



## Know Your Information Technology, Cyber-Security

Information and information technology (IT) are the lifeblood of most businesses, and must be included in your business continuity plan. Without access to your computer hardware, software, and digital data, your business operations can come to a standstill. It is likely that you communicate with or conduct business with your customers, partners, suppliers, and vendors via the Internet, which means your business is dependent on your computer system's connectivity and data communications.

Check out critical information about cyber-security by visiting [www.DelawareSBDC.org](http://www.DelawareSBDC.org). You can register for free DATAssured classes online.

Shut down and unplug all your computer hardware before an event to avoid serious damage due to power fluctuations. Consider elevating or moving equipment offsite. Have your employees take laptop computers home each day so they can work offsite if necessary.

Determine which data and records are vital to perform the critical functions identified in Know Your Operations section, and be sure they are backed up on one or more types of media. Store a backup copy onsite for use during small disasters, such as a failed hard drive, and store a second copy in a safe offsite location that can be easily accessed during large disasters.

Regularly backup your vital data and records. Move the backups to a different fire loss zone, safe deposit box or owner's home. The goal is to ensure your data and IT systems are available as you resume operations.

### RECOMMENDATIONS:

Keep a backup copy of your computer's operating system, boot files, critical software, and operations manuals.

- Backup computer files, including payroll, tax, accounting and production records.
- Maintain an up-to-date copy of computer and Internet login codes and passwords.
- When possible, keep hard copies of critical virtual files offsite.
- Make arrangements with IT vendors to replace damaged hardware and software, and/or to set-up hardware and software at a recovery location.
- Request written estimates for rental or purchase of equipment, shipping costs and delivery times. Be sure to list these companies on your supplier and vendor form.
- When flooding is possible, elevate computer equipment stored on the floor.

### About the Form

If your computer equipment is damaged or destroyed, you will need to lease or purchase new hardware and replace your software. Make a list of everything you would need to order. The important thing is to know what is needed to perform your critical business functions. It is important to establish a maintenance program to keep your plan's contents current and relevant – review your information technology information every six months.



# Know Your Information Technology

Use this form to list the computer equipment, hardware and software, vital records and your back up processes that you will need to fulfill your critical business functions. Duplicate the form for each item or record.

Updated: \_\_\_\_\_

Next Review Date: \_\_\_\_\_

## TYPE:

Computer Equipment/Hardware

Computer Software

Vital Records

## Item:

Title and version/model number: \_\_\_\_\_

Serial/customer number: \_\_\_\_\_

Registered user name: \_\_\_\_\_

Purchase/lease price: \$ \_\_\_\_\_

Purchase/lease date: \_\_\_\_\_

Quantity (equipment) or number of licenses (software): \_\_\_\_\_

License numbers: \_\_\_\_\_

Technical support number: \_\_\_\_\_

Primary supplier/vendor: \_\_\_\_\_

Alternate supplier/vendor: \_\_\_\_\_

Notes: \_\_\_\_\_

## Name of vital record:

Name of business function vital record supports: \_\_\_\_\_

Type of media: \_\_\_\_\_

Is It backed up? \_\_\_\_\_

How often is it backed up? \_\_\_\_\_

Type of media for backup: \_\_\_\_\_

Where is it stored? \_\_\_\_\_

Can the record be recreated? \_\_\_\_\_

Notes: \_\_\_\_\_