



# READY FOR ANYTHING

Preparing For The Unexpected





# Do you remember October 2015?







**Is Your Business  
Prepared For A  
Natural Disaster**



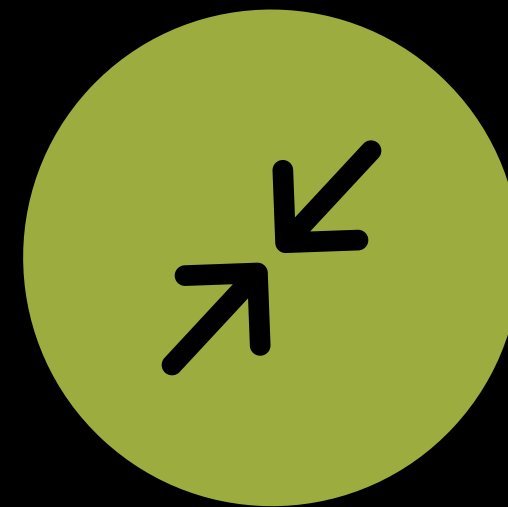
# What Is An Incident Response Plan (IRP)



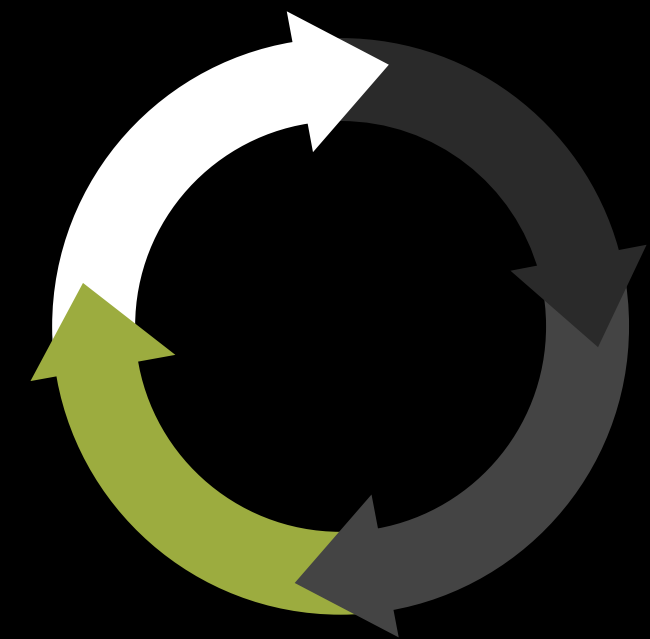
**Rapid Response**



**Clear Communications**



**Minimize Impact**



**Continuous improvement**





# Steps To Prepare

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Step 1: Identify Key Business Components That Can Be Affected (e.g., internet, office space, power, phone, water, staff)

Step 2: Identify How Long Your Business Can Be Without Each Of These Components Without impacting Business

Step 3: Identify A Mitigation Plan For Each Component

Step 4: Align Business Needs With Mitigation Plan

Step 5: Implement Mitigation Plan

Step 6: Document

Step 7: Test Plan

Step 8: You Have A Plan



# Step 1:

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## Identify Key Business Components That Can Be Affected

- Internet
- Office Space
- Power
- Phone
- Water
- Staff





# Step 2:

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Identify How Long Your Business  
Can Be Without Each Of These  
Components Without Impacting  
Your Business





# Step 3:

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## Identify A Mitigation Plan For Each Component

(e.g., internet, office space, power, phone, water, staff)

- Who Do You Call?
- Do You Know How To Disseminate Information?
- Where Is This Written At?





# Step 4:

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## Align Business Needs With Mitigation Plan

- Generators
- 5G
- Dual internet connections
- Laptops





# Step 5:

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## Implement Mitigation Plan

- People involved
- Technology needed
- Components needed





# Step 6:

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## Document

- If it isn't documented, it didn't happen
- Who is involved?
- When will it happen?
- How will it be executed?





# Step 7:

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Your Plan Is Only As Good As  
The Last Time You Tested





# Step 8:

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## You Have A Plan

- Where Do You Store It?
- Who Has It?
- Does Anything From Step 1 Prevent You From Getting To This Step





# Real Life Scenario



*“My client let me know that I saved his job, along with every piece of data that they had. Accounting, legal, etc.”*

***Nothing was backed up before last month.”***



# LET'S PREPARE



## A Game To Test Your Knowledge



When Does Hurricane Season Start?



- Official Atlantic Hurricane Season begins each year on June 1 and ends on November 30
- Most tropical cyclones that affect South Carolina, including those at hurricane strength, occur in September and October



What Other Incidents Could Occur  
That You Might Need An Incident  
Response Plan?



- Supplier/Vendor Failure
- Fire/Explosion
- Flooding/Water Damage
- Tornado
- CEO Dies
- Ransomware
- Human Error



What Is The First Step In An Incident  
Response Plan?



Identify Key Business Components That Can  
Be Affected



True or False: An incident response plan should only be reviewed annually



False



True or False: An incident response plan eliminates all security incidents



False



True or False: Communication is a  
critical aspect of an incident  
response plan



True

# The Kaseya Disaster Response Team (DRT)



DRT truck

The Kaseya **Disaster Response Team (DRT)** supports partners in times when disaster strikes. While our product and support teams provide direct assistance to customers every day, sometimes more help is needed. Within the DRT, we communicate daily about the status of the disaster, our response, and decision-making protocols moving forward. If needed, we have a truck we can deploy in the United States to reach our customers on the ground.



DRT onsite

In 2022, for example, the **DRT** helped our partners and the communities affected by Hurricane Ian in Florida by delivering support on the ground through an eight-person team.





**Contact Heritage  
Digital To Assist With**

**Disaster Recovery Plan**

**Cybersecurity Assessment**

**E-Mail: [info@heritagedigital.com](mailto:info@heritagedigital.com)**

**Telephone: 843-699-1001**

Thank you!