



7.6 Power Outage Server-Room Emergency Power Down Procedure

Procedure Purpose and Scope

The purpose of this procedure is to define a clear process and hierarchy for how to respond to a power outage and who is responsible for communication, server power down, and recovery.

Roles and Responsibilities

The IT Department will be largely responsible for following this procedure with Patrick Blair being the communication contact to handle any of the issues with our power provider until power down is complete.

Operational Procedures

Power outages are handled by the on-site IT Admin. After emergency power down is complete, the situation is to be communicated to the appropriate administrative staff. The emergency power down takes precedence so UPS battery life can be conserved as long as possible until our power is restored.

The procedure is outlined below:

Emergency Power Down of All But Essential Phone Gear

1. Unplug the following devices on the switch-rack:
 - a. Switches D1-D2, V1-V2
 - b. Motorola DSL Router
2. Power Down the following servers by pressing (not holding) the front power button on the chassis:
 - a. FW1
 - b. FW2
 - c. ADBiz
 - d. FileBiz
 - e. NAS1 (HOLD Power Button)
 - f. NAS2 (HOLD Power Button)
3. Login to the following servers and shut them down via the OS:
 - a. MonsterBiz
 - b. MusicOnHold
 - c. Any servers that did not shut down after pressing the power button and waiting a few minutes
4. Login to ShoreWare Director and update Main Menu Greeting
 - a. Login to ShoreBiz then ShoreWareDirector
 - b. Auto-Attendant Menus → Main Menu

- c. Confirm the Custom Menu's Prompt is the Power Outage greeting, upload appropriate greeting if needed
 - d. Confirm the Custom Menu's schedule is Power Outage
 - e. Schedules → Custom → Power Outage
 - f. Edit Power Outage Custom Schedule to have today's date
 - g. Call main line to confirm greeting update
5. After power down of the servers, unplug the following devices:
 - a. FW1
 - b. FW2
 - c. ADBiz
 - d. FileBiz
 - e. NAS1
 - f. NAS2
 - g. MonsterBiz
 - h. inGate Siparator
 - i. ShoreTel 50V
 - j. ShoreTel 90V
 - k. ShoreTel 90
 - l. ShoreTel VPNC
 - m. SkyBiz
 - n. Security Cameras
 - o. KVM

Communication

1. Rosie will call the power provider to report the issue. If Rosie is unavailable, the IT Admin will find an appropriate administrative staffer to make the call as power down takes precedence.
 - a. Duke Energy - 336-674-3264 Acct: 1717338337
2. Rosie will inform Important Parties via TXT Message of the outage and scope. If Rosie is unavailable, the IT Admin will handle alerting as soon as there is available time to do so. The primary goal of the IT Admin will be to implement proper power down first and communicate once complete.
 - b. Lauren - 336-209-5678
 - c. Julio - 336-209-3435
 - d. Tim - 336-686-7370

Power Up Sequence

After power has been restored and is deemed stable, and the air conditioner/handler is working properly with the temperature being below 78F do the following:

1. Plug-in and power-up essential devices:
 - a. KVM
 - b. ShoreTel 50V
 - c. ShoreTel 90V
 - d. ShoreTel 90
 - e. inGate Siparator

- f. FileBiz
 - g. FW1
 - h. Switches D1-D2, V1-V2
 - i. SkyBiz
2. If power remains stable after 30 minutes, plug in and power up remaining hardware

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