



Customer Success Story

Kennesaw State University

Preparing Students in the
Classroom and Protecting
them Abroad



EXECUTIVE SUMMARY

As one of Georgia's most innovative institutions in teaching and learning, Kennesaw State University offers undergraduate, graduate and doctoral degrees. Ensuring the safety of students is the number one priority of universities, this is exceptionally true of study abroad programs where students are traveling across the world.

For Dr. Herb Mattord, Associate Professor with the Coles College of Business at Kennesaw State University, ensuring students' safety abroad is a top priority. Besides that, it was also important to make sure the parents felt that the program maintained quick and efficient communication with their children.

In addition to finding an industry-leading solution to maintain the safety of students traveling abroad, finding a platform that was simple enough to teach students in the classroom, yet robust enough to represent what they would actually experience on the job was a priority for Michael Whitman, Professor of Information Security and Assurance's Incident Response and Disaster Recovery classes at Kennesaw State University.

After a thorough review of solutions, Dr. Whitman and Dr. Mattord chose Preparis.

CHALLENGE

- Ensuring students' safety abroad.
- Quick and efficient communication among the faculty, students and their parents.

SOLUTION

- Agility's Preparis tool.

RESULTS

- Students provided with safety precautions while abroad.
- Multiple means of communication, such as email, phone and text secured to stay in constant contact with students abroad.
- Continued trainings for students as leaders of incident response and disaster recovery.
- Parents and faculty members get peace of mind knowing the students are safe.

"The feedback we got is that it actually improves our image. We are perceived as using an industry leading solution to communicate with students. We are doing everything we can to make sure everyone stays safe."



Herb Mattord
Co-Director of the EC London Study
Abroad Program Kennesaw State
University

DOCUMENT ACCESS - ANYTIME, ANYWHERE

It's hard enough trying to maintain quick and efficient communication with students and faculty when they are on the campus, let alone being in a foreign country. Dr. Mattord was pleased to discover that with Preparis, they have the ability to not only send alerts to students and faculty, but also pre-load all of the contingency plans written by the European Counsel into the Preparis portal as files, which are accessible via any device.

"That's where we see the value, my faculty and other administrators in the program don't have to worry about our wallet cards being the only thing we've got. Now our phones and tablets are very useful tools in the event we experience an incident."

Herb Mattord
Co-Director of the EC London Study Abroad Program
Kennesaw State University

TEACHING WITH PREPARIS: THE ACADEMIC PERSPECTIVE

Incident response and disaster recovery is a critical component of the information technology industry. Dr. Whitman, who teaches incident response and disaster recovery planning classes on a graduate and undergraduate level at Kennesaw State University stated, "For several years I've looked for a real-world, industry-leading application that was simple enough to teach students within the course of a semester, yet robust enough to represent what students would experience on the job. For both of my graduate and undergraduate incident response and disaster recovery planning classes, I've finally found Preparis as the optimal solution to my needs."

Students are set up with their own locations and go through several simulated emergency events per semester, where they complete all of the necessary steps to notify their "employees" of a crisis situation, such as sending out notifications, tracking their incidents and posting policies and plans in the Preparis portal. Dr. Whitman said that the students "ease and power" of the incident notification system offered by Preparis.

MOVING FORWARD WITH PREPARIS

Both Dr. Mattord and Dr. Whitman have been pleased with the way Preparis is helping to not only provide much-needed safety precautions for students while studying abroad, but also help shape them as leaders of incident response and disaster recovery themselves. Dr. Mattord plans to continue using Preparis as long as he can for the London Study Abroad Program. For Dr. Whitman, the Preparis portal is used in the classrooms on a weekly basis for educational purposes. He has downloaded several of Preparis' tabletop exercises and is working to integrate them into future classes.

"Using Preparis as a teaching solution has proved to be simple yet effective."



Michael E. Whitman

PhD., CISM, CISSP Kennesaw State University

KEY TAKEAWAYS FROM THIS SUCCESS STORY

- **Get Prepared.** Taking steps to protect your students against an unexpected emergency is crucial for any organization.
- **Implement a Response System.** Implementing an advanced emergency notification and incident response system such as Preparis will allow you not only to send emails, but also deliver text messages, and initiate a phone call simultaneously during an emergency.
- **Remember to Test.** Testing your emergency messaging system will help everyone become familiar with it. This will increase the chances of more people responding to the emergency message.
- **Give Your Customers Peace of Mind.** Having a system in place to quickly and efficiently alerts and make contact with students during an emergency provides parents with peace of mind that the university is taking the appropriate steps towards students' safety.

With an end-to-end solution, such as Agility Recovery, businesses can recover **4 times faster** than with no BCM solution.