Chris Hillis
Co-founder

Speaker Bio

Chris Hillis

- ITDRC Co-Founder
- Disaster Program Director
- BS EADP University of North Texas
- Healthcare Safety
- Tech Infrastructure

About ITDRC

The Information Technology Disaster Resource Center (ITDRC) was founded in 2008 to provide communities with the technical resources necessary to continue operations and begin recovery after a disaster.

Mission:
We harness the collective resources of the technology community to provide no cost Information, Communications, and Technology (ICT) solutions that connect survivors and responders in crisis.

Quick Stats

Credentialed Members: >2,000

Surge Volunteer Pool: >5K

State/Fed Disaster Responses: >100

Communities Served: >300

Population Served: >10M

Longest Op: Joplin Tornado

Largest Op: Hurricane Maria

2019

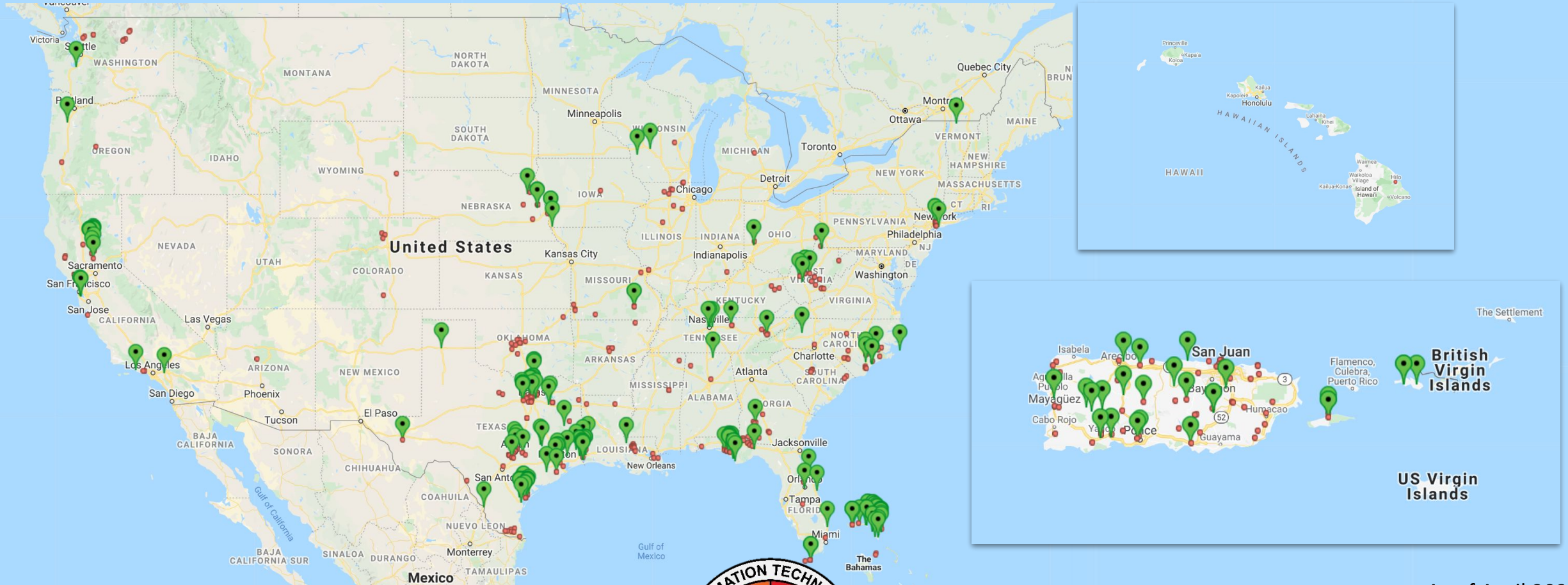Disaster Responses: 16

New Sites Established: 156

Total Sites Managed: 256

Volunteer Hours: 53,055

FMV Services: >5,000,000

Deployment History

As of April 2020

Service Priorities

Life Safety
- Police/Fire/EMS/Emergency Management
- Acute Care / Hospital Emergency Rooms
- Critical Infrastructure Key Resources (CIKR)

Mass Care
- Evacuee Feeding / Sheltering
- Survivor Reunification
- Medical Facility / Pharmacy Services

Community Recovery
- Volunteer & Donations Management
- Disaster Relief & Resource Centers
- Continuity of Government / Nonprofit Services

Long Term Recovery
- Survivor / Social Service Program Delivery
- Community & Educational Facilities
- Chamber of Commerce / Small Business Recovery

Emergency Services Support

Internet Connectivity

Network Infrastructure

Inbound Call Centers

Radio Communications

Computer Hardware

Aerial Damage Assessment

Technical Assistance

NGO Support

Multi Agency Resource Center

Donations Warehouse

Reunification Center

Logistics Staging Sites

Social Services

Long Term Recovery

Survivor Support

- Shelters & Reunification Centers
- Public Computers
- Telephones
- WiFi Internet
- TV Programming
- Charging Stations

Infrastructure Loss

Backhaul

Must Haves for Deployable Networks
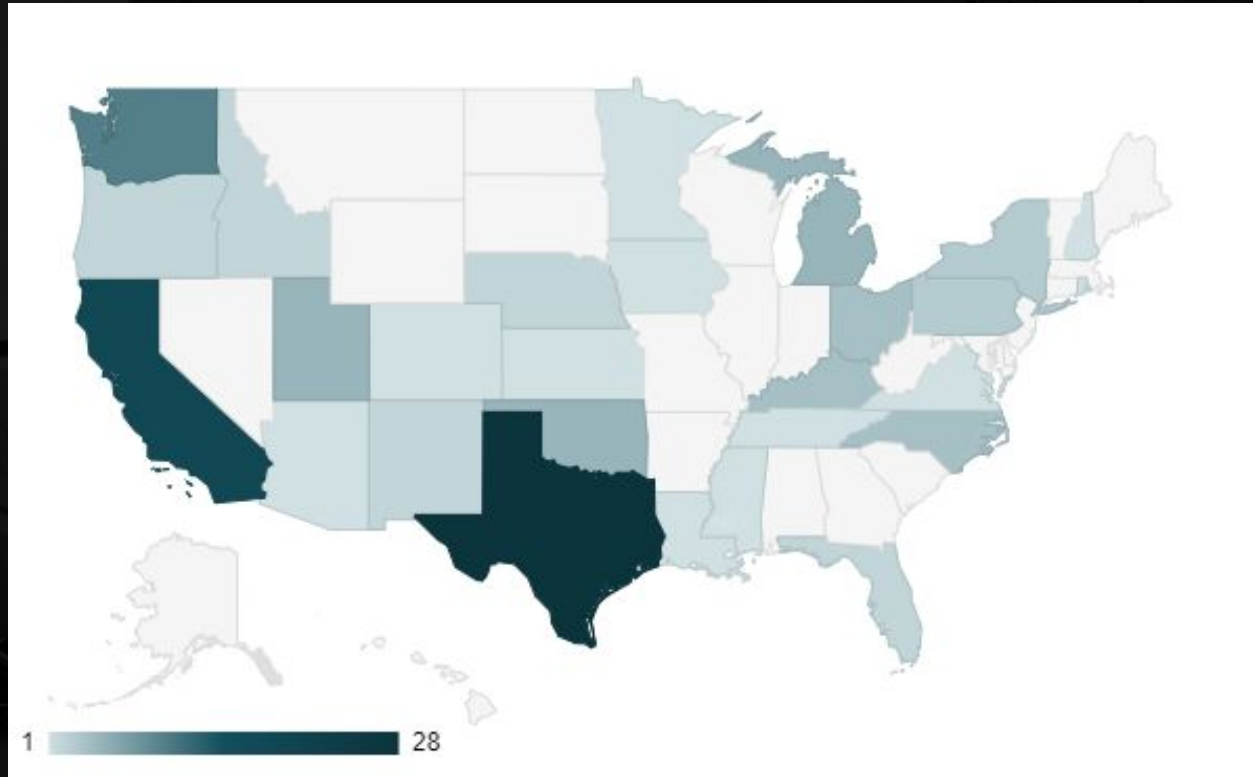

Network Segmentation

Client Isolation

Traffic Shaping

Robust Filtering

COVID-19 Resource Requests

Assistance Requests Received

Vertical	Requests
Government	38
Tribal	8
Non-Profit	9
Medical	10
Education	57

Current 04-08-2020

projectConnect

Goal: Connect as many Students as possible

Target: Libraries, Schools, and Community Centers in Rural and Underserved Communities

How it Works:
- Survey Communities for Unmet Connectivity Needs
- Research / Validate Requests
- Identify host site with available backhaul

Submit Requests:
https://go.itdrc.org/projectConnect

Get Involved!

Reach Out to Your Networks to Identify Unmet Needs
Customers, Hospitals, and Community Organizations

Encourage Peers and Team Members to Volunteer
Time & Skills - Locally, or through ITDRC

Connecting Communities in Crisis™

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