Appendix B

December 20, 2011

Extracts from Report on Influence of East Japan Earthquake

Wanbishi Archives Co.,Ltd.
Earthquake Investigation Team

1. Survey Summary

(1) Purpose: to acquire the disaster information and its present influence relevant to information assets

(2) Coverage: three counties hit (Iwate, Miyagi, and Fukushima) and others (※1)

(3) Object: enterprises and organizations mainly in administration, medical service, and manufacture industries (※2)

(4) Time: July-September, 2011

(5) Method: survey by our earthquake investigation team

(6) Case number: 60

※1 It is set for collecting information on disaster situation, social influence, and results brought by earthquake (shock, liquefaction, and surface subsidence), tsunami, nuclear power station accident (including national power issues), etc.

※2 It is set for obtaining important information closely relevant to human life and countermeasures in a regional territory.

2. Survey Results & Analysis (Extracts)

1) Situation of business continuity measures

(1) Despite of Business Continuity Plan (BCP) formulated, some enterprises and organization neglect the cases of power failure and communication failure. For use of necessary information, some enterprises deliver printed emergency measures at other points (internal and external assistance).

(2) Despite of backup data, simultaneous sufferance of disaster requests for re-discussion about the custody site and server setting site.

〈Clients' voices〉

① In coastal areas, communication line failure and power failure occurred, even lasting for over one month in some areas. (Communes)

② Household generators were adopted due to power failure; however, for shortage of fuels, emergency program was started to stop the information system. In addition, the system personnel were in short. (Communes)

③ Online backup data were unavailable due to network failure. (Communes)

④ For system stoppage due to power failure, the backup data via paper and other media were requested for confirmation. (Communes)

⑤ For 1-day online business stoppage due to power failure, printed information was unavailable resulting from inefficient fuel. (Financial institutions)

⑥ Data center for backup server was set near, thus it was also hit by the disaster. (Communes)

⑦ Backup data of important administration information were washed away by the tsunami. (Communes)

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(3) In manufacture industry, stoppage of component suppliers business influenced the whole supply chain, where some enterprises had to stop business for 1 month, with the operating rate decreased by about 60%

〈Clients' voices〉

① Due to computer and server damages, network failure, and power failure, some businesses are stagnated, yet little influence on information assets like drawings (Manufacture industry, the same below)

② Though suppliers stopped components supply, alternative ones guaranteed the continuous production.

③ Points stopped due to earthquake and tsunami got recovered based our and inter-enterprise assistance.

2) Situation of safe custody of important record information

(1) After the disaster, necessary information on resident accounts and confirmation data were unavailable, and issuance of death certificates and cash payment service were also stopped or delayed.

〈Clients' voices〉

① Among tens of thousands of documents, 80% were scattered in the earthquake, which costs 2-3 weeks for re-organization. (Communes)

② Incomplete accounts made it difficult to recover all the documents into original places. (Communes)

③ Connected filing cabinets moved and lapped over each other at the door, thus the door could not be opened. (Communes)

④ Roof pipelines were damaged, thus the water leakage made the documents unreadable. (Communes)

⑤ Underground stack room of long-term documents was filled by water due to the tsunami. (Communes)

⑥ Though the safety boxes were not washed away as fixed in safety room, internal documents and cashes were immersed in water. (Financial institutions)

⑦ As influenced by nuclear power station accident, documents were brought out from forbidden branches as many as possible. (Communes)

(2) After the disaster, hospitals, even those not on services, were allowed to confirm the diagnosis and prescription information. However, many paper and electronic medical records were lost or unavailable in tsunami, thus the diagnosis had to continue without history record.

〈Clients' voices〉

① Paper medical records and prescriptions were washed away due to the tsunami. (Medical institutions, the same below)

② As influenced by nuclear power station accident, medical records in forbidden areas could not be brought out.

③ After the disaster, data were unreadable due to power failure and network failure.

④ When giving prescriptions, necessary drug names and dosage were unavailable.

⑤ Though medical devices and paper medical records were washed away in the tsunami, electric versions were delivered by other counties to avoid such loss.

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