



## April 2011

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## Business Continuity Tip

### Prepare for the first 72 Hours

The crisis in Japan is heart wrenching and hard to fathom. It's been said that this will be one of the most closely examined disasters in history. The lessons learned will help generations for years to come. But what can you do today to prepare your business and family for a large scale event? Simply put, prepare to go it alone for the first 72 hours.

FEMA recommends to be prepared with adequate supplies for the critical first 72 hours after a disaster. This includes operating under the assumption that utilities (phone, electricity, gas) as well as public safety (police and fire departments) may be unavailable. The following items should be included in a 72 hour "go bag" or kit:

- **Clothing:** Each person should have two sets of clothes.
- **First Aid:** You should have a fully stocked First Aid Kit and include any over the counter medications.
- **Water:** Water is critical. Each person should have a minimum of one gallon per day.
- **Food:** Pack high energy food bars and

## Welcome

Welcome to the April 2011 issue of the CCSI Essential Stream Newsletter. It is so hard to believe that we are ¼ of the way through the year.

So many exciting things are happening here at CCSI, that it is hard to figure out what to tell you about first.

CCSI Voice is here. Not only here in the offices of CCSI but they can be in your offices too. We are now helping our small business clients manage their telephone needs with the Cisco UC320W phone system. These systems handle up to 24 phones can have up to 6 wireless phones, and route your voicemail directly to email and mobile devices. We have our phone ringers set to the ringer from the TV show 24! For more information, check out our website by clicking [HERE](#)

*We are also Xerox authorized resellers now, which means we can help provide you with world class Multi Function Copiers and printers. We picked the very best to offer to our valued clients. Ask us about our full line of Xerox products. We can even find financing for you, no up front cost.*

So let me end with the most important topic . Junior Achievement. It is that time of year again for my pet charities most important fund raising event, the Vancouver Advisory Committees annual Bowl A Thon. This event raises approximately 50,000.00 each year to help students in the Vancouver Schools obtain valuable skills that they will use for their entire lives. I am a graduate of JA from 1984, and much of what I am today I can directly attribute to my two years in Junior Achievement in High School. Thank you in advance for your contributions, it truly changes lives of these students and eventually gives back to the community. Please visit my fund raising site, and help me help students be all that they can be. [Click here to support Junior Achievement](#)

Enjoy this month's newsletter, I enjoy putting it together for you and I have included fun and interesting stuff for you. Feel free to pass it along to friends and family too. I consider it a compliment.

If you know of others who are interested, let me know and I will add them to our growing mailing list.

Scott



other non-perishable high energy snacks. This will help both the physical and mental aspects of a disaster.

- **Medication:** You should have a three, or preferably 10 day supply of any prescription medications.
- **Important Documents:** Insurance policies, contracts, wills, deeds, titles, and medical prescriptions in a waterproof pouch.
- **Money:** You should have at least \$250.00 in cash. Power failures will disable ATM's and most credit card machines.
- **Misc:** Extra blankets, hygiene products, N95 respirator masks, misc tools, flashlight, extra batteries and radio are all great things to have.

## Disaster-Proof Your Business

by Jeff Wuorio  
used with permission from the Microsoft Business Site

If you're a business owner, you need to know how to protect your business.

Try as we might, there's often no way to skirt disaster — whether it's national, personal or weather induced. But there are strategies to cope with it as best we can, no matter if its source is a burst river levee, a thoughtlessly discarded match, or the deranged actions of others.

Knowing what to do in the event of a disaster is crucial for anyone, of course, but particularly for a small-business owner, whose livelihood may depend on a small storefront or home basement office.

Start with some strategies. Here's a checklist that can help you set up an effective and comprehensive small-business disaster plan:

[Read more](#)



*All things being equal, people will do business with, and refer business to, those people they know, like and trust.*

- Bob Burg

## Laugh a Little



"I found these in your desk..."

## Find Out How To Get An Extra Hour Every Day

used with permission from the HP Small & Medium Business Site

Time pressure is acute and frustrations such as commuting, inflexible working hours and tedious meetings make it worse.

**To get things started here are ten sure-fire ways to get an extra hour a day.**

**Do emails on the go.** With an HP notebook with 3G Mobile Broadband, you can get ahead of your emails before you even get to work. (Broadband connections require separately purchased wireless data service contracts.)

[Read more](#)



## Simplify Repetitive Actions with Quick Steps

Microsoft Office Demo

Many of the most common actions most people take on e-mail messages involve multiple steps. For example, reply to a message and then move it to another folder, or forward a message to your team. Outlook 2010 includes Quick Steps, a gallery of commands that turn these multiple-step tasks into one click.

Watch this video to see how Quick Steps help you act on your e-mail messages more efficiently, and how to make custom Quick Steps to do your own repetitive tasks.



