Technology on the Tube

Kick Off the New Year with Employee Security Awareness Training

Cybercrime is at an all-time high. Hackers are setting their sights on small-to-medium businesses who are "low hanging fruit" ripe for attack. Don't you wish you had a robot like in *Lost in Space* who would announce "Danger, Will Robinson, Danger!" whenever someone at work was about to open that phishing email, or click on that infected website or take some other unintentional but potentially dangerous action on their computer or your network? The #1 security threat to any business is…you!

Don't be their next victim! Resolve to educate and train your team on IT security and raise their awareness of the dangers lurking on your network which, like Dr. Smith, can be on the inside. It's critical that you educate all of your employees on how to spot an infected email or online scam. Cybercriminals are extremely clever and can dupe even sophisticated computer users. All it takes is one slip-up, so constantly reminding and educating your employees is critical.

Part of the awareness training is having an Acceptable Use Policy (AUP). An AUP outlines how users are permitted to use company-owned PCs, devices, software, Internet and email. For example, the policy should limit what the employees can access with work devices and Internet service. Having this type of policy is particularly important if employees are using personal devices and computers to access company email and data. If an employee is logging into critical company systems through an infected or unprotected or unmonitored device, it can be a gateway for a hacker to enter your network.

If the data in your organization is highly sensitive, such as patient records, credit card information, financial information and the like, you may not be legally permitted to allow employees to access it on devices that are not secured. Sometimes the risk is a well-meaning employee innocently "taking work home" and exposing your company information via their own device.

It's impossible to close off every exposure, so train your employees on your AUP and enforce it as much as possible through technology solutions. Your AUP should include policies requiring strong passwords and passcodes to lock mobile devices.

Your AUP should also document your access policy, specifically: what devices (company-owned vs. personal) and who can and cannot access your company information. New vulnerabilities are frequently found in common software programs, such as Adobe, Flash or QuickTime, making it critical that devices used to access company data are fully patched and up to date. At work, if you have a managed IT plan, this can all be automated so you don't have to worry about missing an important update. It's not so easy if you're relying on your team to do the same at home on their personal devices.

As a result, we recommend you consider not allowing employees to access company data with personal devices that aren't monitored and secured by your IT department. If you decide to allow non-company-owned equipment to access your system, you need to ensure

What's New

The staff at IT Radix would like to give a standing ovation to **Cathy Coloff**

On December 16, Cathy was given the prestigious award as one of the **2015 Top 25 Leading Women Entrepreneurs in NJ**. That same day, Cathy was acknowledged at TAB NJ with the **Entrepreneur of the Year** award. On October 30, the Morris County Chamber of Commerce recognized Cathy with the **Middle Market Award!**

Bravo, Cathy!
From your team at IT Radix

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com

More free tech tips at:
www.it-radix.com/news-blog

Introducing… Melissa Barker

At IT Radix we have an all-star cast of characters! With this in mind, we'd like to introduce you to one of our newest, up-and-coming stars…

Melissa Barker came to IT Radix with a B.A. in Communications/Media Studies and 4 years of customer service experience at Cablevision. Her most recent role there was in dispatch and quota management where she was heavily involved in communication with their customers and technicians. Melissa prides herself on her wonderful people skills, her courteous phone etiquette, her proficiency in MS Office, and her commitment to strong customer relations.

As a Client Services Consultant at IT Radix, Melissa does a little bit of everything. Her main responsibilities include managing our marketing and sales service board, accounting and assisting with the phones. She's a quick learner and a great multitasker, which has become even more evident at IT Radix. There's never a dull moment here and always so much to learn when keeping up with technology.

Growing up in Whippany and Ringwood, New Jersey, Melissa recently moved to Bloomingdale, where she resides with her husband, Aaron, and son, Liam. When not working, she enjoys spending all her free time with her little boy. While splashing in the pool occupied most of their free time during the summer, Melissa is looking forward to playing outside in the snow with Liam for the very first time! After Liam is tucked in for the night, Melissa enjoys watching TV dramas like *The Walking Dead, American Horror Show* and *Grey's Anatomy*. Melissa is also a HUGE NY Yankees and NY Giants fan! One day she would love to visit every baseball stadium in the nation. She loves Broadway and enjoys seeing a good play whenever she can—her current favorite is *The Book of Mormon*. As for her favorite place… It's definitely the Outer Banks, NC. Her family vacations there every summer!

Melissa's Personal Philosophy: Mae West says it best…"You only live once, but if you do it right, once is enough." I think most people can relate to this philosophy!

"I always like to look on the optimistic side of life, but I am realistic enough to know that life is a complex matter."

—Walt Disney

Welcome!

A warm welcome to our newest **Managed Service** clients:

Longview Results, Inc.
Morris Industries
Niche Import Co.
Phelan, Frantz & Peek, LLC
SPI Group

Remember, IT Radix is here to service all of your technology needs!

Security Awareness

(Continued from page 1)

their network and devices are patched and up-to-date. Here's the rub: Most employees won't want you monitoring and policing their personal devices, nor will they like that you'll wipe their device of all files if it's lost or stolen. But that's exactly what you'll need to do to protect your company. Our suggestion is that you only allow employees to access work-related files, cloud applications and email via company-owned and monitored devices, and never allow employees to access these items on personal devices or public Wi-Fi.

IT Radix wants to help raise security awareness in your organization. While we have always alerted our clients about high-priority threats as needed, we've added bi-weekly email security tech tips to share one simple concept and a quick tip to keep security on the forefront. If you are not currently receiving these email security tips but would like to, please email us at resource@it-radix.com to be added to the email series.

THE BUZZ

"One of the things I love about having IT Radix handle our IT is how quickly they are able to address and resolve any problems that we encounter. Any time I or one of my co-workers reach out with a computer issue, we receive a phone call from someone at IT Radix within minutes. Their remote support system allows them to instantly access our systems, and they are able to solve most problems remotely. It's just like having an IT team in-house. Everyone that we interact with at IT Radix is friendly, helpful, and they are genuinely nice people!"
Emily Palazzolo, Agency Director — Grey Sky Films

IT RadixResource
We make IT Work for You

Tech Trivia

Here are a few fun tidbits of tech trivia. Did you know…

- The default Windows XP desktop is a real picture of a real location with no digital enhancements. The background is called "Bliss" (a green meadow with a blue sky above it, seen above).

- The technology contained in a single Game Boy unit in 2000 exceeded all the computer power that was used to put the first man on the moon in 1969.

- Hackers in 1999 discovered a flaw that allowed logging in to any Hotmail account with the password "eh."

- Smoking near Apple computers voids the warranty.

- Google has bought an average of one company per week since 2010.

- Scientists are working on technology that would allow the road to charge electric cars as they drive on it!

Stay tuned for more tech trivia next month!

Save the date for our next Lunch'n'Learn on January 29!

SPECIAL OFFER
Home Viewing Pleasure

Sign up for a year of IT Radix Management and Support during the months of **January, February** and **March**, and receive a Netflix gift certificate!

All three plans are eligible:
Capstone, Cornerstone, Keystone

Visit www.it-radix.com to learn more about what's included in each of these proactive maintenance plans. Call IT Radix today to learn more!

Get Smart with VoIP

Perhaps you already have a shoe phone as top secret agent Maxwell Smart did in *Get Smart*—a phone that allows you to be anywhere, making and receiving calls on the company phone number. If not, then perhaps you're ready for the "old voice-to-data trick"—Voice over IP (VoIP). Although Maxwell would like to think so, VoIP is not really a trick.

VoIP basically takes our voice communications, actually our voice vibrations, and converts them into electronic data that can be transmitted anywhere over local area networks or the Internet. You can implement a VoIP system internally, or alternatively, you can select a VoIP service provider to host the system for your business. In the latter case, all you need are the phones.

We've been using telephones since the days of Alexander Graham Bell, so you may be wondering what is the big deal about VoIP? Using VoIP services can potentially save your business money. How? The operating costs for VoIP service providers are much lower than those for traditional phone companies, and these savings are passed on to you. Many of the features are built into the service including caller ID, call waiting, call transfer, and three-way calling. Additionally, long distance VoIP calls are very inexpensive or free, depending on how the call is placed.

Most often, hosted VoIP service is leveraging your existing broadband Internet service, be it cable, FiOS or other high-speed Internet service. As a result, VoIP service grows easily with your business, leveraging this existing broadband Internet service. All you need to do is add a new extension, with or without an actual IP handset, and you're off to the races. It's also extremely flexible, offering you ways to make calls almost anywhere using either an IP phone or a computer-based softphone or a mobile app. If you're on the road, simply use your laptop to make or receive that business call. Your extension will ring on your laptop just like you were sitting at your desk.

So, what's the downside? VoIP services can be very reliable, however, a lot depends upon the quality of your Internet connection. Internet service can hiccup or have downtime. While computers can handle this, the human ear cannot, resulting in poor call quality, echo or even dropped calls. Considering hosted VoIP? Don't take the chance of the "Cone of Silence" malfunctioning. Avert disaster and make sure your Internet connection and internal network cabling are up to snuff.

Other considerations:
- You may also want redundant Internet service and network devices to ensure your voice service is never down. If your physical network is down, then the phones will not work. Many network components support automatic failover which can help you avoid potential outages.

- VoIP needs electricity to work—no power means no phones. "Sorry about that, Chief!"

- Dialing 911 can be a problem with VoIP as well. VoIP does not allow for calling locations to be looked up making it difficult or impossible for emergency services to pinpoint your location. You can set a primary location on each VoIP, but if it's a softphone on a laptop, this location may or may not be valid.

- While we may not be up against KAOS like Maxwell Smart, VoIP is attracting the attention of hackers. You'll want to make sure your network security is up to date and thorough.

Have questions about VoIP services? Don't land in hot water like the bumbling Maxwell Smart. He always managed to "miss it by *that* much!" Give IT Radix a call today and like Maxwell's faithful partner "Agent 99" we'll be happy to bail you out!
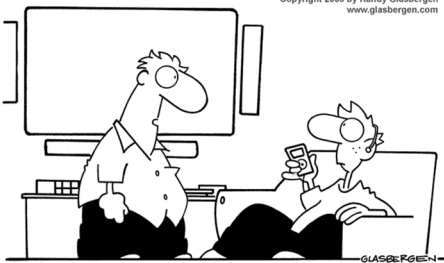
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"I spent a fortune for a 60-inch plasma TV and *now* you'd rather watch programs on a 2-inch iPod screen?!"

Enter and Win!

Trivia Contest

The first person to send an email to resource@it-radix.com with the correct answer to our trivia question will win a $25 AMC gift certificate.

Q: What is the longest running sitcom on TV?

_____

December Trivia Challenge

Q: What was the first building to have over 100 floors?

(Answer: The Empire State Building)

Congratulations to our winner, Diana Catelotti of Perlen Converting LLC, recipient of an Amazon gift card.

From the desk of: Cathy Coloff
Subject: Move over Johnny Carson, "Heeeere's Cathy…"

We wanted to have a little fun as we started off the new year and decided to walk down memory lane in TV Land. I was a bit concerned because we've got a wide range of ages in our office; and while some of us fondly remembered TV shows from the 70's, 80's and 90's, some of us have never even heard of them. We decided to ask our team what their favorite TV shows are and ended up with a wide range of responses that you can check out here: www.it-radix.com/tv.

The interesting thing is that though we all come from different generations, we make a great team because we truly enjoy each other's company and have found a cohesiveness in how we work centered on our core values. "We support each other" (or teamwork) is an important part of our Core Values. Without it, we would be less successful in our quest to deliver "WOW" service for our clients. Over the years, we've done things to enhance this "togetherness" or teamwork, but the best is simply hanging out together, bonding over funny stories, helping each other get through tough times at work or at home, and doing things to help our clients and our community.

I'm always looking for fun or innovative ways to foster teamwork, so if you've got any ideas, send them my way!

Disconnect from Technology (just a tad)

The New Year brings renewal—a time that many people vow to make resolutions to correct certain negative behaviors in their lives. With technology improvements, it has become extremely difficult to disconnect from technology, which can cause harm in our health and sanity. Here are some simple steps you can take this year to disconnect from your technology, even if for just a little while:

Turn it off – Whether overnight or on a day each weekend, turn off technology and feel the peace of disconnecting from the connected world.

"No Tech" night – Get your family involved. Turn off the TV. No iPhones or tablets. No work to catch up. Read a book. Play a board game. Better yet, just talk with each other!

No emails first thing in the AM – Focus on YOUR biggest task first before you dive into everyone else's agenda.

Social media 1x per day only – Set a certain time each day to check social media and stay off the rest of the day.

Read actual printed materials – Books, magazines, a real newspaper or this monthly newsletter!

Don't sleep next to your phone – Leave it in the other room. You'll sleep easier.

Get outdoors – Simple, but effective.

No cellphones during dinner – Enjoy your food and the company around you.

Set your "work hours" and stick with them – You're not expected to work every hour of the day. Take your life back and just live a little.

Remember…everything in moderation. Make this your New Year's Resolution and have a healthy, happy 2016!