NEIL TICKTIN

Neil has been heading up MacTech since 1992. Neil not only plays host for all MacTech events, but works with the session chairs and speakers for all MacTech events (over 150 days of MacTech events since 2010).

With both a technical and business background, Neil has authored hundreds of articles including most of MacTech's well known benchmarking articles on productivity applications, virtualization, and performance products, as well as Wi-Fi and automation/IoT. When Neil worked for Apple, his focus was on custom solutions. And, he's consulted on a variety of projects for clients ranging from small organizations to Microsoft, public schools and cities on technology strategies.

An avid volunteer, Neil enjoys helping communities of all types thrive.

CYBER RESILIENCE

CONTINUITY PLANNING AND ITS EVERYDAY BENEFITS

MACTECH
PRO EVENTS

CONTINUITY PLANNING

▸ Why do you need it?

▸ How do Disaster Recovery and Business Continuity differ?

▸ Anatomy of Continuity Planning

▸ How can you benefit from it daily?

THAT WON'T HAPPEN TO ME!

The optimism bias.

IT'S REAL

View from *MacTech Conference* up the coast.

About an hour drive away.

VERY REAL

WHY SHOW YOU THIS?

"LARGE SCALE" DISASTER.

IT'S FOR REAL.

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PRO EVENTS

DISASTERS COME IN ALL FORMS

▸ Drive failure

▸ Virus attack

▸ Accidental deletion

▸ Data entry error

▸ Sabotage

▸ Fire

▸ Theft

▸ Flood

▸ Earthquake

▸ Epidemic

▸ Cyber Attack

▸ Power outage

▸ Telecom Outage

▸ IT Outage

▸ Terrorism

▸ Single Point Dependency

▸ Supplier Failure

▸ Hurricane

▸ Tornado

▸ Other natural disasters

Resilience

RESILIENCE

▸ **Accept** risks will exist.

▸ **Eliminate** preventable ones.

▸ **Minimize** and **prepare** for the rest.

HOW DO DISASTER RECOVERY AND BUSINESS CONTINUITY DIFFER?

▸ They are related.

▸ CIO explains the difference is scope.
https://www.cio.com/article/2381021/best-practices/best-practices-how-to-create-an-effective-business-continuity-plan.html

▸ "Disaster recovery is the process of getting all important IT infrastructure and operations up and running following an outage."

▸ "Business continuity differs in that it is the process of getting the entire business back to full functionality after a crisis."

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CONTINUITY PLANNING PROCESS SIMILAR.

EVERY PLAN IS DIFFERENT

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EXAMPLE CONSIDERATIONS: FINANCIAL INSTITUTION

▸ Personnel;

▸ Communication;

▸ Technology issues;

▸ Facilities;

▸ Electronic payment systems;

▸ Liquidity concerns;

▸ Financial disbursement;

▸ Manual operations; and

▸ Other considerations.

* List taken from FFIEC.gov page for financial institutions.

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ANATOMY OF CONTINUITY PLAN

▸ Identify the **scope** of the plan.

▸ Identify **key** business areas.

▸ Identify **critical** functions.

▸ Identify **dependencies** between various business areas and functions.

▸ Determine **acceptable downtime** for each critical function.

▸ Create a plan to **maintain operations** while you are dealing with things

LISTS

▸ *Replicated* repository of important details

    ▸ **Contacts:** Key personnel, key customers, key vendors, ICE

    ▸ Services (and **account access**)

    ▸ Key **legal documents** should be digitized

    ▸ Any other **key assets**, digitized if possible

    ▸ **Mission critical** network, wireless, hardware, and software to replace

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PRO EVENTS

ORDER OF OPERATIONS: HOW TO RESTORE NORMALCY

▸ * / + - is important for a reason

▸ Similarly

 ▸ Hardware

 ▸ Restore

 ▸ Services

▸ Evaluate what makes sense for your situation

BACKUPS

▸ 3-2-1

  ▸ 3 copies

  ▸ 2 media types

  ▸ 1 copy off-site … really off-site

▸ Cloud needs backup too

IT'S NOT DONE WITHOUT…

▸ Testing

▸ Testing

▸ Testing

AND SCHEDULED RE-EVALUATION

▸ What worked 5 years ago may not work today

▸ Schedule a time to re-evaluate once a year

▸ Suggestion: During a known lull period especially if org has seasons

DONE RIGHT, CAN BENEFIT DAILY

▸ Helps justify the effort – no one likes paying for "backup plans" that may not be used

▸ Think about:

  ▸ Process refinement

  ▸ Digital assets

  ▸ Remote workers

  ▸ Workers that are traveling

▸ Goal: If your people have a laptop, they have their office.

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DAILY BENEFITS

DISTRIBUTED BY DESIGN

▸ **Properly managed** devices, and storage.

▸ **Consistency** between your people

▸ Consistency between **workspaces** (Rhapsody)

▸ Flexibility of **location**

▸ Continuity and **Resilience**

▸ **Communications** that follow you

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SOLUTIONS YOU ALREADY KNOW

▸ VoIP/UCaaS

▸ SMS to a VoIP number

▸ Call Forwarding

▸ Authentication Methods access

▸ Cloud services

▸ Password managers

▸ Document stores

▸ Replicating servers that integrate with services

▸ Snippets: TextExpander for Teams

▸ Backup Internet

▸ DNS Planning and Failover

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RESOURCES

▸ Resources for Business Continuity Planning — Ready.gov

▸ Standard on Disaster/Emergency Management and Business Continuity Programs - National Fire Protection Association (NFPA) 1600

▸ Professional Practices for Business Continuity Professionals - DRI International (non-profit business continuity education and certification body)

▸ Continuity Guidance Circular, Continuity Guidance for Non-Federal Entities

▸ Open for Business® Toolkit - Institute for Business & Home Safety

DISCUSSION?

What experiences do you have?

What have you found that you were surprised by?