



**LOCKATONG**  
ENGINEERING

**DISASTER RECOVERY**  
NABIE CONFERENCE 2018

# SURVIVING FIRE



# AND FLOODS



# LIGHTNING STRIKE



## Lightning Burns Barn In Stockton

7/21/06

STOCKTON — Lightning sparked a fire that destroyed a converted barn in Brookville Hollow on Friday night. A lightning storm hung over the area that evening, taking out three electrical transformers and downing trees and limbs. One of the transformers was in Brookville Hollow along Route 29 at the south end of town.

Stockton Fire Company Chief Paul Steffanelli said that power surged into a corner of the barn, which housed two offices and storage space on the Chris Hedge property. No one was home at the time. Firefighters were called at about 10:25 p.m. By that time, Chief Steffanelli said, the barn was fully engulfed in flames.

Stockton firemen, working with volunteers from Lambertville and Sergeantsville, managed to save some materials on the first floor, including the homeowners' passports. An architect rented an office on the second floor; the one on the first floor was a home office for Mr. Hedge, an author.

Chief Steffanelli said the barn had security and fire alarms, but they were likely knocked out by the power surge. He said the building burned quickly because of its age and contents — a lot of books, magazines and papers.

The other transformer fires here Friday night were near St. Agnes Catholic Church on Route 29 and the firehouse on Mill Street.



# THE AFTERMATH



# PREPARATION

- Insurance
- Documents
- Inventory
- Off-site records
- Recovery Plan
- Key suppliers



# GONE IN 2 HOURS



# RECORDS

- Computer technical
- Financial
- Administrative



- Hard copy
- Professional and personal libraries
- Personal correspondence
- Photographs of everything!



# PC SOFTWARE INVENTORY

file:///C:/Program%20Files/Belarc/Advisor/System/asp(Robert).html

## BELARC ADVISOR

PC AUDITS IN YOUR WEB BROWSER!

The license associated with the Belarc Advisor product allows for **free personal use only**. Use on multiple computers in a corporate, educational, military or government installation is prohibited. See the [license agreement](#) for details. The information on this page was created locally on your computer by the Belarc Advisor. Your computer profile was not sent to a web server. [Click here for more info.](#)

**About Belarc:** System Management Products Your Privacy In page Links

**System Security Status** CIS Benchmark Score: 3.75 of 10 (details...) Virus Protection: X Virus definitions are older than 30 days Microsoft Security Updates: X 20 missing

### Computer Profile Summary

Computer Name: Robert  
Profile Date: Tuesday, January 24, 2006 11:34:55 AM  
Advisor Version: 7.0  
Windows Logon: rsoop

[Click here for Belarc's System Management products, for large and small companies.](#)

#### Operating System

Windows 2000 Professional Service Pack 4 (build 2195)

#### System Model

Intel Corporation

#### Processor

1.80 gigahertz Intel Pentium 4  
8 kilobyte primary memory cache  
512 kilobyte secondary memory cache

#### Main Circuit Board

Board: Intel Corporation D945BG AAA'4058-402  
Serial Number: 1MBG21504293  
Bus Clock: 100 megahertz  
BIOS: Intel Corp.  
PT84510A.86A.0027.P06.0207170134.07/17/2002

#### Memory Modules

1024 Megabytes Installed Memory  
Slot 'JSE3' has 512 MB  
Slot 'JSE1' has 512 MB

#### Local Drive Volumes

c: (NTFS on drive 0) 40.01 GB 13.73 GB free

#### Network Drives

mounted by rsoop at 1/24/2006 11:33:52 AM  
f: \\server\lockatong 110.10 GB 101.15 GB free

#### Printers

Adobe PDF Converter on LPT1: ms.My Documents\*.pdf  
Amymini PDF Converter 2.07 on LPT1:  
Amymini PDF Converter 2.08 on LPT1:

#### Drives

40.01 Gigabytes Usable Hard Drive Capacity  
13.73 Gigabytes Hard Drive Free Space  
SONY CD-RW CRX210ED [CD-ROM drive]  
TOSHIBA DVD-ROM SD-M1612 [CD-ROM drive]  
3.5" format removable media [Floppy drive]  
ST146016A [Hard drive] (40.02 GB) -- drive 0

#### Users (mouse over user name for details)

local user accounts last logon  
Administrator 2/3/2005 2:28:04 PM (admin)  
local system accounts  
ASPNET never  
X Guest never  
CRITERIUM domain logons

1/24/2006 11:36 AM

- Scans workstation and identifies every hardware component
- Scans operating system and identifies every update and patch
- Lists all applications, with their versions
- Lists all license information

**JULY 21**



**JULY 22**



# EQUIPMENT

- Tools
- Office, furniture, furnishings
- Software and licenses
- Supplies, stationery forms
- Personal
- Building



# SUPPLIES ARE PART OF YOUR BUSINESS TOO!



# EQUIPMENT INVENTORY LIST

L:\ADMINISTRATION\C-L Lists\EQUIPMENT INVENTORY.doc

EQUIPMENT INVENTORY (September 2005)

Robert has a copy of site of this listing plus other info.

## PCs

See 6 attachments for details for PCs for Robert, Tricia, Jane, Margie, and Sal plus 1 (Geoff's) in storage.

### Dell Server added 1/05

See attached for software, etc list from Celero's quote dated 12/3/04

Dell Power Edge 700 Server Hard Drive - Serial #57VNG61

Dell Keyboard - Serial #CN04N454-37172-4B0-076W

Dell Mouse - Serial #442101827

Dell Monitor - Serial #CN05 5035-64180-48M-046L

### New Accountant (Go to My PC) (added 2/05)

HP Vectra VL400SF (Prod D9829T #101) Hard Drive - Serial # US11253793

HP Keyboard - Serial # 2122 28851V2(PS-2)

No Mouse

No Monitor

### Staiano's PC (added 4/05)

Dell Optiplex GX620 Hard Drive - Serial # GGDY71

Dell Keyboard - Serial # CN-0N6250-71616-53L-00R3

Dell Monitor - Serial # CN 0F5035-64180-537-1LNS

Logitech Mouse - Serial # LNA30718279

### Mathis' PC (added 4/05)

Dell Dimension 3000 Hard Drive - Serial # GXYL871

Dell Keyboard - Serial # CN-04N454-37172-51A-02NC

Dell Mouse - Serial # 508019570

NEC Monitor - Serial # 2400367TA

Ether FAST 10/100 8-Port Workgroup SWITCH - EZXS88W, Ver 3 - added 4/05 - replaced 4-Port SWITCH (in storage)

## Printers

Hewlett Packard - LaserJet 6L - Serial # USHB493922

Hewlett Packard - LaserJet 1200 - Serial #CNBQ007958

Hewlett Packard - Deskjet 960C - Color - MY23C1C1QW



# FIRST RESPONSE

- Evaluate extent of loss
- Condition of backups
- Resources available for recovery
- Priority for recovery
- Communication with staff
- Discipline and engineering skills

# PRIORITIZE



- ③
  - letter to vendors - need to create mail merge/datasource
  - need to learn mail merge on XP
  - need to learn how new printer works to print mailmerge
  - find book on printer
- ②
  - letter to clients - same as above except learning mailmerge + printer
  - RNE client list
- Done
  - how to do labels and envelopes - call Portland for label setup or website
- I Done
  - Home Inspection # binders - add sample template - mark #s w/T for templates
  - Need to do 2nd one
- I Done 3/14-①
  - Stationary items - more Stationer - 908-725 7000
- ①A
  - Trash business cards
- ①B
  - we have → instructions from Scott for Speed Dial + Clocks
  - Christmas cards - (Sept or Oct?)
- ② to Insurance - Invoices plus

# ACTION LIST

Priority

③

- Abuse clients
- Complete Harmon Rent
- Complete Showers Rent
- Support NBinc
- Eastern Hosp.

call all outstanding AR for prompt payment

④ - temp location - medium term

Fri ③ - Review data

Mon ① - Replace QB software

Wed ⑤ - ADP, Latent reestablish connection

Thu ⑥ - Advice Bank, accountant

Mon ① - phone, fax, electronic communication

- Office supplies
- Replace tools
- Replace equipment

on going work product

Support

done phn - transfer 4106, Rills to 6360

done phn - new line 8774 to home - new fax machine

done internet email - access from 975MB, ILL hang 565 hour - about 4.14

done patrol - deliver to 47 Stripling

can do Reconstruct email history - Bill about?

wait for Reconstruct email address - e.g. directors HPMS&T  
N/A HENABBY  
MACH. call clients

Office equipment

order 5 workstations, 1 server } - operating system, office suite,  
Laser printer LT1200 } virus protection,  
Color Printer 460c  
Scanner SC 6200

order Newbirt, Monitor, UPS

Licensed software

Adobe 6.0, P.C. software, Dragon System Naturally Speaking

Planner, Anteced, Env. First Search, Quick

Power 2000, CP

JAMM

Change PC1200 optic

HP Design Jet 600

LT 66 printer - back up Jam

Combridge Soundworks



# RECOVERY



- Clients
  - Accounts Payable
  - Accounts Receivable
  - Utilities
- 
- New space – short term
  - New space – long term
  - Work lost

# INSURANCE

- The Adjuster
  - *“Document all the losses but get back to business as soon as possible.”*
- Records
- Receipts





# INSURANCE PROPERTY

- Equipment
- Software
- Computers
- Personal property



# BUSINESS INTERRUPTION INSURANCE

- Relocation – **several** times
- Phones and computer networks
- Administrative time to reconstruct
- Rent increase
- Lost Accounts Receivable documentation
- Repeated lost work
- Lost income
- Administration – Insurance claims



# INSURANCE COVERAGE

	Coverage	Claim	Recovered
Property	\$50,000	\$43,281.32	\$42,005.53
Computer & Software	\$35,000	\$23,670.37	\$23,670.37
Business Interruption	12 month actual	<u>\$132,230.18</u>	<u>\$90,772.00</u>
<b>TOTAL:</b>		<b>\$199,181.87</b>	<b>\$156,452.00</b>



# INSURANCE COVERAGE

## STRETCH SUMMARY

COMMERCIAL LINES AUTOMATION - SPECTRUM SUMMARY PAGE 2

### POLICY INFORMATION

NAMED INSURED: LOCKATONG ENGINEERING INC.  
 AGENT CODE AND NAME: 650930 WIDERMAN & CO/PMS  
 COMPANY CODE AND NAME: G HARTFORD INSURANCE COMPANY OF THE MIDWEST  
 EFFECTIVE DATE: 06/19/07 EXPIRATION DATE: 06/19/08  
 AUDIT PERIOD: NON-AUDITABLE

POLICY AUTOMATICALLY BOOKED

### REPLACEMENT COST COVERAGE APPLIES

SPECTRUM PROPERTY DEDUCTIBLE: \$250

COVERAGES	LIMITS OF LIABILITY	PREMIUMS
BUSINESS PERSONAL PROPERTY	\$53,800	\$917.00
BUSINESS INCOME AND EXTRA EXPENSE		INCLUDED
BUSINESS LIABILITY	\$1,000,000	INCLUDED
IDENTITY RECOVERY	\$15,000	INCLUDED
EMPLOYMENT PRACTICES LIABILITY	\$5,000 / \$5,000	INCLUDED
COMPUTERS & MEDIA COVERAGE	\$25,000	\$207.00
STRETCH ENDORSEMENT		\$131.00
HONEY AND SECURITIES		
INSIDE-PREMISES	\$10,000	
OUTSIDE-PREMISES	\$5,000	INCLUDED
TERRORISM COVERAGE		\$25.00
FUNGI LIMITED COVERAGE	\$50,000	INCLUDED
FUNGI LIMITED BUSINESS INTERRUPTION	30 DAYS	INCLUDED
	TOTAL	\$1,280.00
	FACTOR	
NIP/LGA SURCHARGE:	.016000	\$20.00

DIRECT SINGLE BILL PAYOR: INSURED

### SUMMARY OF COVERAGE LIMITS

This is a summary of the Coverages and the Limits of insurance provided by the Stretch Coverage form ES 04 08 which is included in this policy. No coverage is provided by this summary. Refer to coverage form ES 04 08 to determine the scope of your insurance protection.

06218  
\*0100013881490106

Coverage	Limit
Accounts Receivable - On/Off-Premises	\$ 25,000
Back Up of Sewer or Drain Water Damage	Included
Brands and Labels	Included
Claim Expenses	\$ 10,000
Computer Fraud	\$ 5,000
Computers and Media	\$ 10,000
Debris Removal	\$ 25,000
Employee Dishonesty (including ERISA)	\$ 10,000
Fine Arts	\$ 10,000
Forgery	\$ 10,000
Laptop Computers - World-Wide Coverage	\$ 5,000
Newly Acquired or Constructed Property	
Building	\$1,000,000
Business Personal Property	\$ 500,000
Off Premises Utility Services - Direct Damage	\$ 10,000
Outdoor Property ( \$1,000 limit per item)	\$ 20,000 aggregate
Outdoor Signs	Included
Pairs or Sets	Included
Personal Effects	\$ 25,000
Personal Property of Others	\$ 10,000
Property of Other Premises	\$ 10,000
Property Off-Premises	\$ 15,000
Salespersons' Samples	\$ 1,000
Temperature Change	\$ 10,000
Transit Property in the Care of Carriers for Hire	\$ 10,000
Valuable Papers and Records - On/Off-Premises	\$ 25,000
Valuation Changes	Included

The following changes apply only if Business Income and Extra Expense are covered under this policy.

Business Income at Newly Acquired Premises	\$ 500,000
Business Income Extension for Off-Premises Utility	\$ 25,000
Services	
Business Income Extension for Web Sites	\$ 10,000/7 days
Business Income from Dependent Properties	\$ 25,000
Extended Business Income	60 Days

Form SS 84 01 07 05

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Page 1 of 1

POLICY # 13SBANK1745 DW CONTROL # 001 TERM ID R001V09A  
 PROCESS DATE 09/23/07 OPER INITIALS RKD AAR PRKV POL # 13SBANK1749



# UNSALVAGEABLE





# BACKUPS

- Continuous backup to Carbonite every night
- Portable hard drives off-site every night
- Email server now on cloud



# COST OF BACKUPS

Backup Equipment	Cost
Internal Tape Drive	\$560
DAT 72 Tapes (10)	\$178



# OFF-SITE BACKUP

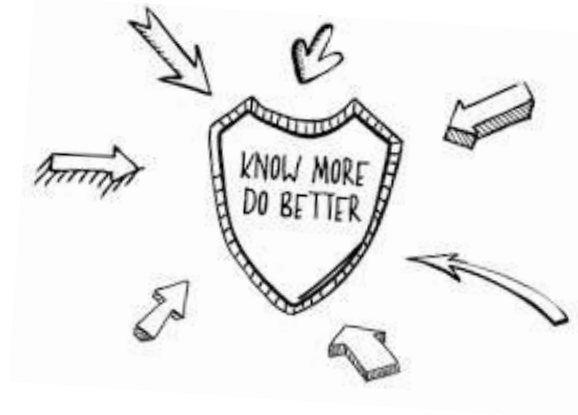
Backup	Storage	Cost
US Data Trust	10 GB	\$140 / month
	50 GB	\$450 / month
Networktask.com	10 GB	\$54 / month
		+ additional \$7.99 / month
Mozypro		\$3.95 / monthly license
		+ \$.05 / month / GB
AmeriVault	50 GB	\$592 - \$845 / month

# 5 YEARS UP IN SMOKE



# WHAT TO DO BETTER

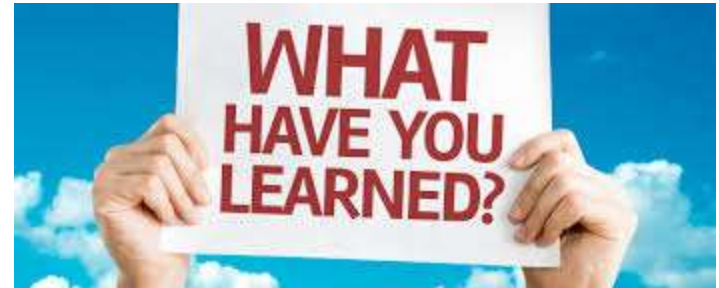
- Currency of records
- Personal records
- Electronic records
- Hard copy of records
- Sufficient insurance





# LESSONS LEARNED

- Document everything – no detail is too small
- Have the right insurance – a few dollars saved on the premium is not worth it
- Take good care of your critical vendors – they will be there when you need them the most
- Have a Recovery Plan – specific tasks, assignments to the right staff person, expectation of completion



# LESSONS LEARNED

- Be optimistic – feeling sorry for yourself won't get it done. You planned for disaster; now, work the plan!
- Backups are critical – online cloud backups are continuous and inexpensive today. Extra cautious now, we still backup daily to off-site stored portable hard drives.



# PREPARED FOR DISASTER



# ARE WE PREPARED ?

