

Storm Preparation Procedures

Procedures	Explanations
Disable any network scans or tests scheduled to start during the expected duration of the storm.	This ensures that the network is free of unnecessary traffic and allows for the best possible communications between the server and its clients.
Disable any automatic scans (Anti-Virus or Disk Scans) on all client machines and servers.	This ensures that the machines are not being slowed down with untimely scans.
Reboot all OMS Clients and the Server <u>prior</u> to the storm.	This allows all resources to be used in the recovery effort.
Have all dispatchers logout of the OMS Client and completely shutdown the machines between shifts.	Although this is not a normal requirement, we have found it helpful during large outages.
Close all unnecessary applications running on client machines.	This allows all resources to be used in the recovery effort.

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Limit the number of OMS clients running.	<p>Have only those who cannot perform their duties through Catalyst or OMSWebMap use the OMS.</p> <p>Others should follow the status through Catalyst or the OMSWebMap.</p>
Allow the OMS to collect the calls and create the call bundles.	<p>During times of high call volume, wait for the OMS to collect the calls and create the call bundles. Once the call volume decreases, prepare the work assignments for the crews.</p>
<p>Do not rely solely on AMI's reporting. Have a person in the field confirm the outages.</p> <p><u>SCADA Systems Users:</u> If breaker opening alerts are being received, create cases for the confirmed opening breakers.</p>	<p>To avoid over reporting, it is best to verify outages.</p> <p>If a SCADA System is used creating cases for the confirmed opening breakers will help to relieve stress on the prediction engine.</p>
Give slow client machines a couple of minutes to complete tasks.	<p>If the client machines begin to perform slowly, give the OMS a couple minutes to finish tasks it may be processing.</p> <p><i>***Do NOT try to restart the server for slow or nonresponsive clients.**</i></p>
Prior to attempting to restart nonresponsive client machines and/or servers, send an email notification to oms@futuragis.com	<p>Notification will allow us to collect any relevant information and offer better assistance.</p>
Send an email notification to oms@futuragis.com if power is lost.	<p>Please contact Futura Systems at your earliest convenience so we may assist you in getting back up and running.</p>