



OIT 62.007: Hurricane Preparation Guide

Responsible Executive: Chief Information Officer (CIO)
Responsible Office: Office of Information Technology
Related Policy:
Approved-On Date: September 14, 2005
Effective Date: September 14, 2005
Revision Date: December 17, 2009

Hurricane Preparation Guide

Emergency Recall

It is likely that the University could issue an advisory concerning the impending arrival of severe weather conditions (i.e. tropical storm, hurricane, flood conditions, heavy winds, etc.) after the close of the normal business day, on weekends, or during holidays. When such a situation occurs, the Chief Information Officer (CIO) may choose to merely notify the OIT leadership and/or initiate an emergency recall. If this occurs, the notification and/or recall will be accomplished using the OIT CALLING TREE which is maintained and distributed separately. Each person in OIT must know who they are responsible for contacting and be very diligent in accomplishing this extremely important mission task.

Securing the Bowser and Wilson Data Centers

The Data Center Operations Manager is primarily responsible for securing the Bowser and Wilson Data Centers. He is assisted by the Server Team, Network Team, EIS System Administration Team and by other uncommitted individuals as may be needed. Upon the declaration of a **hurricane watch**, these initial precautionary steps are taken:

1. Transmit via electronic mail a Campus Alert message to notify users of the imminent information systems/application outages and then block user access to all non-production/non-essential information systems/servers so full tape backups can be prepared.
2. Move the backup tapes to an off-site storage facility.

Upon the declaration of a **hurricane warning**, take these additional precautionary steps to:

1. Transmit via electronic mail a Campus Alert message to notify users of the imminent information systems/application outage and then block user access to all other information systems/servers, (except for electronic mail, the web server, and those systems/servers urgently needed by the University Police), so full tape backups can be prepared.
2. Move the backup tapes to an off-site storage facility.

Before departing the campus, the teams will cover systems/equipment that is not left in operation with plastic sheeting and tape them securely shut where possible to protect against water penetration.

Securing the Campus Network

The Lead Networks and Wireless Systems Engineer is primarily responsible for securing the campus networks. He is assisted by the other members of the Network Team as well as other uncommitted individuals as may be needed. Upon the declaration of a **hurricane warning**, as much of the network equipment/systems around campus, exclusive of that in the data center, will be powered off; given time to cool down; disconnected from the electrical power wall outlets; and, then covered with plastic and securely taped shut. Systems/equipment left operating will not be covered.

Securing the CCTV Head-End Facility, the Media Ready Classrooms, and the Open Access Computer Laboratories

The Director for Academic Technology Support and Services is primarily responsible for securing the CCTV Head-End Facility and the Media-Ready Classrooms. He is assisted by the other members of his team and other uncommitted individuals as may be needed. Upon the declaration of a **hurricane warning**, they will power off the systems/equipment; allow time for them to cool; disconnect them from the electrical power wall outlets; and, then cover the systems/equipment with plastic and tape them securely shut. Do not cover any equipment that has been left operating.

The Client Services Manager is responsible for securing the open access computer laboratories. She is supported by her team as well as other uncommitted individuals as may be needed. Upon the declaration of a **hurricane warning**, the group will shut off all PCs/printers/scanners/servers; unplug all electrical cords; unplug all network connections from equipment (not the wall); cover all of the equipment in plastic bags or plastic wrap; and move systems away from windows.

Securing the TV Studio and Production Center

The Creative Services Team are together primarily responsible for securing the TV Studio and Production Center. Upon the declaration of a **hurricane warning**, they will power off all of the equipment/systems; allow time for them to cool; disconnect them from the electrical power wall outlets; and, cover the equipment/systems with plastic sheeting and tape them securely shut.

Securing Office Personal Computers:

Each individual in OIT is responsible for securing his/her personal computer and equipment. Unless otherwise directed, each person will take these initial precautionary steps upon the declaration of a **hurricane watch**:

1. **Backup and Secure Data Files** --Your data files are valued information assets of the University. If you have access to a network file server, it is recommended you copy critical information files to the server. Please limit file server use to data files only. You do not need to copy programs or the operating system or otherwise backup your entire workstation. Application programs and the operating system can be restored but the data cannot. If you don't have access to a file server or network, backup critical files to floppy disk, CDRewriteable disks, or USB memory keys. Be sure to carefully label or note the contents of the backup and test it to make sure the contents can be read again. The backup copy should be stored in an alternate, secure location in the event your office or storage location sustains extensive damage. If you have been issued a laptop personal computer, be prepared to take the system to a safe location or to a shelter with you.
2. **Organize Critical Enterprise Information Systems (Datatel, IFAS, etc.) and Other Vital Databases and/or Documents Work**-- OIT will schedule and communicate via email and the web page scheduled downtime for conducting complete backups of enterprise information systems, the electronic mail systems, and other servers. Organize and prioritize your data entry/update work so that critical or timely information is processed first. You should attempt to update any critical information records before the announced backup occurs (usually after a hurricane warning is declared).
3. **Prepare to Store and Protect Computer and other Electronics** -- Clear space in your office/area that will allow you to move computers away from windows and up off of the floor; preferably towards the center of a room. Locate the best place/method for unplugging the unit. This may mean unplugging from the back of the computer if the wall outlet is inaccessible. Make some notes or drawings to your self about where things are connected to your computer. eg. printer, monitor, power, network, keyboard and mouse. If needed, plastic bags and/or sheeting and tape can be obtained from the Facilities/Physical Plant Department.

Upon the declaration of a **hurricane warning**, take these additional precautionary steps:

1. Finish Updating Data in the Enterprise Information Systems and Other Vital Databases and/or Documents -- Undoubtedly, you will have some data and information in paper form that you will not have time to update/enter into online information systems. Make sure this information is accurately noted and stored in a safe place, preferably in a file cabinet or desk drawer two feet above the floor. Use a heavy clip or tape to keep papers/folders together.
2. Computer Storage - As a last step, your computer should be shut down properly and unplugged from the wall outlet. Do the same for the monitor and all peripherals such as printers, scanners, and speakers. Tape any notes you made concerning connections to the computer or otherwise secure them for future reference. Move the computer and peripherals away from windows and doors towards the center of the room. The equipment should be securely supported at least two feet above the floor and covered with plastic bags or sheeting provided by facilities/physical plant operations staff. Do not cover any equipment that is plugged in and powered on.
3. Store Backups-- If you have not already done so, put your critical file backups with your personal belongings and be prepared to take them with you when you leave.



Norfolk State University

Office of Information Technology

Hurricane Preparation Guide & Tips for Personal Computer Systems

This guide is intended to provide instructions to computer users for securing and protecting their personal computing assets during a hurricane. Notifications concerning the University's official status relative to hurricanes will be communicated by Spartan E-Daily electronic mail messages, and other timely means as deemed appropriate and necessary.

Hurricane Watch

Upon the declaration of a hurricane watch, take these initial precautionary steps to:

- **1) Backup and Secure Data Files** --Your data files are valued information assets of the University. If you have access to a network File Server it is recommended you copy critical information files to the server. Please limit file server use to data files only. You do not need to copy programs or the operating system or otherwise backup your entire workstation. Programs and the OS can be easily restored but the data cannot! If you don't have access to a file server or network, backup critical files to floppy disk, CD Rewriteable disks, or USB memory keys. Be sure to carefully label or note the contents of the backup and test it to make sure the contents can be read again. The backup copy should be stored in an alternate, secure location in the event your office or storage location sustains extensive damage. If you use a laptop, be prepared to take the system home or to a shelter with you.

- **2) Organize Critical Enterprise Information Systems (Datatel, IFAS, etc.) and Other Vital Databases and/or Documents Work**-- OIT will schedule and communicate via email and the web page scheduled downtime for conducting complete backups of enterprise information systems, the electronic mail systems, and other servers. Organize and prioritize your data entry/update work so that critical or timely information is processed first. You should attempt to update any critical information records before the announced backup occurs (usually after a hurricane warning is declared).

- **3) Prepare to Store and Protect Computer and other Electronics** -- Clear space in your office/area that will allow you to move computers away from windows and up off of the floor; preferably towards the center of a room. Locate the best place/method for unplugging the unit. This may mean unplugging from the back of the computer if the wall outlet is inaccessible. Make some notes or drawings to yourself about where things are connected to your computer. eg. printer, monitor, power, network, keyboard and mouse. If needed, plastic bags and/or sheeting and tape can be obtained from the Facilities Department.

Hurricane Warning

Upon the declaration of a hurricane warning, take these additional precautionary steps to:

- **1) Finish Updating Data in the Enterprise Information Systems and Other Vital Databases and/or Documents** -- Undoubtedly, you will have some data and information in paper form that you will not have time to update/enter into online information systems. Make sure this information is accurately noted and stored in a safe place, preferably in a file cabinet or desk drawer 2 feet above the floor. Use a heavy clip to keep papers/folders together.

- **2) Computer Storage** - As a last step, your computer should be shut down properly and unplugged from the wall outlet. Do the same for the monitor and all peripherals such as printers, scanners, and speakers. Tape any notes you made concerning connections to the computer or otherwise secure them for future reference. Move the computer and peripherals away from windows and doors towards the center of the room. The equipment should be securely supported at least two feet from the floor and covered with plastic bags or sheeting provided by physical plant operations staff. Do not cover equipment that is plugged in or powered on.

- **3) Store Backups**-- If you have not already done so, put your critical file backups with your personal belongings and be prepared to take them with you when you leave. If you made arrangements with OIT to store the files, take them to the OIT help desk now.

Hurricane Recovery

These steps should be taken to resume normal computer operation after returning to work:

- **1) Initiate Damage Assessment Procedures** - Take note of the condition of the computer equipment. If it is visibly damaged or appears to be wet, do not plug the equipment in or turn it on. Wait for instructions from OIT before doing anything further.

- **2) Verify Electrical Integrity**- Computer equipment should not be turned on if electrical power is unstable.

- **3) Verify Network Service Availability** - Central services such as network connectivity, network file servers, or email servers may not be available. Information about the availability of services can be obtained from Client Services at 757-823-8678.

- **4) Verify Proper Operation** - Return the computer to its original location and reattach all peripherals. Plug in all power cords and turn the computer on. Take note of error messages and write them down.