



South Carolina Department of Motor Vehicles

Policy AD-027 Hurricane Policy

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REQUIRED ACTION:

- All employees are responsible for reading and following this policy.
- Managers are required to have every employee and new hire read and electronically acknowledge this policy.

PURPOSE

This policy provides guidance and intent for Department employees while facing the threat of a hurricane along the South Carolina coast.

GUIDELINES

A. KEY TASKS

1. Identify and track the storm.
2. Take precautionary measures to preserve and protect our key equipment.
3. Account for all employees throughout the duration of the storm.
4. Establish and maintain a Contact Center not to exceed 3 working days.
5. Re-establish operations in an efficient manner once the crisis has passed and the area is safe to conduct operations.

B. END STATE

All employees safe, key equipment protected, our agency providing a critical service to the citizens, and operations restored to normal conditions.

C. OVERVIEW

The Network Operations Center (NOC) will notify all branch managers upon the designation of a tropical storm in the Atlantic Ocean. If the storm upgrades to a hurricane the NOC will begin providing daily storm tracks to all branch managers not later than 4 pm daily. Executive leadership will track the storm, and, in conjunction and coordination with the Governor's office and other key state agencies, will issue an order to preserve and protect key equipment. Once this order is issued, branch managers within the projected pathway will tape and cover all counter spaces and key computers. Further, the Information Technology Department (IT) will dispatch a minimum of three 2-person teams to each of the projected locations where they will remove key IT devices within each affected office and then return that equipment to the headquarters at Blythewood. Managers will attempt to contact their employees (via phone, e-mail, and/or text message) daily from the designated closing time of the branch office to the re-opening. In coordination with the Emergency Management Division and at a time of mutual determination by SCEMD and SCDMV, the Contact Center will cease taking SCDMV calls and transition to becoming the State Call/Contact Center. In this capacity South Carolina Emergency Management Division (SCEMD) personnel will collocate with personnel in the DMV Contact Center and provide them with the required information they pass to callers during phone calls. The Contact Center will remain 'Hurricane Operational' with a 24 hour capability (including phones and computers as well as all reasonable support functions) until told to resume SCDMV operations. During this timeframe, the SCDMV Contact Center will become the primary contact/call center for SCEMD and will execute 24 hour operations in support of hurricane operations. However, SCDMV will only man the contact/call center during normal working hours; the remainder of the time, the center will be manned by State-wide volunteers.

D. SPECIFIC TASKS

Information Technology Department:

1. Identify, track, and provide storm track predictions to leadership and to Branch managers in the affected areas.
2. Identify a minimum of three 2-person teams in concert with remotely deployed technicians as well as all ancillary equipment required to move to a designated branch office and remove/store critical equipment.
3. Monitor the power to all branch offices throughout the duration of the storm.
4. Provide 24 hour technical support to the contact/call center once it becomes Hurricane Operational.
5. On order, work to reestablish communications and restore all affected branch offices to their pre storm operational configuration.
6. If we are able to remove equipment, mobilize personnel and dispatch ASAP. Personnel should have a stated deadline to return.



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7. Pre-identify teams, vehicles, locations, and routes. Note: Teams should take a supply of water, a first aid kit, cell phone chargers, tools, flashlights, and some snacks.
8. If time permits, remove credential printer and laminator to a safe location – Columbia or to an inland office.
9. Power off the server and cover with plastic. Time permitting – remove server.
10. Power off server UPS and cover with plastic.
11. Ensure server and UPS are not on the floor – will have server team site survey all field offices during spring cleaning to determine where equipment is on the floor. Compile results of survey and take action to get all devices at least 3 – 4 inches off the floor.
12. Ensure no PC is on the floor (primarily DLIPCs).
13. Determine whether or not to power off network equipment. If decision is made to leave it on, disconnect from the UPS and plug directly into the wall.
14. Return any removed equipment, power up, and test when feasible.
15. Dispatch to correct any issues.

Contact/Call Center:

1. Ensure all employees are trained annually on hurricane duties, responsibilities, and expectations.
2. Provide SCEMD with a trained and fully functional staff during normal working/operating hours.
3. Provide SCEMD with all reasonable resources required to sustain 24hour operations within the contact/call center facility.
4. Facilities Management (FM) will have to establish access and Energy Management for 24/7 operations for SCEMD Personnel.

Facilities Management:

1. Hurricane supplies will be purchased and stored in a remote location away from the coastal areas, but close to the home offices of FM personnel.
2. Upon notification of a possible hurricane landfall in SC, FM should visit each affected office checking for safety issues, including but not limited to loose items on or around the building, securing as necessary.
3. Take photographs of the office for possible insurance claim. Photographs should be no less than 6 months old.
4. Check on the Security System, add second 12v battery in parallel to both BRSS (Blue Ridge Security System) panel and to Altronix panel to extend security system life. If there is an extended power failure, have secure room and employee entrance locked by key.
5. Assist Field Office (FO) personnel in any prep work needed to evacuate or shut down location.
6. After storm assessment, FM staff will go back to affected area to survey building damage and safety, reporting back if office is in operating condition for IT to return equipment to facility.
7. If location is not in operating condition, FM will assess damage, repair or patch all subpar items until permanent repairs can be made.
8. IAQ (indoor air quality) testing to be performed if the building has had water on the interior of the structure.
9. Facilities Management will report back to the Director of Administration on the status of affected offices and repairs needed. FM will work with the Executive Director on establishing a date that the office can be operational.
10. Facilities Management will disconnect power as needed at the circuit breakers.

Field Services:

1. Cover front counter and hardware with plastic garbage bags after equipment is powered down. Secure plastic bags with duct tape.
2. Power off all PCs, monitors, printers, and credit card readers.
3. Cover desktop PCs and printers with plastic bags.

CONTACT/TELEPHONE: Administration (803) 896-3847 or (803) 896-3848

APPROVED BY:

DMV Executive Director