

# The 10 Disaster Planning Essentials For A Business Network

**Discover What Most IT Consultants Don't Know Or Won't Tell You About Backing Up Your Data And Recovering It After A Disaster**



Provided By:  
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# What Does Your Recovery Time Line Look Like?

If your data is important to your business and you cannot afford to have your operations halted for days – even weeks – due to data loss or corruption, then you need to read this report and act on the information shared.

A disaster can happen at any time on any day and is likely to occur at the most inconvenient time. If you aren't already prepared, you run the risk of having the disaster coming before you have in place a plan to handle it. This report will outline 10 things you should have in place to make sure your business could be back up and running again in the event of a disaster.

- 1. Have a written plan.** As simple as it may sound, just thinking through in ADVANCE what needs to happen if your server has a meltdown or a natural disaster wipes out your office, will go a long way in getting it back fast. At a minimum, the plan should contain details on what disaster could happen and a step-by-step process of what to do, who should do it and how. Also include contact information for various providers and username and password information for various key web sites. Writing this plan will also allow you to think about what you need to budget for backup, maintenance and disaster recovery. If you can't afford to have your network down for more than a few hours, then you need a plan that can get you back up and running within that time frame. You may want the ability to virtualize your server, allowing the office to run off of the virtualized server while the real server is repaired. If you can afford to be down for a couple of days, there are cheaper solutions. Once written, print out a copy and store it in a fireproof safe, an offsite copy (at your home) and a copy with your IT consultant.
- 2. Hire a trusted professional to help you.** Trying to recover your data after a disaster without professional help is business suicide; one misstep during the recovery process can result in forever losing your data or result in weeks of downtime. Make sure you work with someone who has experience in both setting up business contingency plans (so you have a good framework from which you CAN restore your network) and experience in data recovery.

- 3. Have a communications plan.** If something should happen where employees couldn't access your office, e-mail or use the phones, how should they communicate with you? Make sure your plan includes this information including MULTIPLE communications methods.
- 4. Automate your backups.** If backing up your data depends on a human being doing something, it's flawed. The #1 cause of data loss is human error (people not swapping out tapes properly, someone not setting up the backup to run properly, etc.). ALWAYS automate your backups so they run like clockwork.
- 5. Have an offsite backup of your data.** Always, always, always maintain a recent copy of your data off site, on a different server, or on a storage device. Onsite backups are good, but they won't help you if they get stolen, flooded, burned or hacked along with your server.
- 6. Have remote access and management of your network.** Not only will this allow you and your staff to keep working if you can't go into your office, but you'll love the convenience it offers. Plus, your IT staff or an IT consultant should be able to access your network remotely in the event of an emergency or for routine maintenance. Make sure they can.
- 7. Image your server.** Having a copy of your data offsite is good, but keep in mind that all that information has to be RESTORED someplace to be of any use. If you don't have all the software disks and licenses, it could take days to reinstate your applications (like Microsoft Office, your database, accounting software, etc.) even though your data may be readily available. Imaging your server is similar to making an exact replica; that replica can then be directly copied to another server saving an enormous amount of time and money in getting your network back. Best of all, you don't have to worry about losing your preferences, configurations or favorites. To find out more about this type of backup, ask your IT professional.

- 8. Network documentation.** Network documentation is simply a blueprint of the software, data, systems and hardware you have in your company's network. Your IT manager or IT consultant should put this together for you. This will make the job of restoring your network faster, easier AND cheaper. It also speeds up the process of everyday repairs on your network since the technicians don't have to spend time figuring out where things are located and how they are configured. And finally, should disaster strike, you have documentation for insurance claims of exactly what you lost. Again, have your IT professional document this and keep a printed copy with your disaster recovery plan.
- 9. Maintain Your System.** One of the most important ways to avoid disaster is by maintaining the security of your network. While fires, floods, theft and natural disasters are certainly a threat, you are much more likely to experience downtime and data loss due to a virus, worm or hacker attack. That's why it's critical to keep your network patched, secure and up-to-date. Additionally, monitor hardware for deterioration and software for corruption. This is another overlooked threat that can wipe you out. Make sure you replace or repair aging software or hardware to avoid this problem.
- 10. Test, test, test!** A study conducted in by Forrester Research and the Disaster Recovery Journal found that 50 percent of companies test their disaster recovery plan just once a year, while 14 percent never test. If you are going to go through the trouble of setting up a plan, then at least hire an IT pro to run a test once a month to make sure your backups are working and your system is secure. We test our client's backups daily to ensure they are viable. After all, the worst time to test your parachute is AFTER you've jumped out of the plane.

## **Want To Know For Sure If Your Data Backup Is Truly Keeping Your Data Secure?**



## Our Free Data Backup And Security Audit Will Reveal The Truth

If you are worried about whether or not your current backup and security processes are up to par, I'd like to give you a Free Data Security Audit (\$497 value) as a means for introducing our services to you. Why do we do this? Simply because I know how confusing and difficult it can be to find a good IT support company that is responsive, easy to work with and actually knows what they're doing.

Just about anyone can say they are an "IT expert." And since most business owners don't have the ability to evaluate whether or not their IT company or person is doing a good job, we find that offering this free service is a great, no-risk way of demonstrating how we can help you. At the very least, you'll get a free, 3<sup>rd</sup> party evaluation of your current backup, which is extremely valuable even if you don't choose to hire us.

### **At no charge, we will come on site and...**

- Audit your current data security and protection, including backup and restore procedures, tape drives or other onsite backup devices to validate if all of your data is actually being backed up in a format that could quickly be restored. (We often discover data on drives, laptops or PCs that is overlooked.)
- Discuss how long it would take you to be back up and running in the event of an emergency or server crash based on your current system.
- Check to see if your data is at risk of Viruses, Hackers, Cyber-Threats or malicious insiders
- Answer any questions you have about backing up and securing your data. We're also happy to put together two or three options for backup and security based on your specific needs and budget. We know everyone has a different level of risk tolerance, and we want to make sure all the risks you're taking with your data are by choice not because of miscommunication or accident.



Depending on what we discover, we'll either give you a clean bill of health or reveal any gaps in your data backup that could prove disastrous. If it's appropriate, we'll provide you with an action plan for further securing your data.

Naturally, I don't expect everyone to become a client; you won't be pressured into buying anything or driven nuts by a pushy, desperate sales guy. Of course we'd love to have you as a client, but our primary goals are to provide value in advance, to educate you and other business owners and to provide smart, affordable options for making sure your business doesn't lose critical data.

**You've spent a lifetime working hard to get where you are.** You earned every penny and every client. Why risk losing it all? Get the facts and be certain your business, your reputation and your data are protected. Call us at 506-383-2895 or you can e-mail me personally at [scott@becktek.ca](mailto:scott@becktek.ca)

Dedicated to your success,

A handwritten signature in black ink, appearing to read 'Scott Beck', with a long horizontal flourish extending to the right.

Scott Beck MCSE, Network+, A+

## Here's What A Few Of Our Clients Have Said:

**...providing... peace of mind...**



**“Downtown Moncton has been using the services of BeckTek for over a decade. Providing cost effective solutions and prompt service BeckTek allows me to focus on running my organization and the peace of mind knowing our technology is well looked after.”**

*Anne Poirier-Basque, Executive Director, Downtown Moncton*

**...no discernable downtime...**



**“BeckTek is an important member of our team. Their proactive approach to support keeps our systems running with no discernable downtime and they respond quickly to our questions or if an issue does arise. One would be hard pressed to surpass the quality of service we have received from them. We would highly recommend BeckTek to any business looking for IT support.”**

*Frederic Gionet, 3+ Corporation*

**...our best interests are being looked after...**



**With BeckTek, I know our best interest are being looked after as they ensure we have the best solutions for our needs. Their proactive approach to technology means problems seldom crop up however they get things sorted out quickly and efficiently when they do. BeckTek is a provider I would strongly recommend.**

*Nancy Whipp, CEO, CPA New Brunswick*

**... productivity has effectively increased...**



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"Our experience with BeckTek has been exceptional. Since implementing their proactive approach to IT management, our service requests have dropped by 75% and productivity has effectively increased because we are no longer spending hours troubleshooting and trying to resolve IT issues. Having BeckTek as our trusted Technology Management Firm, I have the peace of mind that our needs are being well looked after."

*Sam Lanctin, Registrar, New Brunswick College of Pharmacists*

**...knows technology...**



"BeckTek knows how important technology is to business having seen the impact on the bottom line when technology goes astray. The preventative measures BeckTek brings to the table are well worth the investment."

*Paul Robichaud, President, EPR Robichaud –  
Certified Professional Accountants*

**...trustworthy, professional and prompt...**



*"We have used BeckTek for more than decade. They have always provided great service and quick response times. If you are looking for trustworthy, professional and prompt technical support, I highly recommend BeckTek."*

*Stephen P Wilbur B.A., LL.B, Wilbur Law*