

THE PACKET

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FedNor Delivers Broadband Funding



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George Botko, President of Core Broadband commented, "We are very excited about this announcement and look forward to working with MCN and the existing Internet Service Providers in the area to extend service. Fednor's participation in the project will enable Core Broadband to build the infrastructure necessary for individual ISP's to reach the unserved areas in Muskoka with affordable high-speed Internet services.

MCN Helps Businesses Get High Speed Internet

MCN's Satellite Internet for Remote Areas (SIRA) program allows businesses to get high speed internet access through satellite.

Businesses who have no reasonable expectation of getting high speed internet through traditional service such as DSL, Cable, Fibre or Wireless in the near future can apply to MCN for funding to get high speed internet access via satellite.

Eligible applicants may receive a subsidy to get high speed satellite internet installed.

More information on the SIRA program can be found on the MCN website at <http://www.mcnet.ca/projects/SIRA/> or by calling MCN at P:(705) 646-9044

MCN is pleased to announce that it has secured the funding from FedNor required to bring high speed internet access to unserved areas of Muskoka.

"MCN has known for a long time that FedNor is supportive of extending broadband connectivity to unserved areas. Now it is wonderful to see the Federal Government commit resources for expanded service. The success of this project is important to the economic and social development of our region. FedNor's commitment and support on this project will certainly help Muskoka become a better place to live and do business" says Rob McPhee, MCN's executive director.

Over the last year MCN has worked to identify regions in Muskoka where broadband connectivity is not available. Following that work, MCN issued a public request for proposal (RFP) to identify qualified vendors who could build the infrastructure to fill the broadband gaps. As a result of this RFP process, MCN chose Muskoka.com's proposal to build this infrastructure. Muskoka.com proposed the development of a new wholesale company that provides open access to other Internet Service Provider (ISP's). The new company, Core Broadband, is making a significant investment in this project and the balance will be funded by the FedNor contribution.

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Beyond Backups: IT Disaster Recovery

What would you do if the computer systems, applications, or data that your business depends on didn't work? What would you do if you had a computer crash, or your systems were damaged in a fire, or stolen?

Most businesses are not prepared to recover from a data disaster. Businesses should plan ahead and have an action plan in place to help them recover their operations quickly and with minimal disruption in the event of a data disaster. For IT, this process is called *disaster recovery planning*.

What's at risk? What would it cost you if you had a data disaster and electronic records for operations, sales, accounting, human resources, even prototype and product research was unavailable to you for a period of time? Businesses that do not put a business continuity system in place face severe consequences including loss of revenue, loss of customers or even bankruptcy. In today's global market, companies should make sure that in the event of a major computer failure they can restore their business operations in a timeframe that will allow for minimal business disruption.

Disaster Recovery Planning will assist you in developing a well thought out plan. By following this plan, you will improve your position by assessing your risk exposure. The plan also contains a list of actions to follow in the event of a disaster. You should know that you have a system in place to protect your business should you need to use it.

The Federal Government, through Public Safety and Emergency Preparedness Canada has an excellent resource available for businesses to assist them with this process. For more information see:
<http://www.psepc.gc.ca/prg/em/gds/bcp-en.asp>

Muskoka Community Network also offers a Best Practices Workshop on Technology Management which addresses the risk assessment portion of IT.

More information on this contact MCN at
P:(705) 646-9044
Or by e-mail mcn.info@mcnet.ca

ITIL Foundation Certification

Muskoka Community Network will be bringing the **ITIL Foundation Certification** course to Muskoka.

The IT Infrastructure Library (ITIL – pronounced eye-till) is a framework of best practices and procedures for effective IT Management.

Participants who take this course will:

- Prepare for and take the **ITIL**® Foundation Certification Exam
- Evaluate best practices in IT Service Management based on the **ITIL**® framework
- Assess the activities and roles involved in each **ITIL**® process
- Explore the components of Service Support and Service Delivery processes
- Recognize key IT Service Management terminology
- Identify security issues throughout the **ITIL**® processes

Participants who wish to take this course should contact MCN for more information.

Key Considerations for Backups

Most people appreciate the need to backup their computer data, however, having your data backed up can still leave your organization with a high degree of risk exposure.

Here are some key ideas that your backup strategy should include:

1. Backup often.
2. Take copies of your backups offsite.
3. Ensure that you have the installable versions of your programs available at all times.
4. Consider having duplicate hardware available.
5. Perform a test restore of your data to make sure you can recover.
6. If you have any doubt if your systems are properly protected call in the professionals.