THE VIRTUAL LAW OFFICE

EPISODE 8:

<u>Data Storage & Backup 101</u>

Presented By:
Robert J. Leitner, JD, MBA, MS
Fractional CEO
How to Manage a Small Law Firm
<u>www.HowToManage.com</u>

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WELCOME

✓Welcome to <u>The Virtual Law Firm</u>, a series presented by How to Manage a Small Law Firm

✓Presenter: Rob Leitner - Fractional CEO with How to Manage a Small Law Firm

✓Series purpose: Empower legal professionals to setup your virtual law office, become self sufficient with office technology, and get answers to your tech questions so that your firm can continue to serve and grow through the pandemic and beyond

✓This presentation is being recorded

✓All attendees will receive a copy of this presentation

PREVIOUS EPISODES - OVERVIEW

Episodes:

1. Home Office 101
2. Virtual Communication 101
3. Document Management 101
4. Remote Access 101
5. QuickBooks 101
6. Home Networks, Security & Wi-Fi 101
7. Social Media 101

THE VIRTUAL LAW FIRM – MORE RESOURCES

Online Resources:

- ✓ Discussion forum (24-hour replies)
- ✓ Recorded episodes (entire series)
- ✓ Slide presentations (PPT & PDF)

Location:

https://howtomanageasmalllawfirm.com/virtual-office-tech-show-ty/

QUESTIONS

✓Live Q&A after this presentation

✓ Raise hand or type question in Chat anytime

✓Post additional questions on Discussion Forum

✓Email: RobertL@HowToManage.com

Location:

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EPISODE 8:
DATA STORAGE & BACKUP 101

Subtopics:

1.   Data storage & access
2.   Data backup
3.   Methods of backup
4.   The rule of 3
5.   Security & control issues
6.   After the emergency

DATA STORAGE & ACCESS

✓ Definition of data storage
- Where & how you save all of your firm's electronic (digital) data, which includes files, folders, documents, images, photos, documents, video, audio, financial, email, etc.
- Cost of data storage has decreased greatly over time

✓ Types of data storage
- Internal hard drives
- External hard drives
- Cloud storage
- USB flash drives
- Tape drives

✓ Accessing data
- Access is even more important than type of data storage
- Goal: access any data from any device at any time any where in the world
- Desktops, laptops, tablets, mobiles, etc. (internal & external to the physical office)
- Security & access control are critical

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DATA BACKUP

✓ Backup, backup, backup
- Backup all of your data (personal & firm)
- Your files & folders (data) & email are critical for your home, family & law firm (imagine what would happen …)
- External hard drive backup, USB flash drive backup, backup to the Cloud (online backup), physical off-site backup
- Weekly backups at a minimum (incremental vs. full backup)
- Test & confirm backups once a month (all backups)
- Easy restoration of data after an emergency or accident

METHODS OF BACKUP

- ✓ Cloud storage (online backup)
  - ▪ Pros: no maintenance, transparent, low cost, accessible from any device, emergency preparedness, unlimited storage space, immediate plan upgrades, Mac & Windows compatible
  - ▪ Cons: slight delay, lose control, monthly costs forever, risk of hacking, manage access with staff turnover, might require tech support
- ✓ External hard drive
  - ▪ Pros: low cost, plenty of storage, physical copy of data, fast data transfer, portability, emergency preparedness, standard USB ports or wireless, no tech support required
  - ▪ Cons: limited useful life, security risk, no storage upgrades, formats not compatible with Mac & Windows, electrical event kills PC + external hard drive (USB = data + power connection)

METHODS OF BACKUP (CONT'D)

- ✓ USB flash drive
    - ▪ Pros: very low cost, physical copy of data, fast data transfer, extreme portability, emergency preparedness, standard USB ports, no tech support required
    - ▪ Cons: limited storage capacity, limited useful life, easily lost or broken, security risk, no storage upgrades, electrical event kills PC + USB flash drive, formats not compatible with Mac & Windows
- ✓ 2nd internal hard drive
    - ▪ Pros: low cost, long useful life, physical copy of data, fast data transfer
    - ▪ Cons: accessibility, electrical event kills PC + internal hard drive, not portable, no storage upgrades, requires tech support
- ✓ Server backup
    - ▪ Pros: robust security, multi purpose servers, remote access, additional internal hard drives, physical control of data, wired or wireless connections
    - ▪ Cons: not portable (heavy), electrical event kills server + data, expensive, requires tech support, requires support after an emergency

THE RULE OF 3

✓The Rule of 3
- ▪ Always backup your firm's data three (3) different ways
- ▪ Applies to personal data as well (family photos, personal files, music collection, photos, etc.)

✓Why?
- ▪ Redundancy
- ▪ Spread & reduce risk
- ▪ Recover data quickly
- ▪ Disaster & emergency mitigation
- ▪ Viruses, hacking & malware will happen

THE RULE OF 3 (CONT'D)

✓ Firms with a physical server
1. Connected external USB hard drive
2. External USB hard drive stored off site
3. Cloud backup

✓ Firms using Cloud storage
1. Local storage / connected external USB hard drive (physical copy of data in your possession)
2. External USB hard drive stored off site (physical copy of data in your possession)
3. Second Cloud backup

✓ True solo firm (assumes 1 PC with no Cloud storage)
1. Connected external USB hard drive
2. External USB hard drive stored off site
3. USB flash drive stored off site

SECURITY & CONTROL ISSUES

- ✓ Security
  - A backup is a full copy of your firm's data – treat appropriately
  - IT company must be fully vetted & insured
  - Only owners keep physical copies of data in their possession
  - Firm turnover = review access / possession of physical & virtual backups
- ✓ Control
  - Defined policies & procedures for backup & restoration of your firm's data
  - Document the location of physical copies of data (date & time stamp on all hard drives)
  - Formal handover of data after employee turnover

AFTER THE EMERGENCY

- ✓ Ultimate purpose of data storage & backup
  - ▪ Identical copy of the firm's electronic assets, resources & property
  - ▪ Hedge against hackers, malware, accidents, fires, storms, floods, malicious employees, owner infighting, lightening, equipment failures, etc.
- ✓ What happens after an emergency
  - ▪ A firm can operate immediately so long as backups are current, accessible & utilized
  - ▪ Designate POCs & policies/procedures to restore data backups & provide access to law firm staff
  - ▪ Cloud storage will not be affected so long as net access is restored
- ✓ Email data
  - ▪ All law firms should be using Microsoft Exchange (Microsoft 365) – business class email
  - ▪ Email should be restored in minutes on new /replacement mobiles, computers & other devices

LIVE Q&A

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THANK YOU

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Stay well everyone!