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Disaster Recovery Planning

...when the unthinkable happens

What is a Disaster?

A disaster is any incident that can damage, or prevent you accessing, your hardware, software or data. Examples include:

- **Fire or Flood,**
- **Theft,**
- **Power Outage,**
- **File corruption,**
- **Data/program deletion.**

This document is concerned solely with computer systems; full disaster recovery plans should also consider telephone systems, offices, transport, and even suppliers. The scope depends on the size and nature of your business.

What you can do

A business needs to plan for the range of disasters that it faces. It is better to make your plan before a disaster, rather than during one.

The following are some suggestions that we hope each of our customers will consider:

Remember: your disaster recovery plans should be held both on-site and offsite, where they can be reached quickly and easily.

Stage 1 – System Inventory

Carry out a full inventory of the computer systems in the business. The inventory should consist of:

Hardware: PCs, servers, UPS,

networking equipment;

Applications: email, file and print, internet;

Bespoke software:

Data: Specific folders, classification of data;

Power systems: Server room power, ring mains, distribution boards.

At this stage, do not make any judgements about which items are important and which are not.

Stage 2 – Risk Assessment

Take the inventory and examine the risk for each item. There are two general areas to consider: Financial risk; and more importantly, health and safety risk. Nearly all IT items fall into the financial risk category. However, any health and safety risks should instantly get allocated the highest level. Engineering control systems sometimes gain this status.

You then need to consider the repercussions of a failure due to the disasters applicable to them. The examples given earlier are all applicable, and there may be others specific to your particular business or location.

The chance, or likelihood, of the disaster occurring needs to be measured; the typical scales are: Certainty, Likely and Rarely.

This information could be recorded on a spreadsheet. Often the assessor allocates numbers

to the decisions made, and this forms the basis on which to rank the risks. The business can then allocate resources to the correct systems.

Stage 3 - Mitigation

Having prioritised the key business systems and their risks, you now need to consider the actions that you can take before a disaster occurs. Examples include:

Off-site storage of backups
 Off-site backup of software
 Off-site duplicate of licences
 Backup Tape Drives
 UPS - Battery Backup
 Support Contracts
 Fireproof storage (safes)
 Raid Arrays (Servers & PCs)
 Redundant Power Supplies
 Computer room fire systems

This process needs to be reviewed and updated over time, when hardware becomes unsupported, or new systems are installed.

For more information, please contact BrightCity.

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...recovery from fire?

- New! 2 hour support contracts for your file-servers.
- Microsoft have just released Small Business Server 2003 Service Pack 1.
- New website uploaded for BrightCity - www.brightcity.co.uk

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Recommended Product:

ServGate SG100

This firewall product is highly recommended by Brightcity. It does the normal firewall tasks such as stealthing all the ports not used, NAT and DHCP. But it also has VPN technology.

It allows a Microsoft Windows XP Professional PC to connect to it across the internet, broadband or dial up. From the moment of connecting, you are part of that network and can synchronise your emails and see the data files on the office computers.

It would suit a small company, or a single user on broadband, giving you the same remote working capability as larger firms.

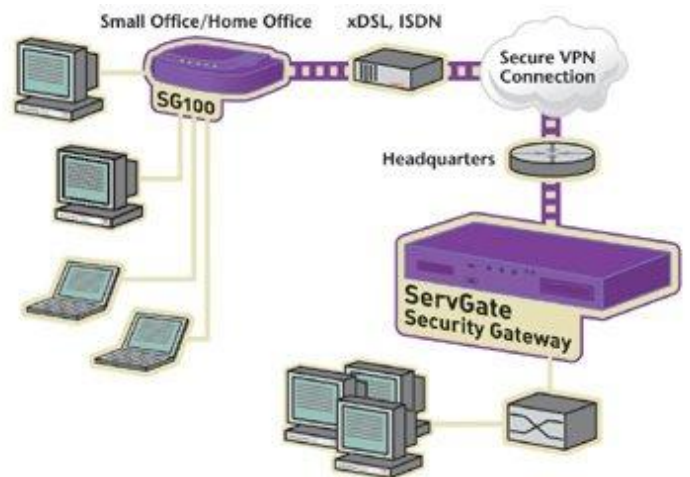
It has four network ports. You also require a standard router, such as the Westell 2400, or you can use your existing BT router.

The SG100 is used to permanently link offices together using VPN technology.

This allows smaller remote offices to have

BrightCity supply computer systems and support services to businesses in Bristol and the Southwest. We specialise in installing email systems, broadband (both ADSL and SDSL), anti virus solutions, anti spyware systems, network security products, networks, file servers (Windows 2003, Small Business Server), PC support, supply, repair and upgrades, backup solutions and so on..

BrightCity is based in Bristol. We supply products throughout the UK, and professional systems support to Bristol and the surrounding area. We currently support customers in the areas Exeter, Taunton, Bridgewater, Bristol, Bath, Chippenham, London and Birmingham



access to the same systems that the head office utilises. You need fixed IP from your internet service provider.

Technical Spec.

PPTP, IPSec and PPPoE protocols. Firewall protection, auto-sensing per device, DHCP support, NAT support, VPN, PAT support, auto-negotiation, manageable.

List Price £245

If you want to know more, please feel free to contact us. We will demonstrate the product for free at your location.

For more featured products, please visit our website:

<http://www.brightcity.co.uk/newfeatured.htm>