

Loss of Facility Use

The five types of “Loss of Facilities” situations event are as follows:

1. Level 1 - Loss of Facility Use
2. Level 2 - Loss of all Electrical and Generator Power to Facility (or Loss of Data Center)
3. Level 3 - Potential Loss of Data Center
4. Level 4 - Loss of Utility Power to Facility
5. Level 5 - Loss of Internet Connectivity

Level 1 - Loss of Facility Use: This situation can occur due to fire, flood, health event, security event or an unforeseen disaster that would necessitate an evacuation of the facility.

Level 2 - Loss of All Electrical and Generator Power to Facility (or Loss of Data Center): Loss of both utility and generator power to the facility will affect all aspects of providing business continuity. This situation can occur due to fire, flood or unforeseen disaster that may necessitate an evacuation of the facility.

Level 3 - Potential Loss of Data Center: Loss of HVAC in the Data Center has the potential to cause all servers and LAN equipment to fail because of high temperature. Most equipment will shut down automatically if temperatures exceed about 95F. Normal room temperature is less than 75F. Any type of water exposure will put the equipment in the data center at risk. Reference Appendix I for backup data center web address location.

Level 4 - Loss of Utility Power to Facility: Loss of utility power will cause the generator to automatically come online providing limited electricity to the building. There will be reduced HVAC in the OCC and in the data center but otherwise the OCC and Owner Service areas operate normally. Internet connections and WAN connections are also protected by the generator.

Level 5 - Loss of Internet Connectivity: Any situation where the Global Command Center (GCC) loses the capability of Internet usage affecting the following tasks (Flight Following, Email Communication, Catering, WOG, Customer facing Mobile Apps, Web Access, and IT Service Desk)

If you are notified or are aware of a “loss of Facilities” situation, notify the Operation Supervisor at 216-797-8595 or if unable to contact Operation Supervisor, 216-797-8499.

Loss of Facilities Use - Level 1 Operation Supervisor Checklist

<i>Initial</i>	<i>Time</i>	<i>Activity</i>
		Notify the IT Emergency Coordinator. The IT Incident response plan will be implemented, and all available IT personnel will report
		Notify the Facility Manager- (216) 470-2524 - All available Building Maintenance personnel will report to CGF (the facility). - FM will designate an on-sire first responder to communicate statuses and updates - On-site first responder will coordinate and communicate with IT regarding status
		Notify the VP, Operations - advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify Maintenance Duty Manager at (216) 797-8359 or (x-8359) (MDM will notify MX admin and all MX facilities of the situation). - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify the VP, Owner Experience - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify the Safety Coordinator - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify Flight Operations Duty Manager - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Access the Data Center: - Retrieve the Trip Planning USB - Activate the OCC Emergency Phones - Activate the OSR Emergency Phones - Utilize Emergency Phones as Wi-Fi Hot Spots - Take advantage of available laptops
		After 30 minutes of the initial notification: - Assess the situation (How long is the event supposed to last) - Should the DR Facility be utilized?
		After 60 minutes of the initial notification: - Get update from IT Emergency Coordinator and Facility Manager - Should the DR Facility be utilized?
		After 120 minutes of the initial notification: - How long is the event supposed to last? - Should the DR Facility be utilized?

Loss of Facilities Level 2 - Loss of All Electrical and Generator Power to Facility (or Loss of Data Center) Operation Supervisor Checklist

<i>Initial</i>	<i>Time</i>	<i>Activity</i>
		Notify the IT Emergency Coordinator- The IT Incident response plan will be implemented and all available IT personnel will report
		Notify the Facility Manager- (216) 470-2524 - All available Building Maintenance personnel will report to CGF (the facility). - FM will designate an on-site first responder to communicate statuses and updates - On-site first responder will coordinate and communicate with IT regarding status
		Notify the VP, Operations - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify Maintenance Duty Manager at (216) 797-8359 or (x-8359) (MDM will notify MX admin and all MX facilities of the situation). - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify the VP, Owner Experience - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify the Safety Department - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Notify Flight Operations Duty Manager at (972) 720-2886 - Advise them to use their department's Alternate Standard Operating Procedures (SOPs) should be used until IT communicates the data center is back to normal operations.
		Access the Data Center: - Retrieve the Trip Planning USB - Activate the OCC Emergency Phones - Activate the OSR Emergency Phones - Utilize Emergency Phones as Wi-Fi Hot Spots - Take advantage of available laptops
		After 30 minutes of the initial notification: - Assess the situation (How long is the event supposed to last) - Should the DR Facility be utilized?
		After 60 minutes of the initial notification: - Get update from IT Emergency Coordinator and Facility Manager - Should the DR Facility be utilized?
		After 120 minutes of the initial notification: - How long is the event supposed to last? - Should the DR Facility be utilized?

Loss of Facilities Level 3 - Potential Loss of Data Center Operation Supervisor Checklist

<i>Initial</i>	<i>Time</i>	<i>Activity</i>
		Notify the IT Emergency Coordinator- The IT Incident response plan will be implemented and all available IT personnel will report
		Notify the Facility Manager- (216) 470-2524 - All available Building Maintenance personnel will report to CGF (the facility). - Assist with heat prevention: Ventilate room by ensuring airflow by opening doors and positioning fans
		Notify the VP, Operations
		Notify the Safety Department
		Monitor Environment in Data Center: - Periodically (every 10 minutes) check to ensure temperature stays below 90F - Assist IT in turning off secondary systems if needed

Loss of Facilities Level 4 - Loss of Utility Power to Facility Operation Supervisor Checklist

<i>Initial</i>	<i>Time</i>	<i>Activity</i>
		Notify the IT Emergency Coordinator- The IT Incident response plan will be implemented and all available IT personnel will report
		Notify the Facility Manager- (216) 470-2524 - All available Building Maintenance personnel will report to CGF (the facility).
		Notify the VP, Operations
		Notify the Safety Department
		IT and Building Maintenance will review cause and make preparations based on estimated time to recover utility power and update Operation Supervisor on status

Loss of Facilities Level 5 - Loss of Internet Connectivity Operation Supervisor Checklist

<i>Initial</i>	<i>Time</i>	<i>Activity</i>
		Notify the IT Emergency Coordinator- IT will access and advise on estimated time to recover
		Notify the VP, Operations Control - (See Appendix “B” for contact number).
		At any time begin using cell phones as Wi-Fi hot spots or Star Link connections