

**Contingency Plan for Different Threats in Different Locations  
(including Computer Laboratories) -  
Information Technology Services Office (ITSO)**

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**1. IN SERVER ROOM**

**1.1 In case of Fire/Smoke/Fire Suppression System Alert**

- (a) Evacuate all personnel inside immediately. Fire suppression system installed in the room would trigger an alarm and release gas (e.g., FM200) for fire suppression.
- (b) Call Security Control Room at **3190 6610** or **999**.
- (c) Follow Emergency Procedures of FMO for fire.
- (d) Re-enter the site when the room is safe.
- (e) Evaluate all equipment, cable and fiber in the vicinity of the fire for potential damage.
- (f) Test other data cables for damage.
- (g) Evaluate and test all electronic equipment that have been exposed to water.
- (h) Assess all equipment to assure adequate ventilation remains.

**1.2 In case of Water Leakage**

- (a) Call Security Control Room at **3190 6610**.
- (b) Take away electronic equipment possibly affected by the leakage.
- (c) Re-enter the site when the room is cleanup.
- (d) Evaluate all equipment, cable and fiber in the vicinity of the water leakage for potential damage.
- (e) Test other data cables for damage.
- (f) Evaluate and test all electronic equipment that have been exposed to water or other agents.
- (g) Assess all equipment to assure adequate ventilation remains.

**1.3 In case of Power Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance.
- (b) Re-enter the site when power is resumed.
- (c) Evaluate and test all electronic equipment.

**1.4 In case of Air Conditioning Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance and arrange fan for ventilation.
- (b) Evaluate and test all electronic equipment when air conditioning resumes.

**1.5 In case of Network Outages**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Helpdesk staff help to communicate with users and advise them the progress of repair.
- (c) Evaluate and test all electronic equipment when network connection resumes.

## **1.6 In case of Denial of Service Attack**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Isolate the server from the Campus Network if possible.
- (c) Try to locate the attacker from the intrusion prevention system and block the IP address.

## **2. IN NETWORK SWITCH ROOM**

### **2.1 In case of Fire/Smoke**

- (a) Evacuate all personnel inside immediately.
- (b) Call Security Control Room at **3190 6610** or **999**.
- (c) Follow Emergency Procedures of FMO for fire.
- (d) Re-enter the site when the room is safe.
- (e) Evaluate all equipment and cable in the vicinity of the fire for potential damage.
- (f) Test other data cables for damage.
- (g) Evaluate and test all electronic equipment that have been exposed to water.
- (h) Assess all equipment to assure adequate ventilation remains.

### **2.2 In case of Water Leakage**

- (a) Call Security Control Room at **3190 6610**.
- (b) Take away electronic equipment possibly affected by the leakage.
- (c) Re-enter the site when the room is cleanup.
- (d) Evaluate all equipment and cable in the vicinity of the water leakage for potential damage.
- (e) Test other data cables for damage.
- (f) Evaluate and test all electronic equipment that have been exposed to water or other agents.
- (g) Assess all equipment to assure adequate ventilation remains.

### **2.3 In case of Power Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance.
- (b) Re-enter the site when power is resumed.
- (c) Evaluate and test all electronic equipment.

### **2.4 In case of Air Conditioning Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance and arrange fan for ventilation.
- (b) Evaluate and test all electronic equipment when air conditioning resumes.

### **2.5 In case of Network Outages**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Helpdesk staff help to communicate with users and advise them the progress of repair.
- (c) Evaluate and test all electronic equipment when network connection resumes.

## **2.6 In case of Denial of Service Attack**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Try to locate the attacker from the intrusion prevention system and block the IP address.

## **3. IN OFFICE**

### **3.1 In case of Fire/Smoke**

- (a) Evacuate all personnel inside immediately.
- (b) Call Security Control Room at **3190 6610** or **999**.
- (c) Follow Emergency Procedures of FMO for fire.
- (d) Re-enter the site when the room is safe.
- (e) Evaluate all equipment and cable in the vicinity of the fire for potential damage.
- (f) Test other data cables for damage.
- (g) Evaluate and test all electronic equipment that have been exposed to water.

### **3.2 In case of Water Leakage**

- (a) Call Security Control Room at **3190 6610**.
- (b) Take away electronic equipment possibly affected by the leakage.
- (c) Re-enter the site when the room is cleanup.
- (d) Evaluate all equipment and cable in the vicinity of the water leakage for potential damage.
- (e) Test other data cables for damage.
- (f) Evaluate and test all electronic equipment that have been exposed to water or other agents.

### **3.3 In case of Power Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance.
- (b) Re-enter the site when power is resumed.
- (c) Evaluate and test all electronic equipment.

### **3.4 In case of Air Conditioning Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance and arrange fan for ventilation.
- (b) Evaluate and test all electronic equipment when air conditioning resumes.

### **3.5 In case of Network Outages**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Helpdesk staff help to communicate with users and advise them the progress of repair.
- (c) Evaluate and test all electronic equipment when network connection resumes.

### **3.6 In case of Denial of Service Attack**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Isolate the computer from Campus Network.
- (c) Try to locate the attacker from the intrusion prevention system and block the IP address.

### **3.7 In case of Epidemics**

- (a) Arrange equipment loan if needed.

## **4. IN TEACHING SITES**

### **4.1 In case of Fire/Smoke**

- (a) Evacuate all personnel inside immediately.
- (b) Call Security Control Room at **3190 6610** or **999**.
- (c) Follow Emergency Procedures of FMO for fire.
- (d) Help teacher to arrange another classroom to continue the class activities or use web conferencing.
- (e) Re-enter the site when the room is safe.
- (f) Evaluate all equipment and cable in the vicinity of the fire for potential damage.
- (g) Test other data and audio-visual cables in the teaching site for damage.
- (h) Evaluate and test all electronic equipment that have been exposed to water.

### **4.2 In case of Water Leakage**

- (a) Call Security Control Room at **3190 6610**.
- (b) Take away electronic equipment possibly affected by the leakage.
- (c) Help teacher to arrange another classroom to continue the class activities or use web conferencing.
- (d) Re-enter the site when the room is cleanup.
- (e) Evaluate all equipment and cable in the vicinity of the water leakage for potential damage.
- (f) Test other data and audio-visual cables in the teaching site for damage.
- (g) Evaluate and test all electronic equipment that have been exposed to water or other agents.

### **4.3 In case of Power Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance.
- (b) Help teacher to arrange another classroom to continue the class activities or use web conferencing.
- (c) Re-enter the site when power is resumed.
- (d) Evaluate and test all electronic equipment.

### **4.4 In case of Air Conditioning Outages**

- (a) Call Security Control Room at **3190 6610** for maintenance and arrange fan for ventilation.
- (b) Help teacher to arrange another classroom to continue the class activities or use web conferencing.
- (c) Evaluate and test all electronic equipment when air conditioning resumes.

### **4.5 In case of Network Outages**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.

- (b) Help teacher to arrange another classroom to continue the class activities or use web conferencing.
- (c) Evaluate and test all electronic equipment when network connection resumes.

#### **4.6 In case of Denial of Service Attack**

- (a) Call IT Helpdesk at **3190 6640** for support immediately.
- (b) Isolate the computer from Campus Network.
- (c) Reboot the computer.
- (d) If the attack persist, help teacher to arrange another classroom to continue the class activities or use web conferencing if needed.
- (e) Replace the computer.
- (f) Try to locate the attacker from the intrusion prevention system and block the IP address.

#### **4.7 In case of Epidemics**

- (a) Switch to online teaching mode using web conferencing.

### **5. ACCIDENT/INCIDENT REPORTING**

- (a) Any incident occurring in office/teaching site during school hours must be reported immediately to School or IT Helpdesk at Tel. 3190 6640.
- (b) After school hours, the incident should be reported to Security Control Room at Tel. 3190 6610 (emergency response)
- (c) All incidents must be reported to Security Control Room and School Executive Officer within 24 hours or the following working day.
- (d) Be prepared to provide the Security Guard with sufficient details for an incident report.