

USE IT MATE

The Ransomware Disaster Recovery Protocol

Exactly how to get your rent roll back online after a cyber attack.
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Backups don't matter. Only Restores matter.

If a hacker drops ransomware on your agency's server or SharePoint, every lease agreement, entry condition report, and financial ledger gets encrypted and locked. If you pay the ransom, you might not get the data back. Your only way out is a flawless Disaster Recovery (DR) plan.

Here is the exact protocol corporate agencies use to guarantee they never lose a single file to ransomware.

Store the completed checklist with employee records.

Queensland-based • Remote-first • Managed IT for businesses

1. The "Air-Gapped" Cloud Backup

Microsoft 365 and Google Workspace do not back up your data; they only sync it. If a file is encrypted on your laptop, it syncs the broken file to the cloud. You must have a third-party, "air-gapped" backup system (like Datto or Veeam) that takes independent snapshots of your data multiple times a day and stores them in a completely separate, untouchable digital vault.

2. The 3-2-1 Rule

Never rely on a single hard drive plugged into the office router. Your agency must follow the golden rule of data survival:

- 3 Copies of your data.
- 2 Different media formats (e.g., Cloud server and Local NAS drive).
- 1 Copy strictly offsite (immutable cloud storage).

3. The Bi-Annual "Fire Drill" (Test Restores)

Having a backup system is useless if it takes 8 days to download the files. Twice a year, your IT provider must perform a random "Test Restore." They must prove to the Principal that they can pull a deleted Property Management folder from 30 days ago and restore it to a working laptop in under two hours. If they can't prove it, your DR plan is broken.

Is your agency actually protected? We build 'Zero Gravity' cloud environments with immutable, ransomware-proof backups for local real estate agencies.

Visit useitmate.com to book a flat-fee security overhaul.