



CloudStrike®

What Happened?

Every company in the Information Technology industry is asking this same question. In reality, what everyone wants to know is... How can we make sure this doesn't happen to us?

FOR ARGUMENT'S SAKE, NOT ONE OF OUR CUSTOMERS EXPERIENCED A SIGNIFICANT OUTAGE AS A RESULT OF THE CLOUDSTRIKE FAILURE!

Are our clients smarter than you? The simple answer is No!
They were better prepared!

Throughout this document, we will give you a brief overview of how planning and solutions from Covington & Associates will ensure Your Business will have 24/7X365 resiliency.

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INTRODUCTION

The simple answer to the question of “Why did this happen? And, What happened” ... is way simpler than what most IT executives realize.

Simply stated;

- ⇒ Poor Policies,
- ⇒ Poor Procedures,
- ⇒ Poor Vision,
- ⇒ Limited Solutions,
- ⇒ Lack of Planning, and;
- ⇒ Financial Restrictions

WHAT/WHY - THIS HAPPENED?

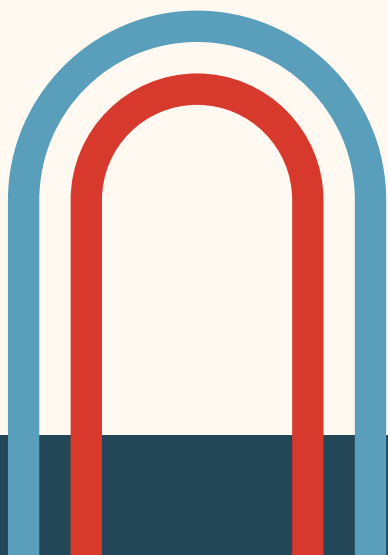
Poor Policies:

From the account of the various organizations that experienced this outage, most of these companies relied on a software patch that was untested in the user environment. When I say untested, I don't mean by the producing company, I mean tested in the users environment.

There must be, a test bed set up within each user organization that will not implement a solution until that solution has been thoroughly vetted within the users operating infrastructure and architecture.

Poor Procedures:

Most organizations failed to duplicate their live environment when running test on updates and patches from the manufacturers. Test environments rarely mimic the live data environments, and such give a limited view of what will happen on implementation in the live environment.



WHAT/WHY - THIS HAPPENED? (CONTINUED...)

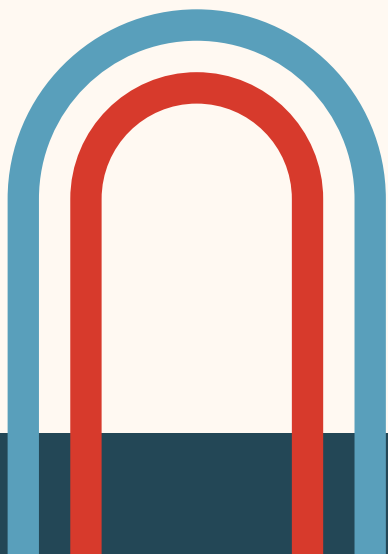
Poor Vision:

Sometimes we have a shortage of good train staff mini organizations implement what is critical and what is necessary. Planning and identifying potential challenges fall to the bottom of the priority list. We often see an attitude of "If it ain't broke, don't fix it".

Limited Solutions:

Testing new solutions is almost unheard of in the information technology community. Often, solutions are acquired because a big-name company said it was the best thing for your company.

However, one of the cornerstones that Covington uses... is defined by the most secure and available businesses in the information technology arena. An example of this would be solutions utilized by the banking, finance, and insurance industries. My first question is always, what are those institutions using?



WHAT/WHY - THIS HAPPENED? (CONTINUED...)

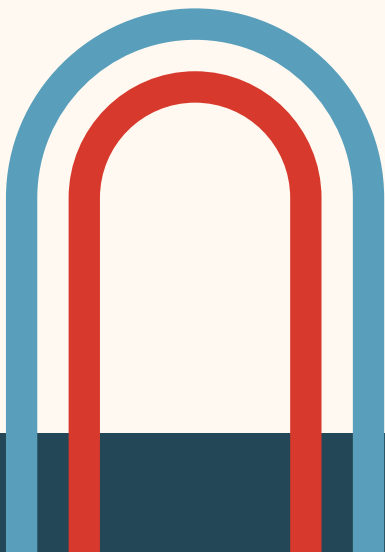
Lack of Planning:

The Covington methodology is Defined through the utilization of the word, "Proactive". Is your company buying proactive or reactive tools? Do you have the ability to evaluate your systems operations for failures prior to those failures occurring? If not, why?

Financial Restrictions:

Information technology organizations are constantly challenged with budgeting constraints. Unfortunately, financial folk that control the purse strings think immediate cost versus thinking long-term strategy.

This outage could have been avoided by every organization. The cost factor is well over \$1 billion. If you think on the grand scale of things, it would have been significantly less expensive to have gone with proven planning, tools, and solutions that would have improved the organizations long-term bottom line...



KEY FINDINGS



KEY FINDINGS #1

Build a Resiliency Plan



KEY FINDINGS #2

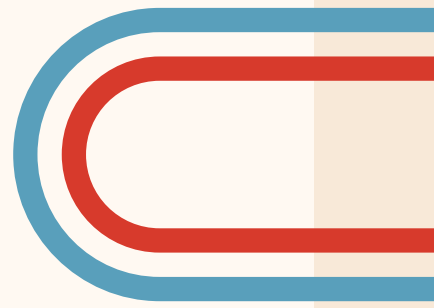
Use Proactive Solutions



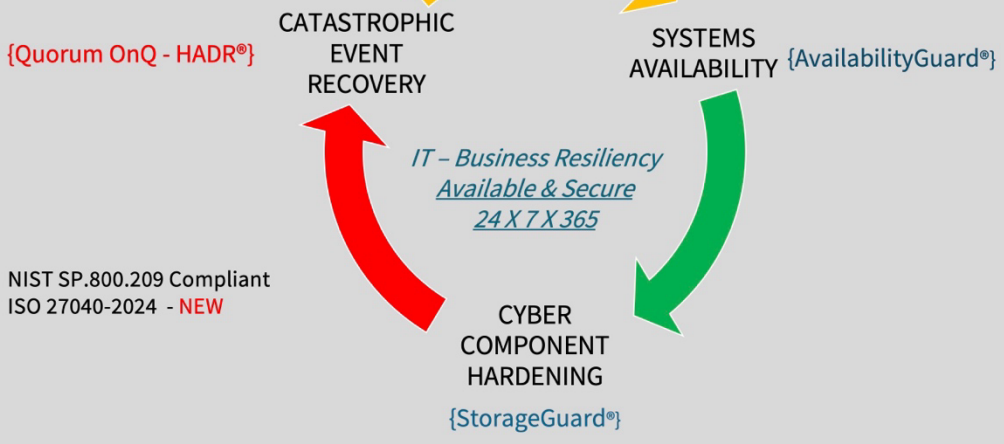
KEY FINDINGS #3

Mirror Industry Leaders

CIRCLE OF SUCCESS



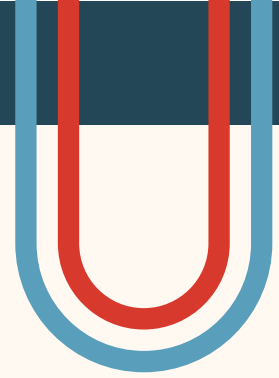
The "Covington" 2024 Resiliency Methodology



Consulting For setting Up This Process is Provided AT NO CHARGE

CIRCLE OF SUCCESS

CONCLUSION



Building a business resilient environment is not a difficult task. The Covington methodology changes your mindset from thinking of an individual event to preparing for whatever can occur. Our planning solutions and planning efforts were proven during this recent cloud strike outage.

TAKEAWAY #1

Stop thinking that outages are just something that is going to occur. When you look at some of the most secure and available IT organizations, you rarely (if ever) here of a significant outage or security concern that caused those organizations customer and revenue losses.

TAKEAWAY #2

Business resiliency is part of your IT planning efforts and necessary to meet corporate business objectives. Proper financial planning involves investing in technologies that you currently do not have. This investment pays off in the long run because “When” the next big outage does occur, your company will not be in the next National Headline.

TAKEAWAY #3

Most of the Covington consulting services are billed through our manufacturing partners. This means that many of our consulting services are not billed to your organization. Thus, we give you the best of both worlds - Free consulting, and outstanding solutions.