

DEQ IT – Division of Marine Fisheries

Hurricane Preparedness

Computer Preparedness Guidelines

In the event of an emergency – follow these general procedures for securing your computer equipment.

The employee is responsible for the safeguarding of all NCDEQ-issued equipment assigned to them, including any loss, damage, or wear of equipment.

Remote Access – Should any NCDEQ-issued equipment be damaged as a result of negligence or deliberate action by the employee or any private persons at a remote work location, the employee is responsible for full reimbursement for the damage or replacement costs to NCDEQ.

Reminder: only NCDEQ employees may use NCDEQ - issued equipment. Unauthorized individuals, including family members or friends, may not use NCDEQ-issued equipment or connect to NCDEQ's network via any means.

Before the Storm

Ensure You Have a Backup of your local files (these are files not stored on the network drives)

Users should utilize OneDrive, SharePoint or a network drive, not local data. If you do have local data, it's the user's responsibility to back it up.

- Do not wait until the day before a hurricane to back up your files! Backup all your data files on regular bases depending on your needs.
- If you need assistance - all help desk requests or issues must be reported via a DOTS Ticket by user or co-worker, or call Solution Center 919-707-8900.
- Store your backups in the safest place possible. Put backup media (Flash drives, external hard drives, etc.) in waterproof bags/containers and store in a safe location on or off site.

Secure Your Equipment – Onsite or Remote Work

- Turn off all power to all equipment. It is critical to unplug all devices that carry electricity.
- Turn off battery backup units and disconnect power cords to the wall. Unplug all power cords from the wall and battery backup to all devices (CPUs, monitors, scanners, label printers, terminals, modems, fax/modems, etc.). Leave the other end of all the cords connected to the PC.
- Unplug the power cords from the wall for any printers.
- Disconnect all phone lines from the device (modems, fax/modems, etc.). Unplug the network cable from the back of the PC and printer, and leave the other end connected to the network jack on the wall.
- Use plastic bags and tape, which can be used to cover PC's and peripherals such as printers, scanners, battery backups and speakers. Move the computer and peripherals away from windows and doors towards the center of the room. The equipment should be securely supported at least two feet from the floor and covered with plastic sheeting. Remember, the purpose of this is to keep the computer equipment watertight.
- If you need assistance - all help desk requests or issues must be reported via a DOTS Ticket by user or co-worker, or call Solution Center 919-707-8900.

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Network Services

DEQ IT will notify DMF staff when systems will be shut down and steps will be followed as identified in the DMF COOP Plan. All computer components on the Network at the HQ & CDO buildings will need to be brought off-line and/or shutdown before the storm hits. This is necessary to ensure that equipment and components are safe from the effects of the storm. Access via VPN should not be affected.

After the Storm

- Return computer and peripherals back to their original locations.
- Remove the plastic bags & tape. Fold and store the plastic for future use (make sure it is dry).
- Plug in your battery backup unit(s).
- Plug in all the power cords from all the devices (CPUs, monitors, terminals, modems, fax/modems, etc.).
- Plug in your network cables to your computer and printer.
- Plug in all phone lines.
- Turn on your battery backup units.
- Turn on all power to all equipment.
- If you need assistance - all help desk requests or issues must be reported via a DOTS Ticket by user or co-worker, or call Solution Center 919-707-8900.

IT will work as quickly as the circumstances permit to restore network connectivity to the HQ & CDO buildings and services throughout DMF.