



UNIVERSITY of NORTH CAROLINA
ASHEVILLE



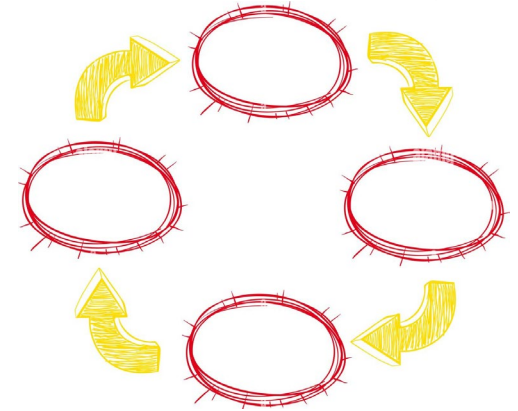
A UNC Asheville Helene Story: Risk Management

From
To **72** Hours
Days

Definition



Risk management (RM) is the continuous process to identify, assess, and prioritize risks in an effort to control, avoid, minimize, or eliminate the effects on an organization's assets. Risks can come in a variety of forms, including some predictable and unavoidable as well as those unexpected yet preventable.



Reference: [URMIA](#)

Risk Management

Traditional (TRM)

“...potential impacts to institution assets”

Physical assets

Financial assets

Employees (faculty & staff)

Students

Siloed

Enterprise (ERM)

Strategic

Proactive

Organization wide

Holistic

Non -insurable

What is your existing framework?

TRM Strategies

Insurance
Avoidance
Mitigate
Acceptance



ERM Strategies

Culture
Strategic Planning
Integrated
Communication
Information/data
Known risk
Opportunities

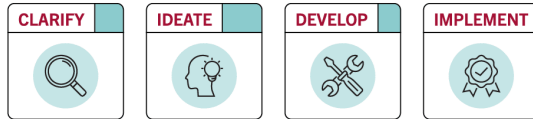


Blue Sky v. Grey Sky Day

Process
Predetermined/predesignated
Pathways
Operationalize
P.A.C.E.

Design Thinking Process

Design Thinking Stages



Reference:

<https://online.hbs.edu/blog/post/what-is-design-thinking>

DESIGN THINKING



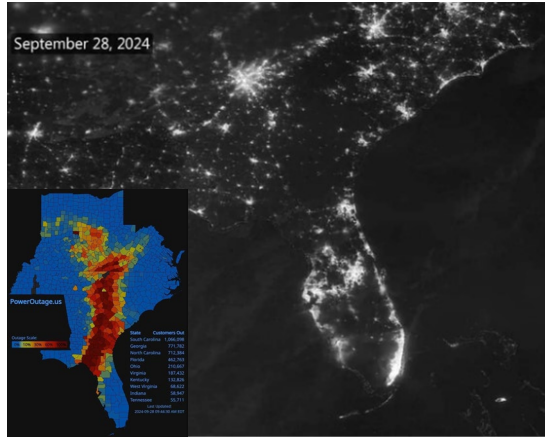
Reference:

<https://www.maqe.com/insight/the-design-thinking-process-how-does-it-work/>

Plan Design: Effect & Impact

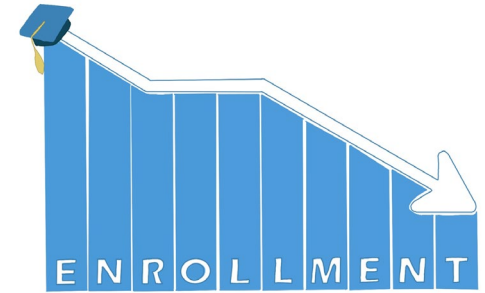
Effect

- Power
- Water
- Sewer
- Internet
- Life safety
- Public health
- Transportation
- Class disruption



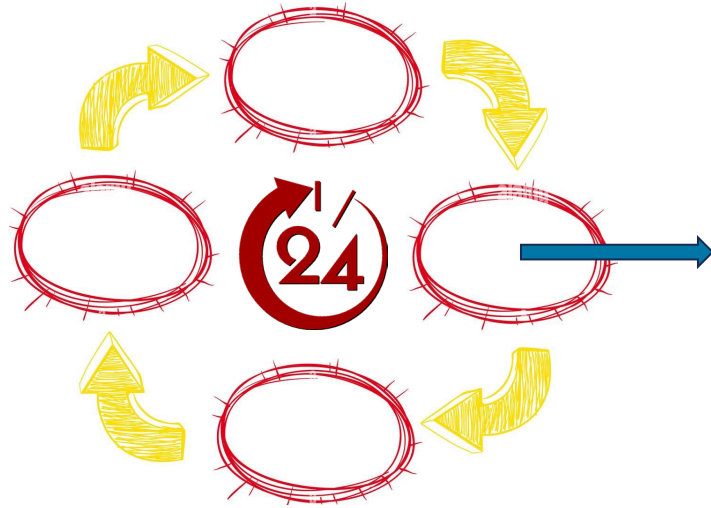
Impact

Policy
Social
Economic
Reputation



“An All Hazards Approach”

Risk Life Cycle - Hurricane



Reassess

Roads
Flooding
Power
Comms
Water
Sewer
Trees
Landslides



Case Study: TS Helene

- Damage Assessment
- Reframe the problem
 - Gravity v. Anchor
 - Root Cause Analysis
- Solution
 - Strategic
 - Goal oriented
- Operationalize
 - ✓ TRM
 - ✓ ERM





Lessons Learned: TS Helene

Success - Effect

- Loss of water
- Loss of power
- Flooding
- Disruption of comms
- Supply chain disruption
- Need for support staff
- Class schedule disruption
- Potential for sheltering

Success - Impact

- Process - EOP/EOC built on ERM
- Streamlined decision making
- Prioritized daily
- Incorporated strategic planning early
- Integrated working groups
- We operationalized fast
- Empowered SMEs
- Measured/stepped approach
- Asked for help

Areas to improve

- Knowledge redundancy
- Communication & external delays
- Scams
- Relationships
- Ownership & culture
- Identified “known” risk(s)
- Fragmented and reactive messaging strategy





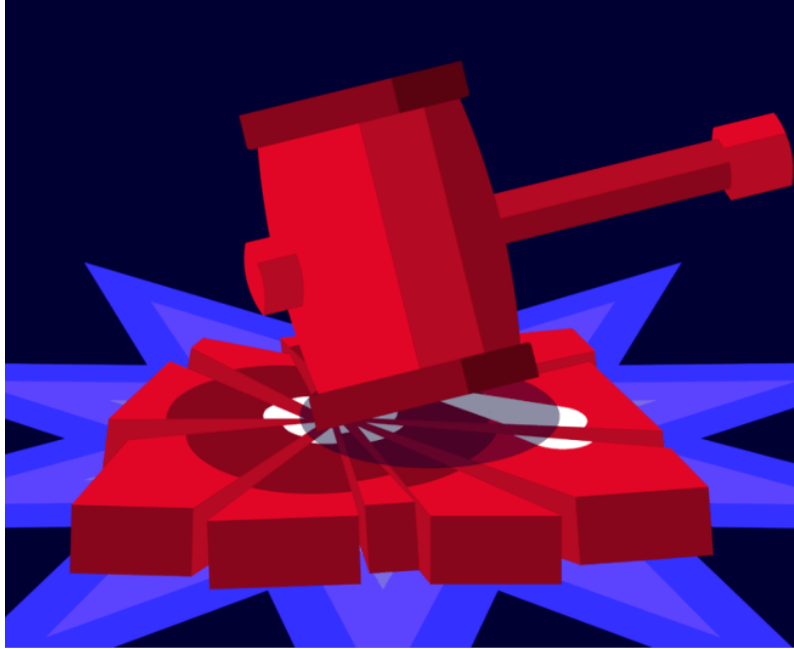
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THIS IS A SECTION DIVIDER



LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



What if things
don't go as
planned?

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Welfare Check

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Alternate Communication Method

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Disaster Recovery Plan

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Identify Assumptions

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Practice Response

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Build Resilience

LESSONS LEARNED FROM HURRICANES

SHARING EXPERIENCES TO GROW TOGETHER



Lean On
Your
Partners