Rapid Response
IT Business Continuity Checklist

An effective framework for identifying challenges and setting priorities, enabling you to regain control and confidence in your IT environment during the COVID-19 crisis.

HARBOUR IT

Welcome

A note from our CEO

As the COVID-19 pandemic continues to escalate, businesses around the globe are adapting to meet unprecedented challenges. Here at Harbour IT, part of Canon Business Services, our mission over the coming weeks is to keep our team safe and to do our very best to continue to deliver great outcomes for our customers, knowing that you will depend on our support and expertise through this period.

We're dealing with the here and now, but also raising our sights to help our customers prepare for the demanding weeks and months ahead, looking toward how we manage our business and deliver to yours until this crisis is resolved.

This IT Business Continuity Checklist is just one of the ways we're helping our customers and IT professionals across all industries to gain control of their current situation, prioritise and focus on the key areas across IT Infrastructure, Security and End User Services. If we can be of assistance across any of these areas, remember we are here to help, so don't hesitate to reach out.

Thanks for your continued trust and confidence in our teams and services.

Luke Clark
CEO, Canon Business Services (Converga & Harbour IT)

How to use this guide

If there's one thing COVID-19 has taught us it's how quickly events can escalate from an improbable, distant threat to an immediate business impact. Many IT departments are in reactive mode enabling their workforce to work from home.

Harbour IT are at the forefront of helping our customers manage through this difficult time. Sometimes things fall through the gaps. To stop this from happening a team of our lead Modern Workplace engineers have developed the following checklist to help you ensure your infrastructure, security and support services are ready to meet these demands.

We want you to enhance end user productivity whilst maintaining IT staff morale and business security. Please use the list as a guide to reviewing your current and planned activities and don't hesitate to get in touch if you have any questions or comments on how the list can be improved.

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Infrastructure

End user experience will be critical to the success of your business, slow applications or links will directly affect productivity and staff morale. Infrastructure performance is the foundation. This check list will cover scaling considerations, performance and use of the best collaboration tools.

#	Item	Comments / Recommended Actions
1.	Do you have enough internet bandwidth to support the increase in remote working?	
2.	Do your remote access appliances (firewalls, load balancers, VPN gateways) have enough capacity and licensing to support the increase in remote working?	
3.	Do you have adequate availability and redundancy in place for your remote access services?	

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#	Item	Comments / Recommended Actions
4.	Are all your critical and core applications and services available via remote working methods?	
5.	Does your VDI platform have adequate resources to support the increase in remote working?	
6.	Does your VDI platform have the capability to scale out to support the increase in remote working?	
7.	Do you need a consistent, stable and secure method to deliver centralised applications to your remote working users?	

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#	Item	Comments / Recommended Actions
8.	Do you have a collaboration tool or system that can be used for voice, video conferencing and Instant Messaging purposes, allowing your staff to remain productive?	
9.	Do you have a method to securely access, share and distribute documents for remote workers to be productive?	
10.	Do you utilise components of M365 and are seeking advice on how to better utilise the tools at your disposal during the remote working period?	

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Security

There have already been attempts to take advantage of the COVID-19 pandemic by criminal organisations. Security has to be at the forefront of your considerations. Use this check list to validate your security posture for work from home users.

#	Item	Comments / Recommended Actions
1.	Do you have Conditional Access methods in place to ensure a secure remote working environment?	
2.	Do you have Identity and Access Management methods in place to ensure appropriate access to company applications and services when working remotely?	
3.	Do you have enough Multi-factor Authentication licenses to support the increase in remote working users?	

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#	Item	Comments / Recommended Actions
4.	Are your remote working devices securely managed by an endpoint management solution?	
5.	Do you have measures in place to ensure secure remote working methods when users leverage BYO Devices?	
6.	Are your endpoints & devices secure with next-generation anti-virus services to protect users from zero-day threats?	
7.	Are your endpoints & devices secure with web based protection services to protect users from web-borne threats and exploits?	

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#	Item	Comments / Recommended Actions
8.	Are your external facing remote applications and services being accessed securely with adequate encryption, secure protocols and protection measures?	
9.	Do you have advanced security services on your network permitter such as vulnerability management, IDS & IPS to ensure your network is as secure as possible?	
10.	Do you have adequate Security Governance measures in place to ensure the capability increase to support remote working is performed in a secure method?	

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End User & Support

Once you have achieved work from home how do you ensure employee productivity and end user experience is seamless. Achieve this by pre-empting service desk overload by using a check list that initiates preventative maintenance.

#	Item	Comments / Recommended Actions
1.	Are your Service Desk support staff enabled with the right tools to effectively support your end users from a remote location?	
2.	Have you configured your inbound communication methods to adapt to Service Desk staff working at remote locations?	
3.	Do you have an ability to scale up your Service Desk support team to keep up with increased demands due to the rapid changes?	

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#	Item	Comments / Recommended Actions
4	Have you prioritised support tickets and processes to ensure the focus is on getting remote staff working as quickly as possible?	
5.	Do you have a method in place to support the increase and demand in device deployment to support the increase in remote working users, including ongoing management?	
6.	Does your infrastructure management team have capability to login and manage infrastructure service, including OOB management networks if total isolation is required?	
7.	Are your infrastructure management teams busy with infrastructure uplift initiatives, preventing them from conducting critical maintenance?	

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#	Item	Comments / Recommended Actions
8	Do you have a plan in place if your support teams (both Service Desk and Infrastructure management) cannot keep up with operational demands due to lockdown, isolation or illness?	
9.	Have you conducted a device audit to determine device availability to support the increase in demand for remote working?	
10.	Do all remote working staff have access to stable and high speed internet connectivity to work remotely in an efficient manner?	
11.	Have you develop "work-at-home" training guides and manuals allowing staff to gain better use of tools and systems to be more productive and collaborative?	

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Additional Resources

Insights and advice from industry leading organisations and experts.

Working from home crisis guide
Harbour IT

Read Article

Harbour IT Managed Services
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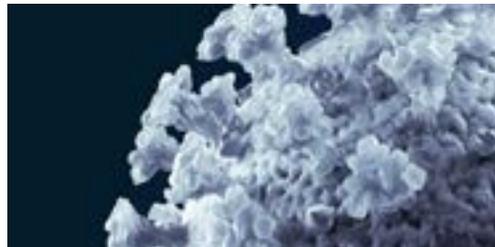Read Article

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6 questions to ask when choosing an IT MSP
Harbour IT

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COVID-19: Implications for business
McKinsey & Company

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Pandemic Planning Guide for Businesses
OpsCentre

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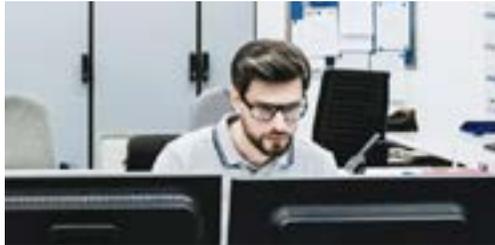By sharing your perspective in our survey

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Insights and advice from industry leading organisations and experts.

Leadership through the first wave of Coronavirus crisis
McKinsey & Company

Read Article

Five Things to Expect from Cuts in CIO's Tech Budgets Due to COVID-19 Forbes

Read Article

Cybersecurity tactics for the coronavirus pandemic
McKinsey & Company

Read Article

How CIO's should Reroute Digital Transformation in the COVID-19 Crisis Forbes

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15 Questions About Remote Work, Answered
Harvard Business Review

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CIO Areas of Focus During the COVID-19 Outbreak
Smarter With Gartner

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Disclaimer

The situation surrounding COVID-19 is dynamic and rapidly evolving, on a daily basis. Although we have taken great care in producing this checklist, it represents Harbour IT's view of the current pandemic at a particular point in time.

This checklist and its contents are not intended to be seen as a formal endorsement or recommendation of a particular course of action in response to the COVID-19 crisis. As such you are advised to make your own assessment as to the appropriate course of action to take, using this checklist as guidance only in context of your unique organisational requirements. Please carefully consider local laws and guidance in your area, particularly the most recent advice issued by your key health authorities, before making any decision.

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At Harbour IT, our reputation is founded on ensuring the security, control and compliance of our customers most sensitive workloads. Known for our knowledgeable, personable service, we offer the most secure and flexible hosted and managed cloud offerings available in the market — helping our customers to transform the way their businesses are run.

We have provided cloud hosting solutions and managed services for nearly 2 decades. You'll benefit from the expertise of the best engineers in the industry and enjoy a level of security and reliability that's second to none.

Harbour IT is part of Canon Business Services , which brings together the leading edge business technology solutions of Harbour IT, with 25 years of world-class business process outsourcing from Converga. Our goal at Canon Business Services is to give our customers the freedom to focus on growth and not be slowed down by operational capacity or capability challenges.

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