

Disaster Experience

WAVV 2006 – Chattanooga

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July 18, 2004

- First phone call at 2:20 a.m.
- Second phone call at 3:30 a.m.
- Got to office at 6:00 a.m.
- Got in touch with CEO at 7:30 a.m.



Damage

- Power grid to office
 - Major damage
 - Early estimates 6 weeks to repair
- Phone system
 - Completely destroyed
 - Wiring info structure burnt up
- Water leak to office







Power

- Find a Generator
 - Generator installed about 5:00 p.m.
 - All servers and mainframe came up (lucky?)
 - T1 line to internet was up
 - Buy from Home Depot (payment?)
 - Halogen lights
 - Extension cords (50 and 100 ft)
 - Power strips





Phone

- Called Phone vendor (ABC Comm.)
- Brought in a loaner pbx and small generator
- Was able to get one phone working
- Discovered damage to phone wiring and hand sets



Went home at 10:00 p.m. Sunday night

- Computer Center up and running
- All remote locations online
- Office closed on Monday
- One wired phone working to take outside calls
- Using cell phones
- No water to building



Monday July 19

- Arrived at 6:00 a.m.
- Got more generators to power office
 - Arranged for fuel
 - Got a few pc's up in critical departments
- After Disaster arrived
- Ordered IP phone system
- Brought in Port-a-lets



Power

- Power restored to building on July 28
- Generators gone on August 2
- Took about 2 weeks to get small problems corrected



Phone

- Cisco IP Phones ordered on July 19
- Arrived of July 21
- Began installation on July 22
- Almost all phones working by July 24



After Disaster

- Brought in lots of people and equipment
- Scrubbed the air
- Cleaned everything (walls, windows, furniture)
- Removed everything that was damaged
- Finally left about end of August







Interstate Restoration

- Determined what to replace
- Cleaned all other computer equipment
- Installed spot coolers for servers
- Finished August 20





Summary

- Expect to work long hours
- Lots of problems to solve
- People can be biggest head ache

