

PREPARED FOR A 30-ATTORNEY LAW FIRM (ILLUSTRATIVE)

Your hour

An hour of downtime costs you at least

\$9,075

An eight-hour day

\$72,600

LINE	HOW WE GOT IT	PER HOUR
Revenue that stops each hour	\$6,000 an hour × 70% that stops	\$4,200
People idled, at loaded cost	45 people × \$95 an hour	\$4,275
Recovery expense per hour	Overtime, outside help, rework	\$600
The tail	Court deadlines, malpractice exposure, client confidence	Listed

The floor: your hour

\$9,075

This is the floor, not the ceiling. The tail does not fit on a line, and it is usually what hurts. It is listed here so it is written down, not guessed at later.

What your hour depends on

The systems that, if they stopped, would stop the firm. For each one: who owns it today, how you would know it was down, and how long it takes to bring back.

SYSTEM	WHO OWNS IT TODAY	HOW YOU WOULD KNOW	TIME TO BRING BACK
Email and calendar	IT provider	People call the office manager	A few hours, depending on the cause
Document management	Office manager, with the vendor	Attorneys cannot open files	Unknown. A full restore has never been tested
Practice management and billing	Billing manager	Time entry fails	Vendor says one business day
Phones	Office manager	Clients report it	Unknown
Internet and the network	IT provider	Everything stops at once	One line, no backup. Hours, if the carrier responds
Identity: the accounts people sign in with	IT provider	Nobody can sign in	Unknown

Three of six answers are "unknown." That is normal, and it is the most useful line on this page: an unknown recovery time is the one you cannot plan around.

Three questions, and your top three risks

When did you last test a full restore of your core system?

Backups run every night and report success. Nobody can recall a full restore of document management, and there is no written result of one.

Who answers at 2 a.m., and do they know your business?

A failure overnight goes to a voicemail box. The IT provider picks it up when its queue opens in the morning.

Show me your continuity plan, in writing.

There is no written plan. The managing partner and the office manager know most of it between them.

Your top three risks, measured against your hour

- 1 The document management restore has never been tested.**
Everything the firm produces lives there. If bringing it back takes a full working day, that day costs \$72,600 before the tail, and today nobody knows whether it takes four hours or four days.
- 2 An overnight failure waits for the morning.**
A failure at 11 p.m. that nobody sees until people arrive means the firm opens already down. Three hours to diagnose and fix after that is \$27,225.
- 3 There is no written continuity plan.**
Every decision during an outage gets made for the first time: who calls the court about a filing deadline, who tells clients, which system comes back first. That is where the tail lives: court deadlines and malpractice exposure.

One recommended next step

Run a supervised full restore of document management, time it, and write the result down.

It turns the largest unknown in this report into a number. It also tells you whether risks two and three are measured in hours or in days. Your current IT provider can do this. If they cannot, that is its own finding.

What this report is not

- It is not a proposal. There is no price on it.
- It is not an audit. It is what 60 minutes with the people who run the firm can establish.
- It does not expire. Keep it, share it with your current provider, or bring it back to us.

You keep this whether or not we ever work together. If you would like to talk through what closing a risk involves, we will scope it against your hour, so you can see exactly what it protects.