

Three Technology-Specific Decisions You Need To Make Before It's Too Late

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"As a business owner, I know you don't have time to waste on technical and operational issues. That's where we *shine*! Call us and put an end to your IT problems finally and forever!"

Bryan Lachapelle, President
B4 Networks Inc.
706 East Main ST,
Welland, Ontario, L3B 3Y4

Tel: 905.346.4966
www.b4networks.ca



b4 networks

Running a business is not easy. Being a business owner myself, I understand that most of us are pulled in a thousand different directions at any given time. We have to make important decisions on a daily basis, and we sometimes put some things off that we just don't want to work on right away, or simply don't have time to address. Today I'm going to urge you to take action on three things that probably aren't on your "things to take care of" list, but should be. Especially since these all fall into the "important, but not urgent" category.

1. Offsite backups.

Can I beat this horse to death anymore? I know I talk a lot about backup. That's because it's not only my area of expertise it's the one critical thing that most businesses fail at implementing properly. MOST of my clients reading this newsletter have made the great decision to have this done already, but many business still don't and are relying on undependable (and outdated, I might add) tape drives, portable hard drive or other volatile backup solutions. If that's you, don't let this be another year where you gamble with everything you've worked so hard to achieve. Get a better backup!!!!

2. Write A Disaster Recovery Plan.

Pop quiz: If you woke up tomorrow and discovered that you couldn't access your office building due to a fire / flood / theft what would you do? Or what would happen if a key executive—one who holds the "keys" to critical processes or applications—fell sick or (God forbid) died? Or what would happen if a disgruntled employee or hacker gained access to your web server, line of business application or file server and

deleted everything—particularly if the data was hosted on the 3rd party cloud provider's web site? These are all very real scenarios, and without a plan in place, you could be facing serious downtime and financial losses.

3. Develop A Stronger Cyber Security System That Goes Beyond A Firewall And Anti-Virus.

With more and more information about us being stored electronically, and with Provincial and Federal laws becoming more strict, you MUST take cyber security seriously. Simply having a good firewall and anti-virus isn't enough these days to keep the highly motivated and technically sophisticated criminals out

of your network. The HUMAN element is the biggest threat—employees who accidentally click on links in e-mails or download files that introduce viruses to your network. Employees are also using social media sites more frequently, and they can intentionally or accidentally post something that could harm your company's reputation or leak confidential information. Therefore, your security plan must also include employee training and policies so they know what is and isn't acceptable when handling data and using company resources (Internet, computers, etc.).

If you don't know where to start in creating any of the above, we're here to help! Call us at **905-346-4966** to discuss how we can do all of this for you and take the work and worry out of these important things, that often get left behind. It's time to act. Call today.

*Bryan Lachapelle -
President, B4 Networks Inc.*



RPO, RTO And MTO, Oh My!

Most businesses make the HUGE (and costly) error of mistaking a “backup” with data recovery and business continuity. NOT true! **Simply having a copy of your data stored somewhere does not automatically guarantee you’ll be back up and running again like you were before.** To give our readers a better idea of this concept, we’ve included a diagram (below) from the BCM Institute explaining three key concepts: Recovery Point Objective (RPO), Recovery Time Objective (RTO) and Maximum Tolerable Outage (MTO, or MTPOD as shown below). In order to choose the RIGHT type of back up for your company, you need to know what these three acronyms mean.

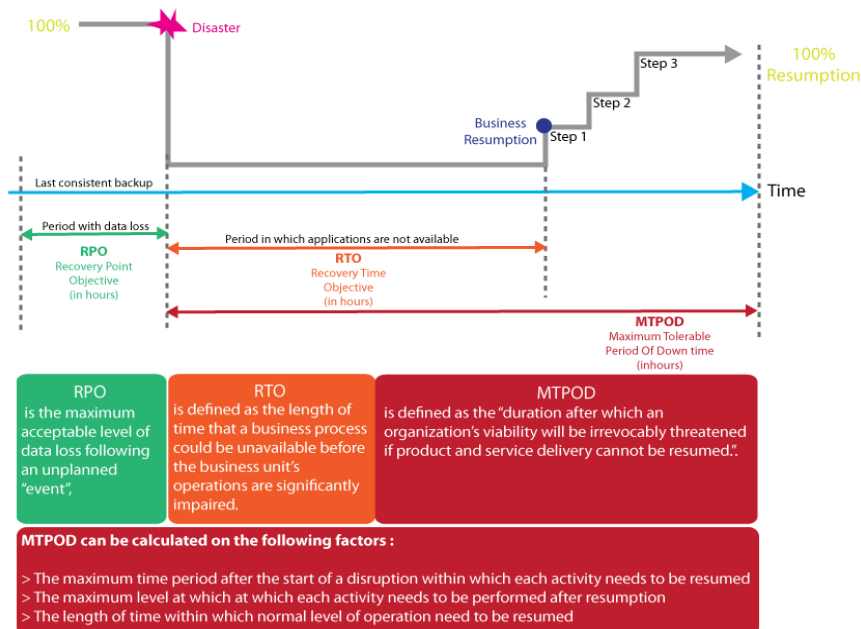
First, the RPO or Recovery Point Objective is the point to where you want your data restored. So, if you can’t afford to lose a day of work, your RPO may be practically “instant,” requiring a snapshot of your workstation or server every 15 minutes. If you can afford to lose a day of work, you only need a backup every night. Next, the RTO or Recovery Time Objective is the length of time you will be down after a disaster while your workstation or network is restored. Again, different backups will provide shorter (or much longer) RTO depending on what it takes to restore the data. For example, many businesses are shocked to discover it could take 5-7 days or more to restore all their data from a Tape or “hard drive” backup, plus another couple of days to rebuild everything; and since most businesses cannot afford to be down that long, another type of backup is needed.

And finally, MTO or Maximum Tolerable Outage is the “code red” point in time where you MUST have your data, operations, e-mail and applications back online and functioning before it would severely threaten your company’s survival. In some cases, businesses cannot afford certain processes to be down for more than a couple of hours, such as online ordering during the holidays for an e-commerce company or payroll processes for an HR company. And often a company can do without their file server for a couple of days, but couldn’t afford to have their call center down that long before they would start losing business and clients.

The key is to know WHAT data and business processes are MOST critical to you so the proper backup and disaster recovery solution can be put in place now before

everything goes kaput (that’s the technical term for “goes wrong”). To get your data recovery handled properly, call us to discuss a Disaster Recovery Review to determine if you truly COULD be back up and running again as fast as you expect, and what you need to do right now to guarantee zero unpleasant surprises.

Defining RTO, RPO and MTPOD



The Lighter Side

Brutal Thoughts About Love

'Women are cursed, and men are the proof.'

~Rosanne Barr

'Women with pasts interest men... they hope history will repeat itself.'

~Mae West

'Get married early in the morning. That way, if it doesn't work out, you haven't wasted a whole day.'

~Mickey Rooney

'My boyfriend and I broke up. He wanted to get married and I didn't want him to.'

~Rita Rudner

'The poor wish to be rich, the rich wish to be happy, the single wish to be married, and the married wish to be dead.'

~Ann Landers

'I married the first man I ever kissed. When I tell my children that, they just about throw up.'

~Barbara Bush

'Instead of getting married again, I'm going to find a woman I don't like and give her a house.'

~Groucho Marx

It's Time To Clean Up That Dirty Computer

Did you know a dirty computer can not only make you sick, but can damage your system. Take some time this time to clean up that dirty computer and start with a fresh clean workspace. Here are some tips to clean your screen, keyboard, and tower.

Monitors:

Although each monitor manufacturer has its own special instructions for cleaning, there are some common guidelines you can use to get your screen looking like new in no time.

Turn off the monitor. It's not required, but it makes smudges and smears easier to see.

Use a cotton cloth or compressed air to get rid of light dust buildup. Never use a rag or paper towel to clean since they can scratch the screen.

Don't use ethyl alcohol or ammonia-based products. Products like Windex can yellow flat-screen or laptop monitors.

Use water or a homemade mix to clean grungy surfaces. If water is not enough, concoct a cleaning solution of 1 part water, 1 part isopropyl alcohol, and 1/2 part vinegar.

Lightly moisten your cloth with the cleaning solution. Never apply the liquid directly to the screen.

Wipe the cloth in one direction – from top to bottom. This method will ensure grime and dust move to the bottom of the screen surface where it can be wiped away.

Keyboard:

For a quick cleaning, turn the keyboard upside down and use a can of compressed air to blow out any foreign matter. Be sure to do this in a

location where falling debris can be cleaned up easily. Turn the keyboard upside down and tap on it a few times. You should see a bit of dirt fall out. Change the angle and tap harder to make most of it get out.



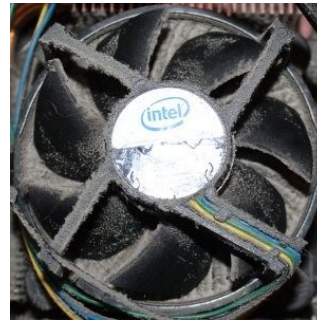
For harder to reach dirt such as hair you can use a dry tissue wrapped around a credit card to swipe between the keys.

Clean the sides and tops of the keys with a cotton swab dipped in isopropyl alcohol. This will remove grime from the keys that build up over time.

Tower: (Dust is a computer's silent killer. It blankets the hardware, building heat, and causing failures)

Please note: This section should be done very carefully as to not damage the electronic components. Electronics are very sensitive to static electricity, so at no time should you touch or use a cloth on the inside of a computer.

Open the case of the computer. Older towers usually have screws at the back, typically the side of the case opens, so only one side needs to be unscrewed. Newer computers can sometimes have a latch on the side that you can pull to open the side of the case.



Using a can of compressed air, blow out as much dirt and debris from inside the computer. Pay particular attention to the heat sink and fan (shown to the left), try and blow out as much of the dirt stuck in the fan area as you can, especially underneath the fan itself where the heat sink fins are. If those are blocked, heat will build up. Happy Cleaning!

TRIVIA C H A L L E N G E

This month's winner will receive a
\$50 Gift Card to **Home Depot**

Enter our monthly trivia contest for a chance
to win a prize each month.

Congratulations to December's Winner:
Lisa Tappay from
Ontario Environmental & Safety Network Ltd.

To enter, visit the website below or email me:
bryan@b4networks.ca and answer the question below.

www.b4networks.ca/trivia

Which of the following is a historical translation for the month of February?

- Mud Month
- Month of Cabbage
- Month of the Pearl
- All of the above

Submit your entry by the 25th of the month, and if your answers are correct, your name will be added to the draw for a \$50 Gift Card.

Family Update

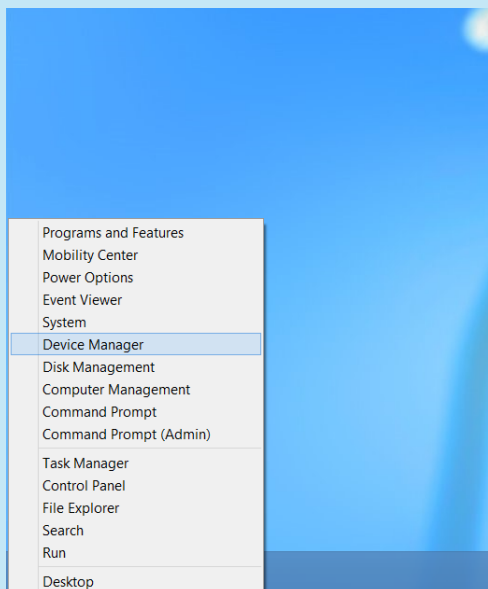


January has been filled with some great family moments. Aiden, our youngest is always so smiley, and full of laughter. The moment he sees you, he breaks out in this great big smile shown above. Nate our oldest all of a sudden took a shining to Monster trucks, and when I heard they were coming to Toronto, we just had to go. He had a great time at Monster Jam in Toronto, and now can't stop asking about them.

Need Help Right Away? Call our team 24/7 at 905.346.4966.

Tek Tip of the Month

Windows 8 Quick Access Menu



As many of you know, in Windows 8, Microsoft has removed the Start menu in favor of the Metro Start Screen. There are many 3rd party apps you can get that will bring that start menu back, but after using Windows 8 for quite some time now, I can assure you the only thing missing is quick access to common features of the old start menu. Those are all available in the **Quick Access Menu**. You can get to this menu by right clicking on the bottom left corner, where the start menu used to be. There you will find the many useful options for Configuring Windows. Enjoy!!

FREE BUSINESS ADVISORY GUIDE:

Little-Known Facts Every Business Owner Must Know About Data Backup, Security And Disaster Recovery

We had this up last month, and it was so successful, we decided to put it up for another month. If you are a business owner relying on tape drives, external hard drives or USB devices to back up your data, then it's critical for you to get and read this informative white paper. You'll learn what most IT consultants don't know or won't tell you about making sure your company's critical data is safe from loss, corruption, cyber criminals, natural disasters and employee sabotage, in addition to:

- The only way to know for SURE your data can be recovered if lost, corrupted or deleted – yet fewer than 10% of businesses have this in place.
- 7 critical characteristics you should absolutely demand from any office backup service; do NOT trust your data to any company that does not meet these criteria.
- Where tape backups fail and give you a false sense of security.
- The #1 cause of data loss that most businesses don't even think about until their data is erased.

Download your FREE copy today: www.b4networks.ca/free-technology-reports/



Client Of The Month

The Welland Historical Museum

This community museum features the history of Welland and the surrounding area, the building of the Welland canal and aqueduct, local industry and cultural diversity. The Just 4 Kids gallery allows younger visitors to explore history through hands-on play and discovery. Featured exhibits include "Life in the Trenches", an interactive War exhibit and "Capitol Theatre" a mini theatre within the museum. The site offers changing exhibitions, workshops, school visits and special events.

The museum is housed in the original Carnegie Library built in 1923. Additions were added in 1961 and again in 1974. It was one of the last



Carnegie Libraries to be built in Canada. The Welland Historical Museum moved into the building in the spring of 2006 and in October 2006 the original building was designated under the Ontario Heritage Act as being historically significant by the City of Welland.

The museum provides the community with educational and recreational programs as well as archival services. Volunteers are always welcome at the museum for a variety of projects and events. Come explore the museum – we look forward to seeing you!

For any questions regarding the Museum and its operations please call 905-732-2215 or email

wellandhistoricalmuseum@cogeco.net

Services We Offer

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- Virus and Spyware Protection
- Network Security / Firewall Solutions
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- Project Management
- Technology Consulting
- Hosted Exchange Service
- Cloud Services



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706 East Main St
Welland, Ontario, L3B 3Y4
905.346.4966

www.b4networks.ca

We Make Technology Work!