



Wednesday, April 9, 2003

Power restored to east campus

By **Jeff Samoray**, OU Web Writer

Detroit Edison crews restored power to Oakland University's east campus during the evening of April 8. All communications and heating systems are working properly with no residual issues.

Weekend ice storms caused significant power outages on campus and in the surrounding area. The east campus lost power on the morning of April 4. Affected buildings included the Golf Course Clubhouse, John Dodge House, Meadow Brook Hall, Shotwell-Gustafson Pavilion and areas east of Adams Road, including the faculty subdivision.

At about 10 a.m. April 5, the main campus lost all power and communications systems, including telephone switches, voice mail, e-mail, the university Web site and Internet connectivity. Detroit Edison restored power to the main campus at about 4 p.m. April 6.

"All of our buildings have power and heat now except for Campus Facilities and Operations and Grounds/Maintenance," said Associate Vice President for Facilities Management Rusty Postlewait. "Those two buildings are on separate power lines from the rest of the campus. We continue to work with Detroit Edison and assume that power will be restored to those buildings sometime this week."

Once power was restored to the main campus, Director of Information Systems Terrie Rowe assembled a team that enacted a redundancy plan to restore communications systems.

"We began phone conferencing early Sunday to plan systems restoration. We didn't know then when power would be restored, but the team came in and went to work once power was restored that afternoon," Rowe said. "Communications and facilities were our primary targets. The telephone switch vendor provided support to help us reestablish the telecommunication systems. Then we got the heating and cooling systems on the network. By about 6 p.m., the Web site and WebCT systems were restored. We had to pause to wait for the Uninterrupted Power Supply (UPS) to recharge, which was completed by 7 a.m. today. Afterwards, we were able to bring back e-mail and Banner."

No loss of data was experienced despite the crash of 93 servers, Rowe said.

"The servers were restored with only minor problems," Rowe said. "Our redundancy plan has proven to be very effective. We really feel we have a procedure in place to handle such a crisis."

"Every disaster is different. You'd like to think that you can plan for it, but you can't script it. However, we have good procedures in place to help us think these things through."

Students in the residence halls also were affected by the power outage. The halls and student apartments did not close, but resident assistants did go door-to-door to encourage students to return home until full power could be restored.

"We had extra blankets and flashlights, revised the food menu somewhat, and maintained our normal service hours," said Director of University Housing Eleanor Reynolds. "There were probably only a couple dozen students that needed to stay, and we had 10 staff members that remained and worked."

The OU Police Department also worked to maintain the safety and security of the campus during the power outage.

"We called in extra officers, secured the perimeters, and focused our attention on all university property," said Police Chief Sam Lucido. "We also assigned an officer specifically to the residential facilities to help maintain the safety of those students who remained on campus, and ran extra patrols throughout the power outage period. All of the students, faculty and staff on campus were extremely cooperative and understanding. The campus was an extremely secure and safe environment throughout this period."

The sudden loss of power damaged some of the electronics at the Central Heating Plant. A boiler controls contractor finished repairs at 3 a.m. April 7.

"At this time, the heat is at a tolerable level, and we're continuing to do some fine-tuning to make the levels uniform," Postlewate said.

The **Information Technology** Department posts information on its home page on a daily basis to inform the campus community of any technology related issues. For those who experience any residual computer or network problems, the IT Helpdesk can be contacted at (248) 370-HELP (4357).

For information on university closings, call (248) 370-2000 or visit the **News and Information** page on the OU Web site.

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