



UNITED STATES DEPARTMENT OF EDUCATION

Office of Federal Student Aid Programs
Office of the Chief Operating Officer

TO: All FSA Employees

FROM: Theresa S. Shaw
Chief Operating Officer

RE: Emergency Preparedness

DATE: February 14, 2003

Now is an uncertain time in our nation and in our personal lives. Each day the news seems to identify potential new risks and threats to our safety. It's unnerving.

I want you to know that I understand and share the concern and anxiety many of you are feeling now as we live in an environment of heightened risk. Please know that your safety is my top priority, and the priority of the FSA Management Council and the leadership of the Department.

I also want you to know that planning and preparation is being made to help us handle a disaster or emergency that could occur during your workday. I've appointed Jerry Schubert, our new Acting CIO, to lead our emergency planning and disaster recovery. We've set up two teams to look at crisis management and business resumption in concert with the Department's Continuity of Operations Plan for all FSA offices nationwide.

For our colleagues in Washington, and especially in New York, this, sadly, is all too familiar. We will be using the lessons learned from our 9/11 experiences to assist us in evacuation, business resumption, and disaster recovery. We will be relying on the Occupant Emergency Plan (located on FSA.net) currently in place for UCP and modifying it as appropriate.

As we conduct this work as quickly, but thoughtfully, as possible, please take the time to do your own emergency planning too. Please be aware of your own personal needs in the event of a disaster that would require you to remain in the workplace for beyond your normal workday hours.

We will keep you posted as this work moves forward. If you have questions or concerns, please feel free to email them to FSA Communications and we'll try to get them addressed promptly.

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