

## Managing the 3:00 AM Wake Up Call *What Should You Know When a Crisis Occurs*

### **Great websites:**

- <http://www.fema.gov>
- [http://www.fema.gov/preparedness/business\\_guide.shtm](http://www.fema.gov/preparedness/business_guide.shtm)
- [http://www.fema.gov/preparedness/community\\_prepare.shtm](http://www.fema.gov/preparedness/community_prepare.shtm)
- <http://www.ready.gov>
- <http://www.disasterhelp.gov>
- <http://www.drj.com>
- <http://www.acp-international.com>
- <http://www.contingencyplanning.com>
- <http://www.nacsonline.com>
- <http://www.gema.state.ga.us/>

### **Tips for devising a disaster recovery plan:**

- Gather emergency contact information. (Home phone, cellphone, etc.)
  - Employees – create a phone tree for contacting everyone
  - Vendors
  - Insurance Companies
  - Utility Companies
  - Local radio stations – a great resource for making announcements
- Create a “Safe Box” to include: ( to be stored off-site)
  - Disaster recovery plan
  - Company checks and deposit slips
  - Company letterhead and envelopes
  - Insurance policies
  - Emergency contact list
  - Bank account numbers
  - List of all network users and user groups – who has access to what systems
- Do “test runs” of your plan. Don’t wait until a disaster to discover that your plan is inadequate.
- Perform unscheduled fire drills for your staff. (Why not invite the fire marshal to observe and make recommendations.)
- Update your plan – once a year at a minimum

- Give updated copies of the “plan” to applicable individuals in your organization.
- Store all media and licenses in a safe place. i.e. a fireproof filing cabinet.
- Create a detailed network diagram to include:
  - List of all servers with hardware specs for each server.
  - List of all applications that you run, listed by server. Include license numbers for these applications. List the purpose for each application.
  - List each server by tolerance level. (Critical, Vital, Noncritical, etc.)
  - List of all network users and user groups
  - List of systems that are interfaced to your network.
  - List of offsite storage systems
  - Include photos of your data center

### **Food for thought:**

- How do you backup your data? Tape, offsite storage facility, remote site?
- Where do you store the backups? In the car is not a good answer, neither is in the server room or the building where the servers are housed.
- Are backup tapes accessible when you need them? Maybe not, if they are stored in a bank vault.
- Do you use battery backups on servers, on desktops? Are they adequate? Are they overloaded? Are the batteries tested routinely?
- Check workstations periodically for unauthorized items plugged into power strips. i.e. space heaters, lamps, etc.
- Are your outlets overloaded? Are power strips daisy chained together?
- Are you using extension cords for permanent solutions?
- Are power cords lying underneath heavy equipment?