



New Jersey School Boards Association Insurance Group

450 Veterans Drive
Burlington, New Jersey 08016
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Board of Trustees Meeting of November 28, 2012 Information Technology Report

Hurricane Sandy

The IT department was prepared for Hurricane Sandy, we took preventative measures for water leaks in our server room at the Burlington office prior to the storm. We visited the disaster recovery site (DR) in Mount Laurel and reviewed our disaster recovery plan prior to the storm hitting.

Tuesday, October 29th the day after the storm Joe Fisicaro drove to the Burlington office at 7am to survey the office for any physical damage, while I reported to the DR site to survey that location. Joe reported to me that there wasn't any visual damage to the Burlington office but, the power was out. The Mount Laurel office also had no damage, the electric was on but the ethernet connection was down to the outside world.

Because the power was out at our Burlington office I decided to transfer the phones to our disaster recovery location. I put a message on the phone system letting everyone know that our office was affected by Hurricane Sandy. People were able to leave messages for staff at their extensions or in the general mailbox. Those messages were immediately being checked by our office manager and forwarded to the correct people.

I contacted Marty to let him know what Joe and I had seen and Marty, Joe and I met at the Burlington office with flashlights to get a better look at the inside of the office, again we found no damage and the power outage was the only thing affecting our office. Marty and I sat down to discuss the situation and what our plan of attack was going to be. Because the Burlington office did not have any damage and the state of NJ was in a state of emergency, Marty decided that the office was going to remain closed for that day, and we would reassess the situation again later that day. Joe and I were going to monitor the Burlington office for return of power and contact Marty if the power was restored.

Joe and I reported to the disaster recovery site and began preparation to fail our systems over to the DR site if the decision was made to do so. The ethernet connection was down until Wednesday afternoon and at that time we were prepared to fail over. After many discussions with Marty about the situation and information we were collecting about the state of NJ, Burlington City and Mount Laurel we made the decision not to failover to our DR site. There were many factors in Marty making this decision, and I agree 100% with the decision he made.

The power was restored Wednesday night to our Burlington office, Joe and I reported to the Burlington office that night to make sure all systems were up and running for Thursday morning. The staff returned Thursday without any issues.



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Although I think our disaster recovery plan is excellent, you find things that can be made better when you actually go through real life situations. Because of this experience we have decided to move our email to a hosted email service (Microsoft Web Mail). Microsoft Web Mail is the same email service that hotmail uses. We feel by doing this and leveraging off the backup solutions Microsoft offers with the Web Mail hosting service, we have made our DR plan even better. The Microsoft Web Mail hosting will be fully integrated by December 23, 2012.

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