

Forward Velocity Webinar

Presented by Full Sail Partners



Agenda

1. WebEx Instructions
2. News & Calendar of Events
3. Presentation on Failure Happens!
Is Your Firm Prepared to Recover
Your Data?

Keep your business
on *course*.
Full Sail Partners



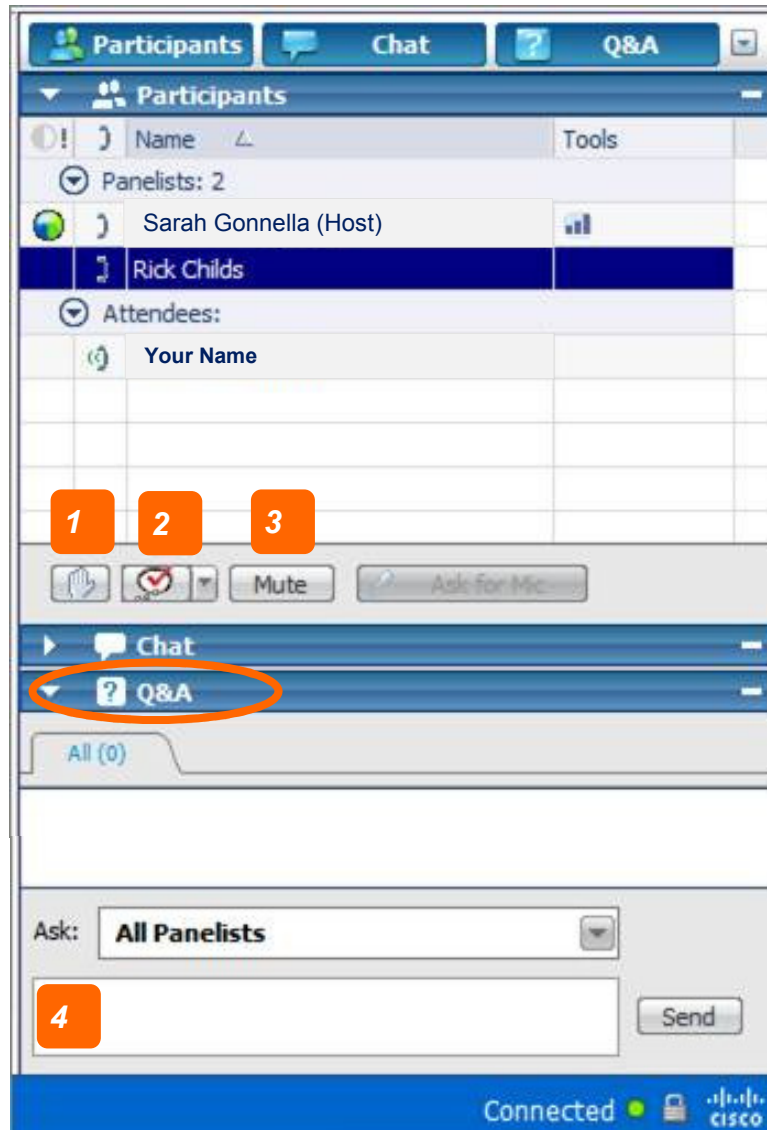
WebEx Instructions

Instructions:

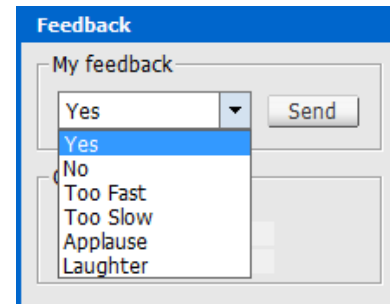
- 1. Call 1-650-479-3207**, you will be prompted to enter the meeting number, you will then be prompted to enter your attendee number, **please wait until the you have heard all of the instructions before entering your attendee number.** The meeting number and your attendee number can be found on the **info tab** of the WebEx Event Center screen.
- 2. All lines are muted upon entry into the call.**
- 3. Once you have called into the meeting, please make sure you have the phone handset symbol next to your name in the WebEx Event Center screen, Participant Panel under Attendees.** If you do not have the symbol, please hang up and call back (you do not need to exit the meeting to do so). Make sure you enter the correct attendee number when calling in, this will allow us to unmute your line should you want to ask a question during the meeting. If you are using VIOP we will not be able to unmute your line.
- 4. Event materials will be sent after event.**



WebEx Instructions



1. **Raise Hand** (be sure to click again to remove raised hand or feedback information)
2. **Feedback Tool** (use for yes/no questions or to provide the speaker feedback).



3. **Mute** (mute yourself when you need to talk to someone in your office or put the line on hold)
4. **Q&A** (Type in the Q&A dialogue box [Not Chat] to ask a question. Be sure to choose All Panelist)



News & Calendar of Events

Maximize. Grow. Plan. Evaluate.

Our Forward Velocity webinars are focused on topics to move your firm ahead of the competition and provide insight on how to take action at a rapid speed. Be in action with your business and reach full sail!

Yearly Schedule:

Maximize | January, February, March

Grow | April, May, June

Plan | July, August, September

Evaluate | October, November, December

All events are virtual webinars held at 1:30pm ET.



News & Calendar of Events

09/20/12 | Revenue Recognition: Best Practices with Deltek
Vision for Smooth Earnings & Monitoring WIP

09/27/12 | How to Get the Most From a Conference

10/25/12 | In Development (*save the date*)

11/15/12 | In Development (*save the date*)

12/13/12 | In Development (*save the date*)

SAVE THE DATE



News & Calendar of Events

10/15-18/12 | Deltek Insight Conference

Tell Us Your Story to Enter & Win a Registration to Insight!

Do you have a story to share about your experience with Deltek Vision or about your consultant or sales person? We want to hear it!

<http://www.fullsailpartners.com/events/deltek-insight-conference/>



News & Calendar of Events

Blog Articles (www.fullsailpartners.com/FSPblog)

- Failure Happens! Does Your Firm Have a Backup & Recovery Solution? [Infographs]
- Full Sail Partners and Deltek Take Action with SMPS
- KPI Insight for Project Managers
- Kona: A Free Communication and Collaboration Software Tool
- Take the IT Challenge! Can your firm pass? Check out our blog article to test your firm.
- Who Ya Gonna Call? ...for Deltek Vision Support?
- Mobile App for Deltek Vision Timesheet. Did you know it's available?



News & Calendar of Events

Did You Know?

Looking for keyboard shortcuts to save time?

To allow quick entry of duplicate transactions, use the following keyboard shortcut to copy the previous Transaction Entry: [CTRL] + D.

Connect with Full Sail Partners:

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Hearing what you have to say, whether criticism or praise,
helps us provide you better information and service.

Please fill out the survey and provide your feedback.



Failure Happens!

Is your firm prepared to recover your data?

Presented by Pete Nuffer, Senior Technical Consultant



Hall of Shame!



Client names withheld to protect the identities of the innocent!



Hall of Shame

- The Case of the 70 GB Log file
 - Recovery Model set to Full or Bulk Logged without transactional backup system in place
 - No rebuild of the index in years

It would take an
average adult **117 years**
to read a 70GB log file



Hall of Shame

- No backups for 3 months
 - Data was not checked or verified



Hall of Shame

- Audit Trail Retaining 2 years of data
 - Database was storing exponentially more data in the audit trail than required.



Hall of Shame

- Process Server had not run for 1 year
 - Received 1 year of Time Sheet due alerts in 1 day along with every other alert



**Now that you have an idea
of what not to do...**



Agenda

- Identify Your Risks
- Establish Budget and Engage Team
- Develop the Plan
- Test and Update
- Prevent, Plan, & Protect Your Vision Data
- Vision Checklist



Identify Your Risks

- You **will** be faced with a data recovery scenario
- The question is not **if**, but **when**
- The preparation steps you take **today** will determine how well you are able to **recover**.

1 in 4 small businesses will experience **significant crisis** - hurricane, tornado, wildfire, power outage, cyber breach, etc. - in **any give year**

Sources:

- 1) *Continuity Insights magazine*
- 2) *Risk Advisory Services survey*



Identify Your Risks

Do you have a disaster recovery (DR) plan, including detailed recovery steps, and is it up to date?

More than **60%** of US small businesses **do not** have a formal disaster response plan, and **fail to backup** their financial data off-site.

Sources:

1) *Insurance Institute*



Identify Your Risks

What is the Recovery Time Objective (RTO) by scenario (Software failure, Hardware failure, Site Failure, Total Loss)?

While 92 percent of businesses backup data, **less than one-third** do so remotely either via Internet or by taking storage devices **offsite**.

Sources:

1) 2012 AT&T Small Business Tech poll



Identify Your Risks

Have key organizational stakeholders been made aware of the RTO for systems that affect them, and do you have buy-in?

48% of IT Professionals surveyed would rather perform a solo of Lady Gaga's Poker Face than inform the company's senior leadership that vital company **data** has been lost and is unrecoverable.



Identify Your Risks

Does this plan have up-to-date contact information documented for all first responders, third-party organizations, hardware vendors?

Nearly **1 in 10** business' say they have experienced a business loss because of the lack of disaster recovery plan.

Estimated **\$400 Million** lost in US **annually** due to poor data protection practices.

Sources:

1) *Evault article*



Identify Your Risks

Have you put together a cost estimation for what productivity is lost for each hour of downtime?

60% of companies that lose their data will **shut down** within **6 months** of the disaster.

Sources:

- 1) *National Archives and Records Administration in Washington*



Identify Your Risks

Have all component been verified for hardware warranties, maintenance response time, and shipping time on parts?

Data sheets for SCSI, FC and SATA drives typically list Mean Time To Failure at between 1 to 1.5 million hours (failure rate of 0.88%.)

Studies have shown typical replacement rates of between 2% and 4%, and up to 13% in some systems!

Sources:

1) *Carnegie Mellon Study*



Identify Your Risks

Have you identified all items that need to be backed up?

% of SMBs that do not back up:

- Email – 31%
- Application data – 21%!
- Customer data - 17% (*Oops!*)

Forty-four percent of SMBs said they would **lose at least 40 percent** of their data in the event of a disaster!

Sources:

- 1) *Symantec 2011 SMB Disaster Preparedness Survey*



Identify Your Risks

Do you have a regularly scheduled testing of the recovery plan, including recovery of a trial set of data?

34% of companies fail to test their backups, and of those that do, 77% have found tape backup failures.

Sources:

- 1) *National Archives & Records Administration in Washington*



Identify Your Risks

Do you have secondary systems in place to provide temporary access in the event of an outage?

93% of companies that lost their data for 10 days or more **filed for bankruptcy** within one year of the disaster.


Sources:

- 1) *National Archives & Records Administration in Washington*



Identify Your Risks

Do you use VM's and are these accommodated for and are you taking advantage of the technology to reduce potential downtime?



Virtualization can reduce a data center footprint by a 7 to 1 ratio.



Sources:

1) *Computer World, November 2011*



Identify Your Risks

Do you have
proactive threat
monitoring in place?

Nearly **one-third** of
businesses indicate that a
major **security breach** has
potential to put them
out of business entirely.

Sources:

- 1) *National Computer Security Association.*



Establish Budget & Engage Leaders

The cost quantification of associated downtime makes proactive DR planning's cost justification very easy.

Disaster can have a significant financial impact on SMBs.

Downtime **median costs** per day:

- SMBs - \$12,500
- Small Businesses - \$3,000
- Medium Businesses - \$23,000



Establish Budget & Engage Leaders

An ounce of prevention is worth a pound of cure.

Outages have considerable effects on SMB customers:

- SMB customers reported that outages cost them **\$10,000** per day
- 29% say they lost 'some' or 'a lot of' data as a result of disasters impacting their SMB vendors



Establish Budget & Engage Leaders

- SMB employees play a key role in helping prevent downtime
- Employees should be educated on computer security best practices
 - What to do if information is accidentally deleted or cannot easily be found.
- Since SMBs have limited resources, all employees should know how to retrieve the businesses' information in times of disaster.



Develop the Plan

- Plan should be simple for SMB
 - Based on feedback from employees
 - Based on gaps from risk assessment
- Plan should outline the priorities for system recovery
- The recovery time objective
- Recovery procedures
- Location of data backups
- Contacts for key recovery personnel

Note: Use associated cost of downtime estimations - it's easy to justify simple measures that will greatly reduce potential service interruptions impact to the business.



Test and Updated

- Ensure plan is distributed both on and offsite
- Keep it short, direct and easy to understand
- Have roles assigned and ensure everyone has the needed skills to perform the duties required
- Don't test just once! This will help identify missing elements that need to be added



Prevent: Monitor Your Vision System

- A proactive monitoring system that identifies and prevents server issues and system outages and failures.
- Service Monitoring and Alerts for Deltek Vision Services
 - SQL
 - IIS
 - SSRS
 - Vision Process Server
- Monitoring and Alerts for Backups



Plan: Backup & Recovery

- Automated nightly backup to secure data center
- Fast recovery within 24 hours
- Allows for 30 days of hosting while infrastructure is rebuilt
- Includes the Vision Database and frequently missed Vision application dependencies



Protect: System Health Check

- Comprehensive review of 30 items and metrics that impact your Vision system including:
 - Backup routine validation
 - Refreshing of Test databases
 - Application of latest Hotfixes
- Includes complete report with improvement suggestions



Vision Checklist

- Have a backup plan and test it
- Verify the maintenance plan
- Verify the directory path
- Check last entry of log results for backup
- Verify recovery of databases
- Verify offsite storage

✓ Checklist



Bonus!

- To receive detailed and technical information on how to test and set-up your back-up maintenance plan, simply fill out our survey at the end of the presentation.

