



Update

June 2009

nexus
DATA SECURITY

Nexus Data Security, June 2009

That sinking feeling...

Every year, millions of people lose data and frequently lose their job or business as a result. However, few people lose information in such a spectacular fashion as Bill Wiley of Computer Associates Inc in the USA. Here is his unfortunate story; may we all learn from it.



Seated near the front of US Airways flight 1549 on Thursday, January 15th, Bill was looking forward to arriving in Charlotte, North Carolina later that day. However, soon after takeoff from New York, the aircraft struck a flock of geese, forcing the pilot to ditch the aircraft in famous style on the Hudson River. Thankfully, all 155 passengers and crew disembarked relatively unscathed, just a little wet. Once his elation at surviving had subsided, Bill realised that his problems had only just begun.

Bill Wiley carried a company laptop with him everywhere he went. It contained 250 gigabytes of important company information as well as a number of personal and family files. He diligently backed up the laptop every day to two removable hard drives to protect him against failure of the laptop. As is common practice for many people, he kept the hard drives conveniently in his laptop bag in case he needed them. Unable to remove the laptop bag from the plane, he lost both the laptop and backups. The sinking of the plane matched the sinking feeling of realising that he had just lost everything he had worked on for the past two years.

Contrast Bill Wiley's story with that of Paul Jorgensen, coincidentally seated just one row in front of him. Paul worked for a medical software provider called Epocrates Inc and his company subscribed to an Online Backup service. His data was automatically backed up every day via the internet and stored safely in a secure Information Centre. When his laptop was lost, a phone call to the backup provider prompted his data to be dispatched on 6 DVD's by courier. The next day, he was issued a new laptop by his employer, and he restored his backed-up files to the new laptop. "The accident was on a Thursday, by Monday I was back up and running." says Paul.

Nobody would want to understate Paul's and Bill's ordeal. It was undoubtedly a harrowing experience, causing many sleepless nights, "I'm not talking about half an hour of sleep here or there," says Paul, "I literally didn't sleep for four or five days." However, at least in Paul's case, his computer data was one less thing he needed to worry about. "With all the negative things going on, it was satisfying to be a small part of such a great story," said Paul. "I've used it as fuel to be better with my second chance, to be better at everything – be a better father, a better husband, better son, better brother, better employee. I've turned it into a positive."

June 2009

11th to 14th June; Rotorua
General Practice Conference and Medical Exhibition, Rotorua Energy Events Centre.

30th June to 2nd July; Marlborough
Sales road-show. Bookings still available

5th - 7th Aug; Christchurch Business Expo
Nexus will be supporting the Christchurch Business Expo again this year. Contact us for your free ticket.

6th Aug; Auckland
Sales road-show (every Thursday in August). Bookings still available for some dates.

I have total peace of mind that my Toniq data is correctly backed up offsite without relying on my staff to do it. The daily reporting confirms my backups actually happen, unlike when I used to backup to pen drive. I have found the Nexus system so good I had it installed in all my stores.

David Guthrey
Health 2000 (5 stores in Christchurch)

Security Tip

Lock your computer when you walk away from it.

It takes two clicks, and prevents prying eyes from viewing your confidential information.

Risk Management: Computer Data Backups

Stace Hema, General Manager of Oxygen IT talks Backups from an IT expert's perspective

Everyone needs it, from Government to Business all the way to a lone university student working on an assignment at home; we are going to talk about Risk Management and in particular Computer Data Backups! In a world of either overpriced servers for business or cheap desktop computers from your local Harvey Norman store, the term used is either backup or recovery, and it can mean the difference between a tiny hiccup in your day or the end of the world as you know it.

We rely on computers for everything these days and for most the price to own and operate one has become very affordable. We see people placing their life's work on a computer - photos, accounts, family trees, etc. We see people shopping online, paying bills, writing emails to family and friends all over the world. We see business owners using their email program to store historical emails for future reference or even a future dispute. We see people placing all their faith in the machine they take for granted every day, and rightly so. However, unfortunately not all of us take the step from recognising there are potential threats to your computer data, to the point of actually putting a simple plan into action - like backing that data up and keeping it safe.

How do I begin?

Find out how much space you need to store. This will help select a method you need for backing up. There are many options to backing up your computer data and it can be a hard choice for some

when it really shouldn't. Typically people are so fixated on the price rather than what they are achieving by spending money on the solution. I tell my clients that it's easy. Decide how compromised you are going to be mentally, emotionally or even financially if you lost your computer data. Normally at this point their face shows the reaction I would expect and money takes a back seat to solving the problem.

Identify what you save and where you save it:

The first thing to do is find out what you normally save and where you save it to. Most times the normal user has a My Documents folder, Email address book or PST file, Database for accounts, Internet Explorer Favourites and some other folders for separate programs they have installed. Once you have identified them, add up all the files and folders sizes. This will show you the total size of the computer data in question.

Select the method:

Now select the type of device for backing up to. You can use pen drives, removable hard drives, tape drives, external online backup providers, like Nexus Data, or even computer-to-computer methods. Whatever the way, just make sure if something happens to the device you use - it is safe and secure and not in the same location as your original computer data i.e. please don't backup to a removable hard drive and keep that drive in the same house as your computer. Because if your business goes up in smoke, so too does your data!



Stace Hema is the Director of Oxygen IT Limited. His credits include working for companies such as Gen-I, Computerland, AXON, Computer Concepts Limited, HP, Gateway, Parliamentary Services and the NZ Police to name a few.

Oxygen IT is a big fan of online backup. This means all the ownership and running of your backups are sorted 100%! Whenever you need to restore something just ring them and they will do it for you 365 days a year. Plus you can backup from anywhere in the world, so if you are a laptop user this is critical.

For more information on this or anything else to do with Computers please feel free to contact us.

Oxygen IT

Christchurch - Wellington - Auckland

Telephone: 0508 OXYGEN (699436)

Email: support@oxygenit.co.nz

PO Box 6160, Upper Riccarton, Christchurch

P: 0800 14 11 14

F: 03 974 9855

E: contact@nexusdata.co.nz

Nexus automatically backs up all of the computers in your office. It encrypts the information and transfers it securely to the Nexus Data Centre using your existing broadband Internet connection. Nexus works while you are sleeping, so you can sleep easy.

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0800 14 11 14
www.nexusdata.co.nz

SECURE

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