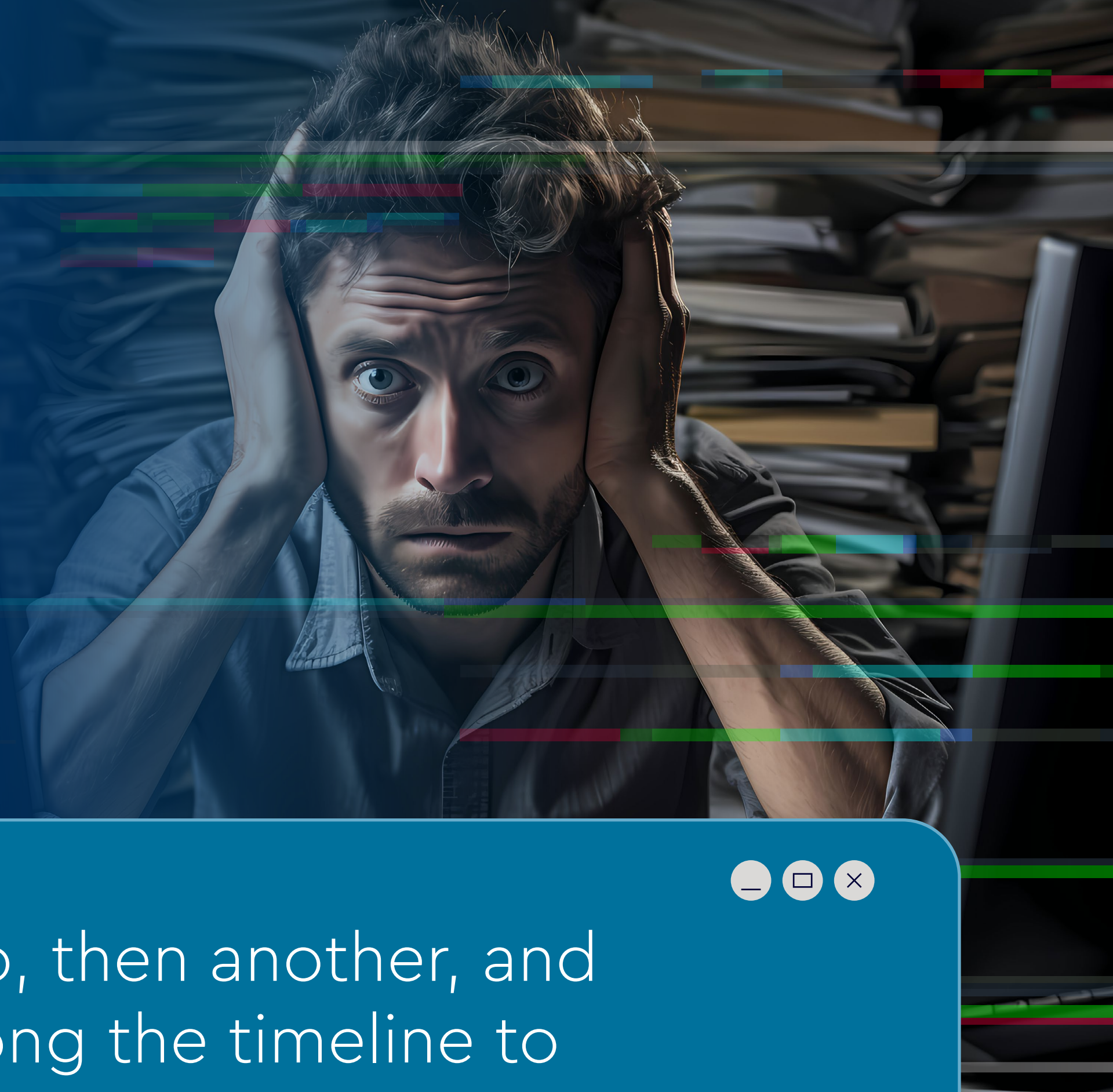


# A Series of Unfortunate IT Events: **The Timeline**



You know those kinds of days—one IT issue pops up, then another, and suddenly it's a full-blown tech meltdown! Follow along the timeline to see a common scenario, the potential risks and impact on your business, and how to put the right RMM strategies in place to **NOT** try this at home.

11:15pm

## Patch Failure

A patch failed to completely install on a domain controller due to an unfortunately timed power outage.

**Why it matters:** According to Sophos, [1/3 of ransomware attacks start with an unpatched vulnerability](#).

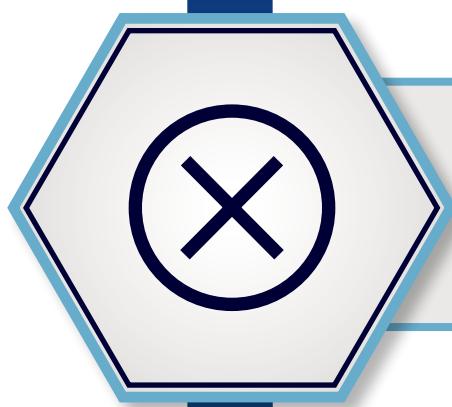


9:00am

## No One Can Log In!

No one can log-in due to a misconfiguration between the domain controllers.

**Why it matters:** Downtime costs for SMBs start at \$5K per minute and can reach \$16.7K per server per minute in severe cases, [adding up to over \\$1M per hour](#).

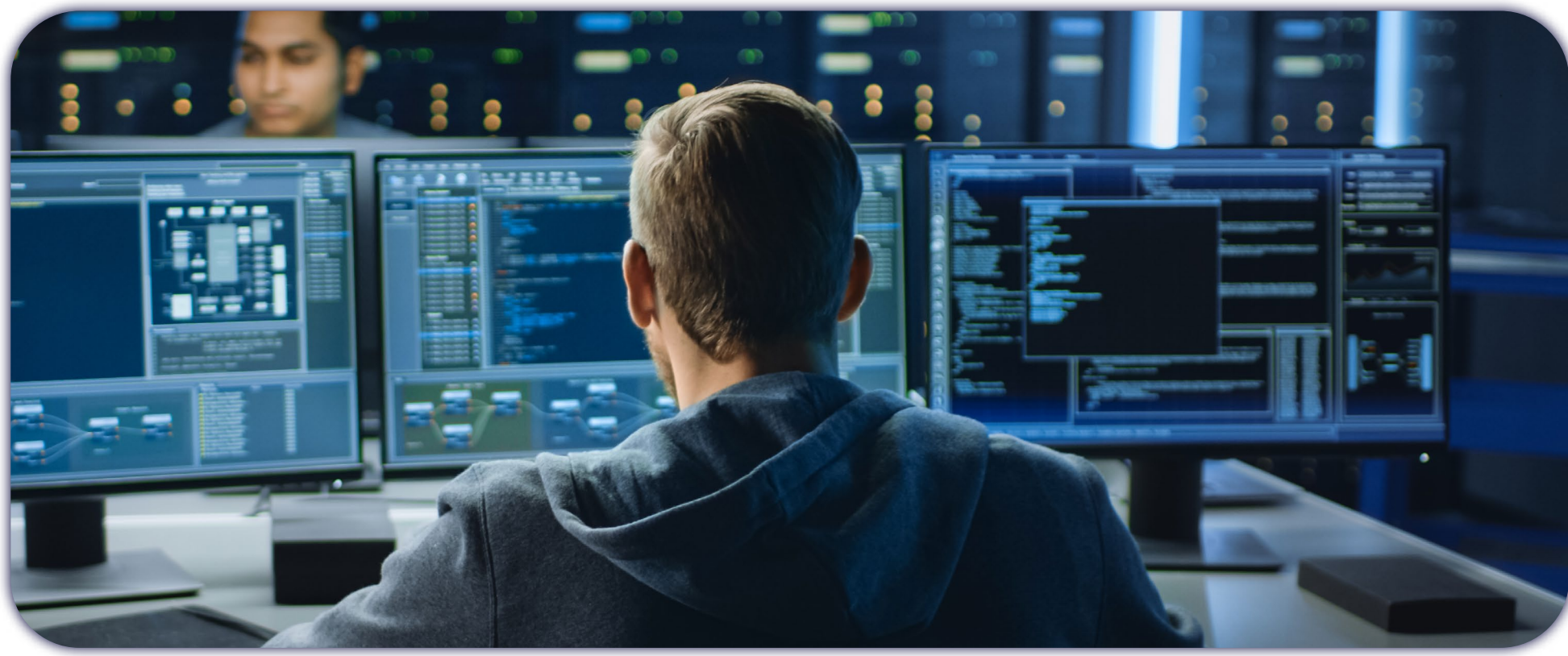


10:45am

## A Ticket Tsunami

The ticketing system created dozens of tickets and the service board went absolutely nuts.

**Why it matters:** When IT teams are overwhelmed, critical issues are missed, operational costs soar, response times suffer, and techs burn out—leading to poor end user experiences.



12:30pm

## Admin Account Exploitation

An admin account was exploited and caused a massive security incident.

**Why it matters:** Many of the breaches that contributed to [the 2024 global average cost of \\$4.88M](#) per event started with just a single compromised credential.



2:00pm

## Data Ransom

The attacker is holding data for ransom and backups have been failing for seven days.

**Why it matters:** Microsoft reported that [the average ransomware attack cost reached \\$9.36M in 2024](#).



ConnectWise RMM™ helps IT pros move from a reactive, break-fix approach to a proactive and preventative model, stopping potential disasters in their tracks and ultimately improving efficiency, security, and user satisfaction.

Learn more about how ConnectWise can help break the cycle of the unplanned and unpredictable in our eBook, A Series of Unfortunate IT Events: The Outage.

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