



Business Continuity Planning

- What is business continuity planning?
 - A plan to keep business operations running when the unexpected happens.
- Like what?
 - Power surges / outages
 - Internet outages
 - Equipment failure
 - Equipment replacement
- Power Surges / Outages
 - Computers and monitors should be plugged into uninterruptable power supply or UPS devices - this allows time to shut them down in an outage
 - At the very minimum all devices should be plugged into a power strip that protects from surges
- Internet Outages
 - Do you own or rent your modem / router / firewall?
 - Do you know the passwords to this device to troubleshoot issues?
 - Does your business stop if the Internet goes down?
 - Do you run on a POS system?
 - Can you be mobile and do you have a backup location if so?
 - AT&T and Verizon sell devices that plug into the wall and provide Internet access (broadcasting a wireless network you can connect to at any time)
 - A quick short term solution may be to tether to your cell phone (appropriate only for a limited number of devices)
- Equipment Failure
 - Do you have an extra computer / POS / phone / server / printer / device if one fails?
 - If not, what is your plan to replace?
 - How long can you afford to be without this functioning?
 - Do you have a backup copy of your files including databases?
 - If so, how quickly can you access and restore from a backup?
 - Which files need to be restored first because they are critical to running your business?
- Equipment Replacement
 - Do you know how old equipment is?
 - Do you know which device should be replaced first?
 - Equipment should be on a replacement plan so devices are replaced BEFORE they fail. Believe it or not, this actually saves money!
 - Equipment replacement plans help prevent the chaos of equipment failures.
- Do you use proprietary software?
 - Do you have a way to re-install the software? Any special install instructions?
 - Do you know the license keys?
 - Do you have the vendor information so you can contact them if you run into issues?
- Questions about your setup or business continuity plans? Contact us, we are happy to help!