

DMI 2018 Risk Impact Award Application Summary

| College | Nominated | Nominator | Nominated For |
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| GTC | Learning Innovation Division | Sue Debe | <p>"The Learning Innovation Division (LID) supports and empowers the Gateway community through technology and innovation" -- LID team mission statement. LID is responsible for maintaining Gateway Technical College network, servers, workstations, peripherals, and other technology resources in a cost-effective and efficient manner.</p> <p>The LID team members have made and continue to make outstanding contributions to the area of risk management with a focus on cyber risk mitigations. The collaboration of team members, consisting of the Chief Information Officer, Administrative Assistant, Information Systems staff, Information Technology staff and LID Support Specialists brings a multitude of technology and innovation services to the entire Gateway Technical College students, staff and surrounding community. The LID team's risk reduction efforts during the past several years have exploded into specialized cyber risk awareness and security initiatives shared with Gateway faculty and staff which include technology-related items and services, regardless of funding source, are centrally procured through LID.</p> <p>**Cyber Security Awareness videos produced by the team on the importance of cyber best practices. These videos offer a humorous approach to a serious topic in order to increase awareness and compliance with mandatory cyber security training modules.</p> <p>**The creation of ongoing cyber security training modules mandated for all staff. Multiple modules have been created with an ongoing pipeline of new and topical content planned for future deployment.</p> <p>**The LID team initiated a partnership with nationally-recognized cyber security expert Jim Stickley and Produced public service announcements/videos featuring Jim for distribution to internal staff.</p> <p>**LID staff have identified new tools to assist in the implementation of data loss prevention efforts district wide as well as new monitoring tools to increase Gateway Technical College's protection from cyber threats and reduce risks.</p> <p>**LID implemented their own Non-Disclosure and Confidentiality agreement required of all LID staff to Enhance protection of sensitive data.</p> <p>**LID has deployed CompuTrace software on laptops and desktops which has resulted in the recovery of Several lost/stolen Gateway Technical College technology assets.</p> <p>**The installation of cameras in LID network closets is providing additional monitoring of physical assets.</p> <p>**The identification of outside vendors (Masergy) was commenced to provide 24/7 network monitoring to alert us to potential threats.</p> <p>**The LID implemented ETP (Email Threat Protection) software to scan all emails for malware or phishing attempts.</p> <p>**The LID team implemented a uniform approach to raise visibility of technicians on campuses throughout the district. The uniform identification program reduces the possibility of unauthorized access to secure facilities and network rooms as well as recognition of technicians by students, faculty and staff.</p> <p>**The LID team provided integral efforts to assist with cyber risk assessments and took and continue to</p> |

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| | | | <p>take action on recommendations provided by the assessment team.</p> <p>**The team provides coordination and assistance with provision of cyber risk underwriting information necessary for annual insurance renewals.</p> <p>**LID's assistance with the maintenance of over four hundred cameras deployed throughout the Gateway Technical College District provides a physical security risk reduction for our students, staff and visitors.</p> <p>**The LID proved to be a valuable member of the transition team assisting in the installation, readiness and maintenance of the Rave Mobile Alert platform. This alert technology enables Gateway Technical College to be more effective and efficient when sending out mass notifications.</p> <p>**LID team members provide timely technological assistance and service with a smile -- especially computer, printer and technical support staff!</p> |
| LTC | Brenda Riesterer | Cindy Dross | <p>Brenda has taken the leadership on working with DMI and each of the divisions and departments of the college to develop the Business Continuity Plan for LTC. She has taken the initiative to learn the requirements of the plan and has met with all of the managers to explain what the plan is and what they need to incorporate into the plan for their departments. Because of her leadership, the college now has a business continuity plan that is easy to maintain and update. She also serves as a valuable resource to other managers regarding risk management issues.</p> <p>Brenda also manages all of the contracts for the college and continually ensures that the proper insurance requirements are in all of the contracts and agreements we have with outside vendors. This ensures that the college is protected if the unforeseen happens. She has also coordinated the agreement with Manitowoc County for a backup emergency center at LTC for Manitowoc County.</p> <p>Brenda attended the FEMA multi-hazard emergency management in higher education with other staff from the college and has used those skills in coordinating various risk management activities on campus. She coordinates work with the Crisis Leadership Team, of which she is a member, and facilities and information technology staff to address security concerns on campus.</p> |
| MATC -Milw. | Lowell Kellogg | Virginia Hartt | <p>Lowell Kellogg has been employed with MATC and has accomplished more in 7 months than his predecessor did in several years.</p> <p>**Pro-active role as the Chemical Hygiene Officer.</p> <p>**Created a chemical inventory which he shares this format with others.</p> <p>**Trained Public Safety on Chemical Safety for emergency purposes.</p> <p>**Researched and typed up a Chemical Hygiene Plan for the committee to review.</p> <p>**Ordered ERC (emergency response guidebook) for the entire district and has agreed to train how to use this booklet.</p> <p>Lowell has assumed the responsibility for chemistry and biochemistry laboratories, including preparation of materials and solutions as requested by instruction. Has great communication skills and is very personable with students and staff. He is providing the district with continuity with the Chemical Hygiene Plan and other related services (e.g. information on fire safety as he is a former fire fighter). He</p> |

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| | | | has helped developed a standardize PPE district wide. Willing to travel to other campuses to assure consistency with lab safety. Lowell is truly a public servant. |
| NTC | Disaster Response Team | Roxanne Lutgen | <p>On the morning of December 8, 2017, NTC staff at our Wausau alternative high school notified our security team that an elderly man was found dead just outside the back door of the alternative high school building. Dan Jacobson and Jordan Schult called the police and immediately drove to the alternative high school to investigate. Rob Elliott assisted with review of video camera footage, while Dan and Jordan responded to the police and local high school leaders as they arrived at the site.</p> <p>After investigating, Dan, Jordan, and Rob discovered that the elderly man had walked to the area around midnight Thursday and repeatedly tried to enter the locked alternative high school building. Police later revealed that the 85-year-old man suffered from dementia, lived nearby with his wife, and it was not uncommon for him to walk from his home. Police found no foul play.</p> <p>After the coroner removed the body, the site required significant cleanup efforts and the temperatures were well below freezing on December 8, 2017. Donning just surgical gloves to protect their hands against the freezing cold, Dan, Jordan, and Rob respectfully cleaned the doors and sidewalk of bodily fluids with bleach, a broom, and a garden hose. Thankfully, the cold temperatures had not frozen the water spigot, but ice quickly formed on surfaces and challenged the team's cleanup efforts. Unfortunately, the bleach left its mark on Dan and Jordan's trousers and reminded us throughout the day of their ordeal.</p> <p>Dr. Weyers canceled classes at the alternative high school for the remainder of the day and arranged for counseling to the instructors and staff members. I personally heard comments of appreciation from the alternative high school faculty and staff.</p> <p>From an emotional perspective, the somber scene reminded us all of the fragility of human life. From a physical perspective, the event emphasized the unforgiving cruelty of our Wisconsin weather. Mentally, I was reminded of how tough these three men are, day in and day out, for our college.</p> <p>Dan, Jordan, and Rob are truly risk management heroes. The December 8th event is just one example of their preparedness, responsiveness, and willingness to do what it takes in any situation.</p> <p>See news coverage of the event at http://www.wausaudailyherald.com/story/news/2017/12/08/elderly-man-found-dead-near-northcentral-technical-college-campus-wausau/935264001/</p> |
| SWTC | Brian Kitelinger | Dan Imhoff | Brian has a split role on campus serving part of his duties as an Industrial Lab Assistant with the Electrical Power and Distribution (EPD) program. As the EPD assistant, Brian is responsible implementing and monitoring safety procedures for the students when they are in the field. The other half of Brian's position is as the campus safety officer. He assists in the development and implementation of college safety practices and training. In addition to his regular duties; Brian is a |

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| | | | <p>member of the college's Emergency Response and Emergency Planning Teams and one of Southwest Tech's First Responders.</p> <p>Brian designed and taught the college's new eye safety program to both staff and students. This allows the college to have an online training program that can be universally taught throughout the district. Brian is part of SWTC's campus safety monitoring program. In this program, he conducts weekly audits of different areas of the college and then works with staff and faculty to amend any issues that may be found. His keen eye and understanding of municipal codes and OSHA standards are an extreme asset to the college during this process.</p> <p>Brian also played an integral role in the campus-wide evacuation program. This program that ensured 100% of the colleges fulltime employs had taken part in hands-on training in the college's evacuation and shelter in place procedures. He also updated and ensured all of the evacuation signage around campus to aid in the completion of this training.</p> <p>Brian is the facilitator of the campus MSDS program. He works closely with faculty and staff to ensure college records are up to date and accurate. Brian also trains staff member in the use of the college SDS online system.</p> <p>Through these efforts and much more Brian has worked to make the college a safer and more secure environment. I cannot think of a more deserving or person that better personifies the spirit of this award than Brian Kitelinger.</p> |
| WTC | Denise Vujnovich | Amy Schmidt | <p>Prior to 2012, security concerns at Western were managed by either the Security Manager or the VP of Student Services. Denise recognized that this structure was not sufficient to meet the needs of Western. In Denise's call to action she stated: "We have been very fortunate, if not lucky, to have not had a major multi-hazard emergency at Western. Our recent table top exercise exposed several holes in our crisis planning, and training is probably one of the biggest ones. I know this is a very busy time, and we all have lots going on right now, but a poorly handled crisis could cause us to lose more than just time".</p> <p>A team of eight were identified and attended FEMA's L363 training. From there, Denise somehow gathered funding and led the charge to train MORE THAN 70 people in emergency management. Denise also guided the college in creation of an emergency operations plan. Denise also supported and helped the College switch from an outsourced security staffing model to one with in-house staff.</p> |