Canon 8:
Treat data systems as a valuable organizational asset

The network manager called the chief information officer at 11:00 p.m. "You're never going to believe this, but a tech assistant fried our database." The CIO rolled her eyes. "How many times do we need to tell people they can't touch that equipment?" "Well, to be fair, it was a new employee—but you're right, it is an ongoing problem." The CIO then asked, "But why are you calling me? You know how to access the offsite backup files as well as I do." "That's the second part of the problem," the network manager confessed. "I know there is no excuse for it, but I wanted to leave a little early on Friday and figured I could have the backup tapes sent in on Monday. I meant to do it first thing Monday morning, but a data request from the superintendent came in and I just lost track of time. I know I fouled up, but we don't have an offsite backup for the last two weeks." The CIO was very angry, but knew that the network manager appreciated the magnitude of the mistake and that a reprimand wouldn't help. "Well, we're going to need to hire specialists and get the system fixed." "But that's going to cost several thousand dollars," the network manager interjected. "I know," the CIO said. "But tell me our other options?"