



**DataComm**

**Hurricane Action Plan**

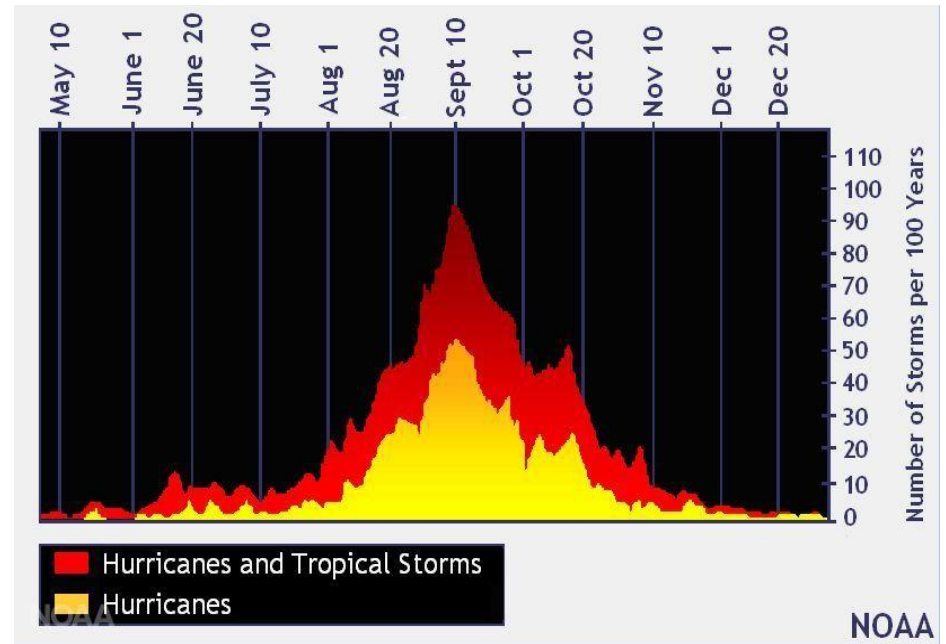




# When Will We Act?

## Hurricane Season

- June 1<sup>st</sup> through November 30<sup>th</sup>
- Sharply peaks late August through September
- Around 10 named storms each year
- Around 2 make landfall in the US each year
- Only 37 hurricanes hit Florida since 1851
- Tampa hasn't had a direct hit since 1921

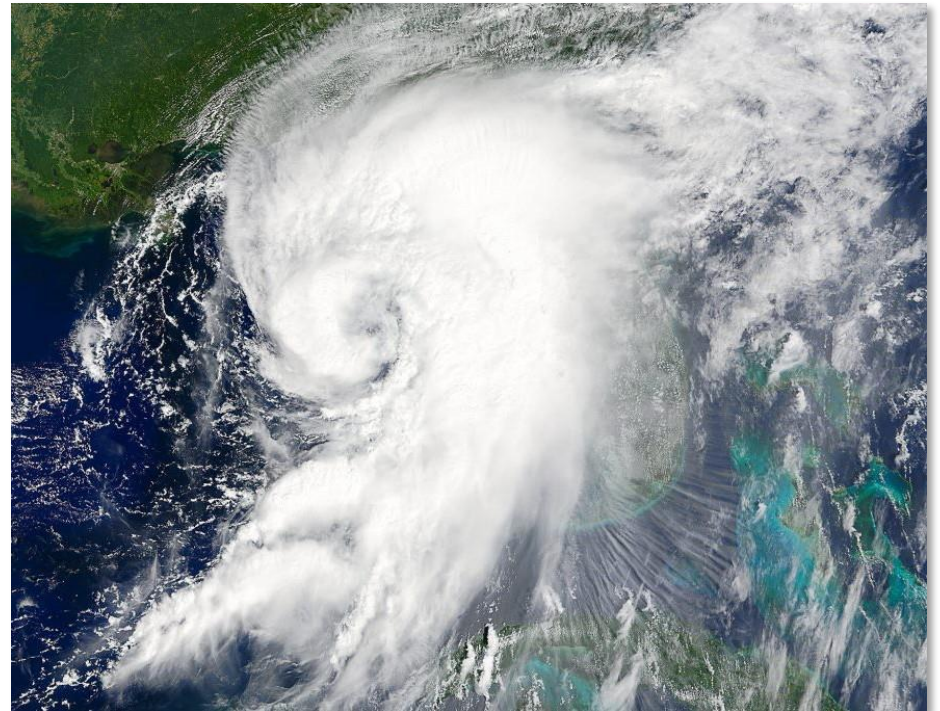




# When Will We Act?

## Major Hurricanes:

- Category 3, 4 & 5
- Winds over 111 mph
- Storm surge over 9 feet above normal tide
- Large trees snapped or uprooted
- Damage to roofs, windows & doors
- Mobile homes destroyed
- Serious flooding at the coast
- Some roads impassable
- Power & communication outages
- Shortages of fuel, food & water





## Threat Identified...

- **ISO & COO** make decision to enact Hurricane Action Plan
- **HR** collects information from employees
  - Updates employee contact list (Email, Phone, Emergency Contacts)
  - Obtains employee's preliminary evacuation plan & mode of travel
  - Gets updates on status of children & county their school is located
- **Facilities** verifies & procures supplies as well as materials for securing buildings
- **Loan Operations Manager, Facilities Manager and IT Manager** review active projects & communicates possible extensions to clients, staff & management.



## 7 Days Out Continued...

### Time To Coordinate...

- **Operations** conducts training for entire staff on Remote Access (Sends How-to)
- **Department Manager** ensures that staff skills are updated and distributed
- **Network Administrator** reviews plans to reroute with Staff
  - Network Traffic
  - Telephony Traffic
  - Remote Access
  - Video Conferencing
  - Internal Communications
  - Client Services



## 6 Days Out

### Time To Coordinate...

- **Facilities** provide staff with a hurricane supply list
- **HR** obtains outlines of employee's plans & reports them to COO
  - Evacuation date
  - Evacuation destination
  - Phone number of destination
- Meeting occurs with **Key Plan Personnel**
  - Everything that was reviewed the day before is presented in a group setting
  - Questions / Concerns are addressed



## 5 Days Out

### Time To Prepare...

- **COO** releases 1<sup>st</sup> wave staff to work remotely while securing their homes
- **Loan Operations Manager and IT Manager** initiates adjustments to lending and operational projects to improve workforce availability & informs Clients and staff of possible shipping delays
- **Operations Coordinator** reserves accommodations for 1st & 2nd wave staff near DR Site
- **Marketing Support Rep**
  - Sends email to clients possibly impacted by storm providing information they can use and about the Institution's preparedness
  - Sends email to employees with sample verbiage to relate to clients (FAQ Sheet)



## 4 Days Out

### Time To Act...

- **COO** releases 2nd wave staff to work remotely while securing their homes
- **ISO** updates **President** on school and governmental closings
- **President** meets with entire staff to discuss threatening storm
  - **Key Personnel** address staff
  - The **President** authorizes a statement to the media and to regulators
- **COO** releases **Facilities Manager, IT Manager & Branch Managers** to prepare to secure branches and IT infrastructure





## 3 Days Out

### Time To Act...

- **COO** sends 1st wave staff DR Site
- **Operations verifies** lodging for 1st & 2nd wave staff
- **Marketing distributes** notice to Clients of site evacuation
- **Network Administrator** validates network failover is in place and manages the graceful shut down and proper storage of IT infrastructure.
- **ISO** provides vendors with coordinating information: verifies contacts, discusses alternative communications and plans for loss of key services



## 2 Days Out

### Time To Execute...

- **COO** sends 2nd wave staff DR Site
- All other staff will be released by their immediate supervisor to secure their homes & evacuate if necessary
- **Facilities** verifies that branches are locked down in preparation for the storm
  - Front door and windows are reinforced
  - Generator set to manual start
  - Circuit breakers turned off to all non-necessary equipment and in most cases unplugged
  - Desktops put on desks or in a secure, elevated area and wrapped in visqueen
  - Parking lot cleared & secured
- **COO & IT Manager** make decision to transition IT to DR



## 1 Day Out

### Time To Wait...

- 1st wave & 2nd wave staff are monitoring from DR Site & escalating issues as needed
- Staff reports to **HR** their status, contact information & location
- All other staff are assisting if available



## Time To Pray...

- 1st wave & 2nd wave staff are monitoring from DR Site escalating issues as needed
- Staff reports to **HR Specialist** their status and changes to contact information or location
- Other remote staff are assisting if available



# Day After Storm

## Time To Evaluate...

- 1st wave & 2nd wave staff are monitoring from DR Site & escalating issues as needed
- Staff reports to **HR** their status, and changes in contact information or location
- Staff also indicates best estimate for return to area & availability for remote work
- All other staff are assisting if available
- **Facilities or Branch Managers** will perform site visits & report to COO if suitable for resuming standard operations
- IT Manager evaluates IT infrastructure for either re-initiation at the primary site or continuing at the DR site.



## 2 Days After Storm

### Time To Evaluate...

- 1st wave 1 & 2nd wave staff are monitoring from DR Site escalating issues as needed
- Staff reports to **HR** their status and changes in contact information or location
- Staff begins to return if possible & resume normal operations
- All other staff are assisting if available



# DataComm

*Do you have questions regarding this plan?  
Feel free to contact our team:*



[info@datacomm.com](mailto:info@datacomm.com)

800-544-4627 Sales



877-544-3655 Support