

A woman with long brown hair and glasses is shown in profile, looking intently at a computer monitor. The monitor displays a document with text and a blue header. The background is a blurred office environment with warm lighting. The Jisc logo is visible in the top left and bottom right corners.

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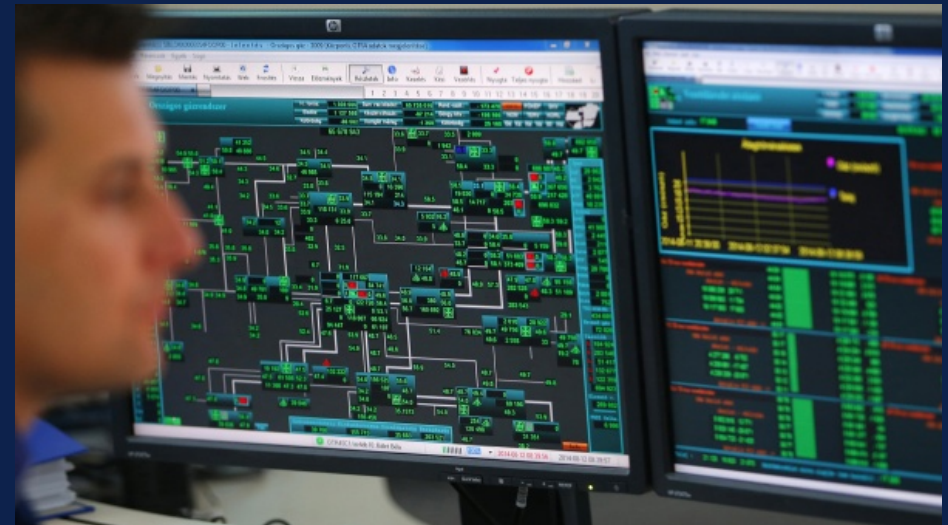
Crisis Communications

Continually improving

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Practice makes perfect (well, nearly...)

- Table top 'practice' scenarios every few months
- Cements relationships between teams
- Become familiar with agreed processes
- Continually highlighting what works and what doesn't
- Identifies areas for improvement, e.g. :
 - Only one external phone line in press team, another line helps with media heavy events and not missing journalist opportunities
 - Lack of 24 hour cover system – outside of 'working hours' is voluntary (although it works!)



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