

Dialogue Guide

B&R/Disaster Recovery

Operational cont'd

Is your IT staff being effectively utilized by doing backups? This is an essential but not core function and their time would probably be better spent on other projects / tasks which contribute to the performance of your business rather than routine operations.

- Do they have better things to do?
- Do they consider backup issues to be a chore?
- Being tasked with management can be disruptive in terms of dropping what they are currently doing or coming in on weekends. This can lead to employee dissatisfaction
- Are you paying for more staff than ideally necessary?
- What happens when they are sick / on holiday - who handles backup and recovery?

Business Continuity / Disaster Recovery

How vulnerable is your business if data is lost or unavailable for an extended period due to user error or computer failure?

- Loss in revenue
- Customer satisfaction
- Reputation
- Impact on staff- idle time / frustration
- Hidden costs - time and hassle
- Legislation / director liability
- Business valuation - data is probably more valuable than you think
- Data protection is like exercise - you know you should do it, you know it's good for you, but it's easy to put off until it's too late.

How valuable is your data to your business?

- What would happen if you lost it?
- What impact / cost per hour does it have on your business? Cost per minute?
- Are you aware of your corporate / legal responsibilities
- Who bears the blame and penalties?