

# Hurricane Preparedness Guide

Know what to do and when to do it.

Don't let severe weather have a catastrophic impact on your business.



## Backup



Backup servers and personal computers to an external drive or in the cloud. This is necessary to prevent loss of data.



Make sure you store data in a secure, safe place. The latest backup should be stored in a safe, in the cloud, sent for off site storage or taken off site by an employee.



If the backup site is within the area that may be affected by the storm, take the backup drives with you in the evacuation.



Take multiple tapes or drives off site, preferably by multiple employees.



## Turn off and unplug



Take current pictures of your office, its equipment, and all cabling connections. Do not rely on pictures that do not represent your current system configuration.



Turn off all non-critical electronic devices such as server monitors, printers, and workstations.



Unplug Ethernet cables, phone cables, and power cords.



If possible, disconnect the main electrical feeds to the facility.



Before evacuating office or during any power failure, turn off electrical switches to prevent reactivation before necessary checks are completed..

*Backups can take many hours to run and therefore, preparations for final backups should begin during the Hurricane Watch time frame, about 36 to 24 hours before landfall.*

*If your data was worth the effort to backup, you should take all necessary steps to protect its safety and security.*

*The preparations to unplug and secure your equipment should begin and continue through the Hurricane Warning time frame, when landfall is eminent and within 24 hours.*

*Disconnecting power prevents fires caused by short-circuiting of damaged equipment.*



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### Emergency Contact Numbers and Information

#### FEMA

fema.gov  
Phone: 800.621.3362  
TTY: 800.462.7585

#### FPL

Go to [fpl.com/#outage](http://fpl.com/#outage) and enter phone number and zip code to see status of power service.  
Phone: 800.468.8243

#### National Weather Service Hurricane Information

[nhc.noaa.gov](http://nhc.noaa.gov)

The steps provided here are best practices but sometimes severe weather damage is unavoidable. Computer Experts is not responsible for any damage or loss as a result of severe weather or from these best practices being performed by non-IT professionals.



## Move up



Place all machines and electrical equipment above the floor and away from windows to prevent damage from flooding. If you are in a flood prone area, consider moving electronic equipment to the second floor or off site.



Move other valuables away from windows. This will not only help protect them, but also prevent loose objects from damaging your computer equipment.



Your primary concern is to keep electronic equipment raised above floor level to protect from flooding. If also possible, place raised equipment underneath a desk or sturdy piece of furniture.



Take extra precaution and cover computers and network equipment with tarps or plastic bags.



Check the integrity of the surge protector or uninterpretable power supply (UPS) and move it to the highest level possible above the floor.



## Secure communications



Print hard copies of vendor, client, and employee contact information.



Distribute appropriately to employees and take hard copies with you in an evacuation. Be prepared to communicate using a land line.



Redirect phone lines to cell phones, remote answering service, or service such as Google Voice.



Ensure remote access to your company's website so that updates about your availability can be made.



## Restore



Inspect and assess any equipment that may have been exposed to water or damaged.



Leave damaged computers powered off. Failure to do this can cause extensive damage. If there are signs of damage, have a professional come out and inspect the equipment.



As you reconnect after the storm, be sure to reconnect all equipment exactly as it was before the storm.



It is especially important that you reconnect to your surge protector or UPS. Power surges, brownouts, and fluctuations are common for several days after restoration of power.

*Moving equipment should begin and continue through the Hurricane Warning time frame, when landfall is eminent and within 24 hours.*

*Loose objects can become missiles in heavy winds and may damage equipment.*

*Furniture or desk should be sturdy enough to protect from collapsing ceiling or falling debris.*

*Don't rely on phone memory for contact numbers. Make sure you and your employees have the basic tools to communicate or do business.*

*Communication through these backup lines could be critical.*

*Although you can begin moving equipment and preparing for restoration after the storm has passed, do not reconnect power before power has been restored.*

## You can count on Computer Experts

Computer Experts will keep all mission critical systems in service as long as possible. However, certain services might need to be brought off-line and/or shutdown before the storm hits. This is necessary to ensure that equipment and services are safe from the effects of the storm.

Computer Experts employees may need to evacuate depending on the path the hurricane takes. We will send an email to all of our clients on our exact plans for evacuation and business hours as more information about the storm continues to come in.

Computer Experts technicians will work as quickly as the circumstances permit to restore network connectivity and services to our managed clients first.

Have questions?  
Call 321.726.5977

