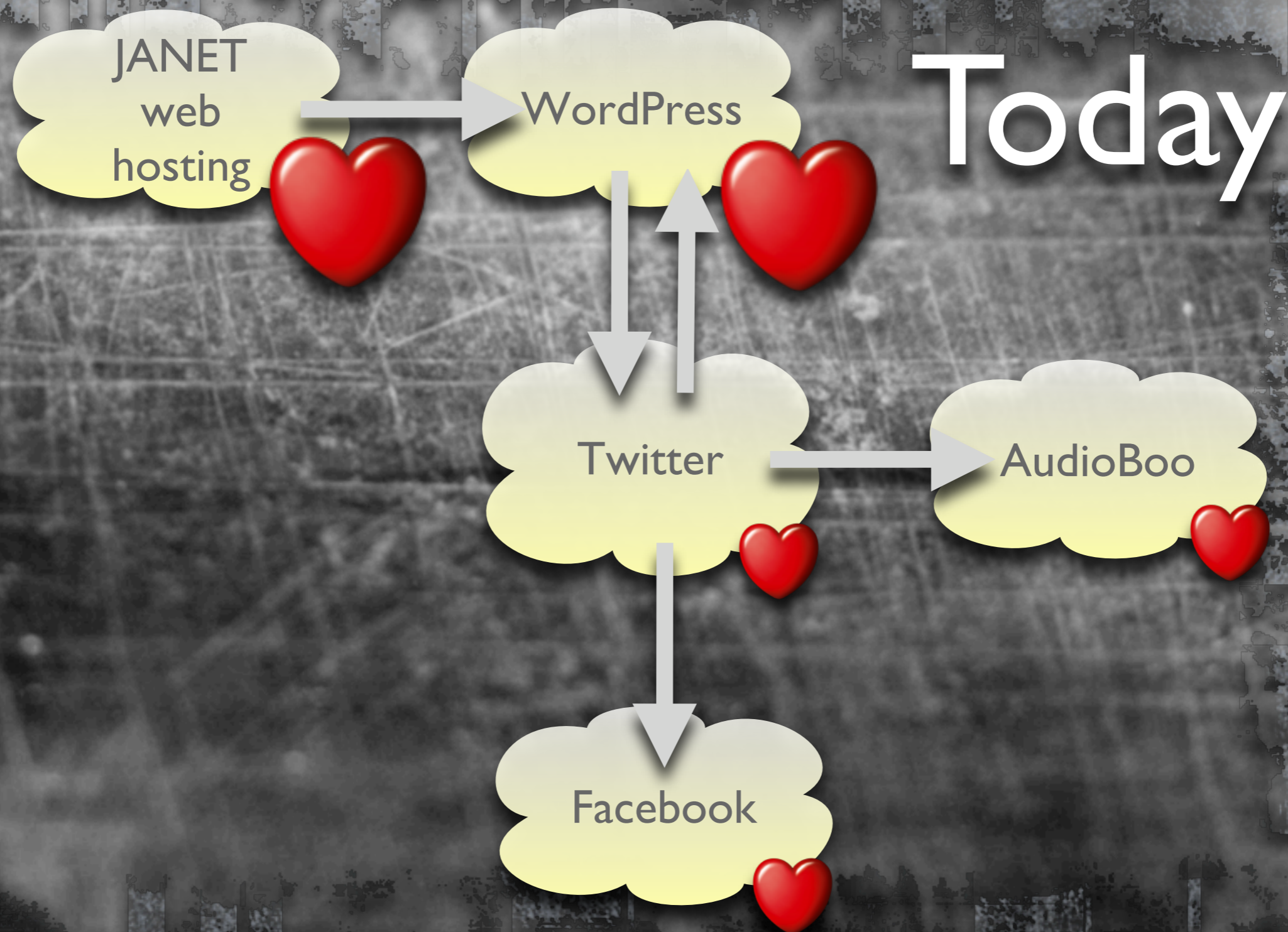
Other HEIs

Resilient bunkers?



An aerial photograph of a city grid, likely New York City, showing a dense network of streets and buildings. The image is framed by a dark, textured border that resembles a torn piece of paper or a film strip. The text "So what are we doing?" is overlaid in the center in a large, white, sans-serif font.

So what are we
doing?



Tomorrow

campusM



Live@edu



Other HEIs



The background of the slide is a grayscale aerial photograph of a city. The city features a prominent grid street pattern, with a central area that appears to be a park or a large open space. The text "How institutions respond to disasters" is overlaid on this background in a large, white, sans-serif font.

How institutions respond to disasters

Means of communication

The background of the slide is a grayscale aerial photograph of a city, likely London, showing a dense grid of streets and buildings. The image is slightly blurred and has a high-contrast, almost artistic feel.

Real world solutions



In memoriam

Long-serving staff member Gladys Wundowa and three UCL alumni – Lee Harris, Miriam Hyman and Neetu Jain – who were tragically killed on 7 July 2005

<http://is.gd/deUHw>

Acknowledgements

Photographs:

flood: <http://www.flickr.com/photos/usgeologicalsurvey/2593475733/>

fire: <http://www.flickr.com/photos/foreversouls/4803469/>

pestilence: <http://www.flickr.com/photos/pkmousie/2480214960/>

tornado: <http://www.flickr.com/photos/indigente/798304/>

pickaxes: <http://www.flickr.com/photos/leecohen/404904828/>

on tube train: <http://www.flickr.com/photos/anniemole/28565399/in/pool-bomb>

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