

The Workshop Series

IT Tips and Tools for Charities


The Gallery Partnership
Network Support/Consultancy
27 April, 2009



A little about us...

- Founded in 1996 with Benefactor, grant making software
- Provide network support and disaster recovery since 1999
- Over 100 clients in greater London and Brighton
- Most of our clients are from the charitable sector
- Our technicians have over 30 years combined experience

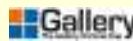
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...just a little more about us

- Experience working with limited budgets
- A simple and efficient formula
- We provide the same level of support for all clients
- We provide proactive support to ensure we are invested
- If you don't keep fixing it, it will break!


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What are we talking about today?

- Microsoft's next generation of software
- Protecting your organisation
- Disaster Recovery
- Leveraging your out-sourced IT company
- Free stuff for charities


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Vista

- Requires fast processor and a lot of RAM
- Additional features slow your processing
- Additional security slows everything down
- Dell systems still allowing new machines with XP
- Next generation, Windows 7, due out in late 2009
- Yes, you can ignore it.


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Microsoft Server 2008/Exchange 2007


- Added functionality and stability
- Server 2008 has upgraded terminal server function
- SBS 2008 requires firewall
- Exchange 2007 benefits
- No, you shouldn't ignore it.

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 **Protecting your Organisation—Anti-Virus**

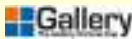
- Conficker virus - Botnet
- 30% of Windows PCs do not have security patch
- Microsoft patch for the MS08-067 vulnerability (google it)
- Trend Anti-Virus
- What to do—Additional firewall

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 **Protecting your Organisation—Malware**


- Malicious Software - Malware**
- Codes are increasingly difficult to detect and prevent
- What you can do - *Malware Bytes*
- Develop a monthly routine/procedure internally
- Stick to it!

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 **Protecting your Organisation—Firewall**


- External firewall recommended
- Open-source (free) Untangle is every bit as good
- Relieves pressure from primary server
- Re-cycle/re-use old servers for this role
- Additional security (e.g. Key fobs)

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 **Disaster Recovery**

- Adequate back-up of data
- Adequate storage of back-ups
- Managed on a daily basis
- Tape versus Imaging to hard drive
- Comprehensive plan should address all scenarios
- Adequate testing of plan and data recovery

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 **Disaster Recovery Scenarios**

- File is lost/deleted
- Server dies or hard drive fails - office accessible
- Spare servers available for system re-store
- Server dies and office is not accessible - Remote
- Temporary office space available for key personnel

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 **Leveraging your out-sourced IT company**

- Primary contact internally
- Active and trusting Account Management
- Explain requirements in layman's terms
- Ask to see original quote if they re-sell hardware
- Sell you something more than 2-3 times a year


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Free Stuff for charities—Charity Tech Exchange

- Microsoft, Cisco, Symantec, etc.
- Eligibility requirements
- Software/hardware savings
- Ordering criteria
- How to register

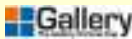
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Cheap Stuff for charities

- Saving money buying new versus renewing
- Charity discounts
- Open sourced software e.g. VNC, Untangle
- Webroot, Trend, Acronis – up to 50% discounts


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A Stable Formula

- Microsoft Small Business Server – up to 75
- Microsoft Exchange
- Trend anti-virus
- Webroot – 3rd party email scanner
- Acronis True Image Server
- Easynet Business Broadband
- Untangle firewall


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Summary

- Ignore Vista
- No need to upgrade from 2003 to 2008 server software
- New installs–use Exchange 2007/Server 2008
- Ensure MS patch addressing Conficker has been installed
- Develop and stick to anti-virus/malware scan routines


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Summary

- Develop detailed disaster recovery plan
- Test plan and data recovery
- Hire us! (just kidding)–leverage your out-sourced company
- Demand they explain in layman's terms
- Register with Charity Technology Exchange

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