

## CTG Web News Volume VII, Issue 8

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### Lessons from WTC Response Can Help Improve Normal Business Operations

We invite you to a June 14th Research Symposium that will highlight the lessons learned from the World Trade Center response in the wake of 9/11. The symposium and a new research report are designed to inform public, private, and civic organizations about ways to improve day-to-day operations and continuity planning.

The symposium is organized around research conducted by University at Albany researchers lead by the Center for Technology in Government and funded by the National Science Foundation.

A panel of experts representing all types of organizations will discuss issues such as business continuity, the quality and availability of critical information, emergency preparedness of small businesses and nonprofits, and the changes in normal operations that have taken place since 9/11.

Learning from Crisis:

A Research Symposium on  
the World Trade Center Response

Monday, June 14, 2004, 2:30 to 5 p.m.

Recital Hall in the Performing Arts Center

University at Albany, SUNY

1400 Washington Avenue

Albany, NY