

Week 5: Building Resilience in Critical Infrastructure

October 31, 2016

How resilient is your infrastructure?

What we mean is—if something goes wrong—how prepared are you to handle it?

For the most part, the tools we all use every day work properly. Things usually run smoothly. But what happens when something goes wrong (and at some point, something always goes wrong), whether it's a power outage, natural disaster, security breach or technical failure with a partner.

Here's a recent example:

At RightSize Solutions, we use Zendesk for our help desk. It works well and we recommend it. However, a few weeks ago, Zendesk was down for a few hours. Without a pre-established plan in place, we would have had no way to communicate with our clients—which obviously would have been a major issue. Fortunately, we *did* have a plan.

This is what resilience is all about. It means having a plan in place. Because nothing can ever be 100% resilient. For every tool you use, there needs to be a plan for what happens when that tool isn't available.

Moving to the cloud or using an app doesn't make your firm resilient. It means you've offloaded the burden to someone else...but you still have to take responsibility. Because if something goes wrong, your clients will blame you.

One thing is certain. Things will always happen that are beyond our control. But at RightSize Solutions, we know that *having a plan* puts you back in control.

Is your RIA's infrastructure resilient? [Schedule a free tech assessment to find out.](#)