Recover From the Most Likely Disaster: Power Outage

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For copies of the slides presented during today’s session, please visit:
http://agil.me/2015npm2
1. Preparing for a Power Outage
   A. Protect Life & Property
   B. Mitigating the Risk
   C. Preparing for Generator Recovery
2. Recovery Tips & Best Practices
3. Q&A
Protect Life & Property

- Proper emergency signage, lighting, smoke/CO detection
- Practice safe evacuation procedures
- Remain indoors if possible
- Avoid downed and dangling power lines
- Disconnect or turn off all equipment

Preparing for a Power Outage
Protect Life & Property

- Ensure Alarm/Security Systems have battery backup
- Take precautions for low-lying areas served by pumps (Sewer ejector pumps, HVAC condensate drain pumps, etc.)
- NEVER run a generator indoors
- NEVER connect a generator to any electrical system until prior steps taken to ensure safe connection / no feedback to power grid

Carbon Monoxide: Danger

Preparing for a Power Outage
Mitigating the Risk

- Back Up Data Regularly (Test Recovery)
- Install at least one Land-Line Telephone (Fax?)
- Uninterruptible Power Supply (UPS) Devices, Surge Protectors
  - Test these devices
- Installing an on-site generator
  - Regularly test and maintain/service on-site generators
  - Establish at least one stand-by fuel provider

Preparing for a Power Outage
Mitigating the Risk

- Develop a Work-from-home procedure and test the plan
- Provide employees external back-up batteries, solar, car charger/inverters for cellphones and other mobile devices
- Ensure Servers are programmed for proper auto-shutdown during power loss and UPS provides sufficient backup power for shutdown
- Power down all equipment, appliances, etc. to protect from subsequent surges in power
- INSURANCE – Service Interruption (or Utility Services) Insurance
Preparation for Mobile Generator Recovery

***Know Your Electrician(s)***

Get to know several electricians and determine your power demands ahead of time. Be sure to ask the following questions and note the information for future use. Get the advice of a professional!

1. What phase is your electrical service? Single or Three Phase?
2. What voltage is your service? 208v, 240v or 480v?
3. Is your power requirement for a Wye or Delta generator?
4. How many amps do you need to power key systems? Determine your peak Amperage draw over the past 12-24 months.
5. What size generator will be required?
6. Does your building have a power transfer switch? If no transfer switch has been installed, you will need to consider options – hardwire or spider box?
Preparation for Mobile Generator Recovery

• Prioritize your power needs (tiered recovery)
• Don’t neglect critical equipment such as sewer ejector pumps, HVAC condensate drain pumps, server room HVAC and pumps that provide protection from flooding
• Determine WHERE a generator should be placed on premises, particularly if you don’t own the building
• Consider HOW you plan to connect generator. (Spider Box, hardwire into panel, docking station, transfer switch, kirk key solution, etc.)
• Accurately estimate the length of cabling needed
• Plan for occasional power loss, even with a generator, due to fuel shortage, overloading capacity, regular maintenance, etc.
• Ensure you have proper security measures in place to protect any outside equipment including generator (fuel and cabling)
Preparation for Mobile Generator Recovery

• Know your generator’s fuel consumption rate and set up regular fuel deliveries ahead of time to ensure you never run out
• Always have backup fuel providers, outside of your immediate area
• Once primary power supply is restored, keep your backup in place for a reasonable time frame to cover unexpected loss after restoration
• Even if you have a permanent generator on site, establish a resource for service, fuel deliveries and backup generators if yours becomes inoperable

Power & Generator Checklist Available Here:
http://agil.me/powerchecklist
Lessons Learned & Best Practices
Lessons Learned Regarding Fuel Availability

1. Never rely on a single vendor
2. Avoid storage underground or in a basement
3. Plan for lack of supply regionally
4. Fuel for office, but not employees
5. Power & communications interruptions affect fuel availability
Best Practices for Permanently Installed Generator

1. Is it protected from the elements?
2. Is it properly serviced & maintained?
3. Do you have service & fuel vendors arranged?
4. Is it tested regularly?
5. Can it be relocated in an emergency?

In the wake of Hurricane Sandy, NYU Langone Medical Center was forced to evacuate more than 220 patients on October 30th due to backup generator failure.

Lessons Learned
Facility Location Concerns

- If you are tenant and not property owner, and occupy multi-tenant facility, you may not be PERMITTED back in during power outage.
- Never assume you can connect a generator, or run cabling through your building without permission.
- Be sure to speak with facility managers or other “key” individuals that may control access.
- Find a way to “work with less.” Powering an entire building is expensive. Powering only a few areas or departments may be more cost effective.
- Would it be less expensive to relocate offices temporarily?
NUMBER ONE LESSON LEARNED:

- Know Your Power Requirements Ahead of Time
  - Assess the impact of loss of power on your operations
  - Know how long you can last without power
  - Establish your strategy based on that timeframe
  - Act on your plan regardless of outside information; it is often unreliable
More tools and information available at:

National PrepareAthon! Day: September 30th, 2015

Challenge YOU to take one action from today’s webinar.

www.ready.gov/prepare

“Take Action to Prepare”
America’s PrepareAthon! Website

www.ready.gov/prepare

★ Online registration*
★ Events calendar*
★ Preparedness resources
★ Branding resources
★ Promotional resources
★ National research
★ Dedicated state pages
★ Online discussion boards*

*Shared with national preparedness community
Upcoming Webinars:
- “Protecting Your Organization by Preparing Your Employees”
  Wednesday, September 23rd – 2pm to 2:30pm
- “If You Do Nothing Else This Year...”
  Wednesday, September 30th – 2pm to 2:30pm

Register at www.NPM2015.com
QUESTIONS?

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Today’s session has been recorded.
Links to the archived recording will be emailed to all registrants automatically tomorrow.

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The Agility Story
Started by General Electric over 25 years ago.
Saw a need to recover at or near the organization’s normal location.
What We Do

We provide the 4 key Elements of Disaster Recovery

1. Office Space:
   Everything needed for your employees to work

2. Power for the office

3. Communications:
   Telephone and Internet access & equipment

4. Computer System:
   Computers, servers, printers, fax
Culture of Success

General Electric built an infrastructure to ensure success

- 25+ years
- Rescued 1000’s of organizations
- Never failed

Atlanta Distribution Center
The industry focused on the needs of the Fortune 500. This model is too expensive for most organizations.

In 2004, Agility defined a new vision. Agility will bring disaster recovery solutions to ALL types of organizations.
Agility created a solution that all organizations could afford.

For a small monthly fee, typically around $500/month for most organizations, you can protect your operations.
When You Become a Member

A continuity planner will contact you and gather the info we need to recover your organization if you have a disaster. e.g.

• How many critical employees need to be up and running?
• What are the power requirements of your office(s)?
• Where do you store your data?
• How do you want your phone calls handled during a disaster?

Ben Pritchard Member Services
When You Become a Member

All information is placed in a password protected site called myAgility. myAgility is the foundation of your recovery plan.
When You Have A Disaster

- Agility’s operations team works with you to determine your needs.

- You only pay for Agility’s out-of-pocket expenses:
  - If we fly a technician to your office to set-up computers, we charge you for the airfare, but not the time.
  - If you need a generator, we'll deliver it and bill you our exact costs.
  - If you need a server, we take one from our stock and ship it to you. You pay for the shipping.
When You Have A Disaster

• Regardless if you have Agility or not, you would still have the same recovery needs.

• But Agility will get it done faster, cheaper and more effectively.

• Most importantly, we get it done every time.
Disasters Happen

Sometimes they’re small like a phone outage.
Disasters Happen

Sometimes they’re big like a tornado.

Photo taken by Agility Recovery team
Disasters Happen

If you don’t have a plan your business will be forever altered.

Photo taken by Agility Recovery team
Disasters Happen

• During a disaster there are more important things to focus on instead of trying to rebuild your infrastructure.

• When you’re most vulnerable to being overcharged and underserved, you will have a partner you can trust:
  ➢ 25 years
  ➢ 1000’s of recoveries
  ➢ Never failed

• Agility will never profit from your disaster.
Ask Yourself...

- Do you believe a disaster could happen?
- Do you believe that without a plan, your organization will suffer?
- Do you believe Agility, after 25 years and 1000’s of recoveries will be there?
Ask Yourself – Do You Believe?

If you answered, “Yes,” then Agility is a fairly easy decision. We welcome you as a member.