

Hurricane Preparation Guide for Computer & Servers

This guide is intended to provide instructions to our clients for securing and protecting their business computing assets during a hurricane. Notifications concerning the BoomTech, s official status relative to hurricanes will be communicated by e-mail, 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:** Set up a data backup schedule now. Make sure to backup your computer files on a regular basis. Don't wait too long between backups. As long as you're current with your file backup, you won't have to rush around as the storm approaches. 48hrs prior storm hitting land **complete two full system backups and give one each to different individuals**. 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 (DoubleTime, QuickBooks, Etc.) and Other Vital Databases and/or Documents Work :** 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.

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.

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4400 North Federal Highway Suite 68, Boca Raton, FL 33431
P.561-300-5080 F.561-300-3959 E-mail Info@BoomTechIT.com www.BoomTechIT.com

- 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. Do not cover equipment that is plugged in or powered on.

****Proper Shut Down Procedure:**

- Shut down your computer(s)
 - Unplug the power from the wall outlet to your computer, monitor, printer, and any other electronic equipment
 - Wrap monitors and computers with plastic bags
 - Move computer to higher ground and away from the windows
 - Shut down server(s)
 - Unplug power source from server(s) to wall outlet. Normally all you have to do is unplug the battery backup device and turn it off
 - If not already unplugged, unplug the rest of your networking equipment, switches, firewall, and router. They are usually mounted to the wall. Thus there is no need to move them.
 - Wrap server in plastic bags and move to higher ground in case of flooding
- 3. Store Backups:** It is high recommended that two different individuals each take one backup tape/external hard drive with them. This ensures the backup tapes/external hard drives are offsite in case any destruction should occur to your place of business.
 - 4.** If possible, after all pre-storm tasks are completed, shut off main breaker to the building.

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 management 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 the Help Desk at 954-905-6160.
- 4. Verify Proper Operation:**
 - a. Plug battery backup device from server into wall outlet and turn back on.

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- b. Turn on your server. It is imperative that your server is turn on before turning on anything else.
- c. Connect power back to networking equipment, switches, firewall, and router.
- d. 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.

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