

# Developing connectivity resilience



## Small Business Help Guide

### What is connectivity resilience?

Ever had your internet connection drop out? Or has your EFTPOS machine lost connectivity randomly? Have you asked yourself the question, what would I do if we lost connectivity for a prolonged period?

In today's digital world, having a resilient connectivity plan allows you to effectively manage these situations that arise from time to time. This plan does not need to be complex but should force you to question your current business practices and what is required to have an effective affordable solution.

With almost every location having multiple connectivity solutions available, such as satellite, fixed wireless or mobile, there are now opportunities to achieve greater resiliency.

### Developing a business connectivity strategy

#### 1. Assess current connectivity needs:

- Evaluate the critical online functions of your business (e.g., email, cloud services, payment systems, remote desktop access).

#### 2. Risk assessment:

- Identify potential risks to your connectivity (e.g., outages, natural disasters, hardware failures).
- Assess the impact of these risks on business operations.

#### 3. Redundancy planning:

- Consider having multiple internet connections from different providers. For example, Fixed Wireless for main use and mobile 4g for backup.



#### 4. Develop an offline contingency plan:

- Identify essential operations that can be maintained without an internet connection.
- Keep local backups of important data to ensure it's accessible without an internet connection.



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## 5. Employee training and communication:

- Train employees on your connectivity strategy, including how to switch to backup systems and whom to contact for technical support.

## 6. Review and update the strategy:

- Regularly review and update the connectivity strategy to reflect new technological advancements, changes in business operations, or lessons learned from past incidents.

### Regional Tech Hub Small Business Connectivity Hub

- Providing tailored advice.
- A range of online resources.

To find out how the RTH can assist you with free and independent advice, visit [www.regionaltechhub.org.au/smallbusiness](http://www.regionaltechhub.org.au/smallbusiness)

### 3 KEY TAKEAWAYS

- **Utilise multiple retail service providers (RSPs) and technologies.**
- **Monitor your providers website or local news sites for unannounced outages.**
- **Regularly update your network devices and software to fix bugs and improve performance.**

