



Fun and Games...



Computer Security: Family Feud

"Let's play the feud!" We asked 100 IT professionals, "What are the top 10 most important things employees in an organization can do to enhance their network security?" And, the answers are on the board. Without looking, can you guess all 10 correctly? Don't change the channel. Survey says:

1. **Use Security Software**—Each PC and server should be running an up-to-date security software program, whether one that came with the operating system such as Windows Security Essentials or even better something more advanced found elsewhere. Also, scan your PC at regular intervals to be sure no dormant viruses or malware are lurking and ready to disrupt.
2. **Automate Backups**—Nothing is more important than your data and applications. Employing an automated daily backup system that stores data in multiple locations (such as locally and/or offsite) is the surest way to avoid problems or data loss that can be caused by system crashes, hardware failures or virus attacks.
3. **Practice PoLP**—PoLP is the *Principle of Least Privilege* which states that all programs should be run with the minimal necessary access rights in order to accomplish a task. So, do not run as Administrator, unless you really must because that can become the norm and others can take advantage. Even just visiting a bad website while logged on as an Administrator can cause damage.
4. **Keep Software Updated**—Always keep your licensed operating system software updated by applying the latest service packs and patches. You can also consider software to manage other 3rd party software to ensure it is up to date. An example would be *Secunia Personal Software Inspector*, which can identify outdated software.
5. **Use Strong Passwords and Do Not Share Them**—Use passwords with over 10 characters, a mix of upper and lower case letters, characters and symbols. Additionally, make the password difficult to guess. To make it easier to remember your password, use a phrase (e.g., I Luv Rock & Roll!) and insert letters and numbers into it (e.g., 1!u>R0ck&R0!!). Never share the password with others.
6. **Lock It Up**—Locks are to keep honest people honest, so help them out. Log out of your profile or shut down/lock your computer or device anytime you are not in direct control of the hardware. Not doing so is a huge security risk because it leaves your account open to abuse...especially an administrator account.
7. **Treat Sensitive Data...Sensitively**—Do not input unnecessary sensitive, private, confidential data into any unsecure forms. Any proprietary and personal confidential information should be securely filed with very limited access. PCI, HIPPA and other privacy regulations apply to all such data, and non-compliance can be a huge offense.
8. **Encrypt**—Whenever there is an option to encrypt, whether it is email, data in storage, or passwords...Encrypt! It is that simple and important!

(Continued on page 3)

Stay Tuned

Client Appreciation BBQ

Join us on Friday, July 15, as we celebrate YOU — our friends and clients.

Windows 10 Upgrade Deadline Rapidly Approaching!

July 29th is the deadline to upgrade to Windows 10 for free! Need help managing your business' upgrades? Call us...we'll be happy to help!

Verizon Corporate Classic

The IT Radix team is pleased to participate in the Verizon 5K Corporate Classic on Thursday, July 14, to benefit our client JBWS.

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... Cheryl Hilcken

Debuting in 1950, **What's My Line?** is the longest-running U.S. primetime network television game show. Our newest staff member, **Cheryl Hilcken**, loves old-time game shows and would have been an easy challenger on this game show once the four celebrity judges realized where her passion lies...and that's customer service and client relations!

Cheryl came to IT Radix with over 22 years of experience in a variety of customer service settings: customer service representative, customer relationship management, administrative assistant, front desk switchboard receptionist, and home health companion for the elderly. Most recently, she worked for Toolbox Talent as an administrative assistant reaching out to the community and coordinating speakers, trainers and entertainers for corporate, community and private events.

As a Marketing/Sales Assistant at IT Radix, Cheryl enjoys reaching out to prospective clients and getting the word out about the services IT Radix has to offer them. "I genuinely like people," shares Cheryl. "I like talking to people and helping them. When I believe in a product, like the services IT Radix has to offer and our awesome staff, I can't help but want to tell people about us!" Cheryl wants our clients to know once they get to know, like, and trust us, that we will always do our personal best to help them choose the services we provide that best fits the needs for their companies and clients. Cheryl is also instrumental in coordinating the printing and distribution of our monthly newsletters. Her passion and enthusiasm for our services and willingness to jump in to get things done is always appreciated and a great asset to our IT Radix team.

Born and raised in Jersey City, Cheryl now resides in Flanders with her husband of 35 years, Tommy. They have three grown daughters and are blessed to have three adorable grandchildren who mean the world to them. After going to a Kansas concert on their first date back in 1979, attending concerts has become her all-time favorite pastime—everything from rock to punk rock (her favorites are the Ramones, Eric Clapton, George Thorogood, the great B.B. King, just to name a few). The next concert she's shooting for is Joan Jett. When not following the band, Cheryl enjoys exploring garage sales and antique shops and any store that sells things from the 70's era...she loves that whole free spirit, easy going, love and peace era. She enjoys spending time with and taking care of elderly folks and is a part-time home health companion. When it comes to sports, she LOVES the Yankees and the NY Rangers. When Cheryl finds time to relax, she enjoys watching her TV soaps and vegging out at home on a rainy day watching old movies.

Cheryl's personal philosophy:

Be your personal best...be kind and considerate of other people's feelings. Kindness always Matters!

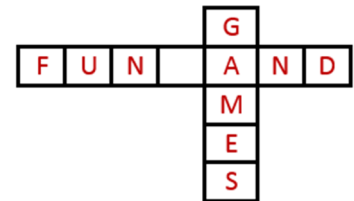
"Success is a progressive realization of a worthy goal or ideal." – Earl Nightingale

Welcome!

A warm welcome to our newest **Management and Support** clients:

*Colao Law, LLC
Hampshire Real Estates
Sedita, Campisano & Campisano LLC*

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



SPECIAL OFFER

Don't Roll the Dice
When it Comes to
IT Security

Sign up for a year of IT Radix Management and Support during the months of **July, August and September**, and receive the 13th month of server maintenance free.

Visit www.it-radix.com to learn more about what's included in each of these proactive maintenance plans. Offer for new managed service clients only. Some restrictions may apply. Call **IT Radix** today to learn more!



**OUR CLIENTS
SPEAK OUT:**

THE BUZZ

*"Whether your network is in **Jeopardy**, or you're simply looking to **Make a Deal**, use your lifeline and phone a friend—IT Radix. Their **Price is Right** and you'll always feel like you won a million bucks!"*

Pedro Rivera, Assistant to President — Mooney-General Paper Co.

Security: Family Feud

(Continued from page 1)

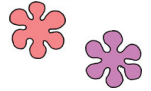
9. **Keep the Machine Clean**—Do not allow employees to install any software they want on their hardware. Have a policy in place and enforce it. Also, periodically, weed your list of programs on your computer. Dormant programs no longer in use are just plain risky to keep. Remove and uninstall any software applications or programs you no longer need. It improves performance and enhances security.
10. **Be Security Smart and Suspicious**
 - **Do not click on random links.** Unless you can easily verify a link is legitimate, think before clicking, especially on those in emails or IMs.
 - **Be wary of attachments.** Unless you know the sender and were expecting an attachment, do not open it. If you must open it, save it first to your computer and scan it with your AV software.
 - **Download with caution.** Lots of “free” software available online appears to be useful, but often it contains spyware which can damage hardware, slow down performance and potentially send critical information to the bad guys.
 - **Resist the urge to share.** Do not send chain emails or forward on hoaxes because you could be crying wolf. Otherwise, when something important does need to be shared, no one will listen.
 - **Forget the flash drive.** Transferring data via USB flash drives is the EZ Pass to computer virus infection. Use only with 100% knowledge of safety.



As you can see, there are many things employees can do to enhance network security. Thanks for playing!



Dating Your Tablet



While Cathy is happily married to her husband, Doug, for 23+ years, she is often dating different tablet devices in search of the perfect portable companion. We decided to play **The Dating Game** and have Cathy “date” some of the latest tablets because, as in life, you don’t really get to know someone until you spend some time with them.

To be fair there are three platforms that one could consider—Google, Apple and Microsoft—but Cathy chose to date only two contenders—the Windows Surface Pro 4 and the Apple iPad Pro. Before we hear Cathy’s preferences, let’s review one of the questions she posed to each tablet as part of her selection process.

HOST: *Siri, tell us... What do you think are Apple iPad’s greatest attributes?*

Well, of course I have many great qualities, but the speed at which I go from sleep to on, is second to none. I’m a low maintenance girl—connecting to the Internet is no fuss, no muss—use either my WiFi or built-in broadband cellular to get browsing or check email anywhere. With my four speakers, I can belt out the tunes with incredible sound quality. And if you’re looking to take notes on me or draw a masterpiece, my Apple Pencil will satisfy the most discerning burning artist in you. As for battery life, I can go all day or all night without skipping a beat. So, honey, you can’t lose with me!

HOST: *Cortana... What do you think are Windows Surface’s greatest attributes?*

Well, I make no bones about it. When it comes to versatility, I mean business. Since I run the full Windows operating system, you can get your groove on with any of your business applications any time. My touchscreen sensors and backlit keyboard make it easy to rev me up in any lighting conditions. My Pro Pen with my built-in eraser is as smooth as silk and unlike some of my competitors, it doesn’t need charging. Looking to hook me up to an external monitor or projector or a docking station perhaps...my diversity of ports gives you plenty of options, baby. So, give me a spin!

HOST: *Cathy... Now that we’ve heard from the contestants, who would you choose?*

As someone always on the go, I found the iPad Pro 9.7 the ideal size and weight to go out just about anywhere, and I love the immediate “on” and always-connected aspect of the iPad. Whether I’m catching up on email or checking out the latest news and weather, the Apple iPad and Siri have never let me down. Now that Microsoft has made Office 365 available for iPad, I can access most of my business information easily on the iPad with the exception of some of our specific business and IT support applications. Apple’s one miss, in my opinion, was charging the Apple Pen—you either have to connect it precariously (in my opinion) to the iPad or drag along this little adapter to use with a charging cable which is like having a third wheel along on a date.

If I need to get down to serious business, I will invariably take out Cortana and the Windows Surface. I get so much work done on road trips to Vermont or Virginia that the Surface is the clear winner for business even if it’s a little inconvenient having to use my phone as an Internet hotspot or a separate MiFi. To me, the Windows Surface is an ultra-thin and light notebook; as a result, it feels like I’m working in the office, even when I’m not. I love the backlit keyboard built into the cover and the easy-to-use pen. Since I tend to run more applications on it, the battery can’t go all day like the iPad but I still get a lot of use out of a full charge.

If you’re looking for some basic browsing, note taking and email usage, the iPad Pro could be the ideal date for you. On the flip side, if you want to run one of your business applications, the Windows Surface is likely to be the better date. As with life, finding the perfect partner isn’t easy but I’ve got no doubt there’s one out there for you. Want to know about my experiences with either of my “dates?” Just ask...I love to compare notes in my “little black book.”

“Tears of joy are like the summer rain drops pierced by sunbeams.”

— Hosea Ballou



“My family wants a genuine back-to-nature camping experience, but with Wi-Fi, air conditioning, and satellite TV.”

From the desk of: Cathy Coloff

Game shows have long been a staple of TV but, with the proliferation of the Internet and multiple media outlets, times are changing. We polled our team for their favorite game shows and the results didn't surprise me. You can check them out here: www.it-radix.com/game-shows.



I can remember watching Jeopardy in college...testing our trivia knowledge against the contestants on the show. I was always impressed with my fellow classmates that knew the answers but, personally, I determined that trivia is not my thing. I was terrible at it. It always amazes me what people remember—for some, it is pop culture or historical trivia; for others, it's sports stats; and for some of us here at IT Radix, it's client passwords to avoid having to look them up. I used to be good at remembering telephone numbers but with the advent of cell phones and hands-free dialing, my muscle memory is no longer being tested in that area. We are bombarded with so much information these days, I sometimes feel it's a miracle I remember anything!

Anyway, given that it's summer, I hope you're making good memories with friends and family which, in my opinion, are some of the most important things to remember. Fortunately, technology can help capture these memories and events more easily—digital cameras, voice recorders, and software to collect it all together and easily access when you're spending time with friends and family. Just be sure to backup those memories... have a safe and happy summer!



Don't Post
Vacation



Pictures on Social Media

When it comes to vacations, everyone's excited to let their friends know what a fun time they are having. However, a good rule of thumb is NOT to post pictures on social media while you are out of town. It's an open invitation for burglars!

"The number one thing that puts you at risk of a break-in is oversharing the details of your life," explains Richard Wright, PhD, a professor of criminology and criminal justice at the University of Missouri. Social media and GPS-enabled cell phones make divulging sensitive information to an exponentially larger group of people way too easy.

So, the next time you're tempted to post a pic or check-in on your mobile device, think twice. Wait until you are back home before sharing your favorite memories.

Elementary My Dear Watson



Alex Trebek: IBM's first supercomputer ever to beat a human in a game of trivia...

Contestant: What is Watson?

In 2011, Watson wowed the tech industry with its win against two of Jeopardy's greatest champions—Ken Jennings (longest winning streak of 74 games) and Brad Rutter (largest winnings of \$3.25 million). IBM's Watson was a huge, room-sized computer named after the company's founder, Thomas J. Watson. Consisting of ten racks of ten Power 750 servers, Watson was represented at the podium by an avatar of IBM's Smarter Planet logo. Its moving lines would go green when Watson correctly answered a problem and orange when the answer was incorrect.

Watson's underlying technology that makes it able to decipher and understand the nuances of human language can be used for more than just fun and games. IBM has been branching out and finding new uses for this technology in the healthcare industry and the field of cancer therapies. Healthcare Watson is being used as a diagnostic tool for choosing the right therapy for cancer patients and has the ability to go online to read and understand volumes of medical literature and other information (e.g., patients' treatment and family histories, clinical trials, and articles in medical journals) to assist oncologists by recommending courses of treatment. "Watson works specifically with natural language—free text or text-like information—and that's approximately 80% of the huge volumes of healthcare information available to us," said Dr. Martin Kohn, Chief Medical Scientist for IBM Research. Healthcare Watson will soon add diabetes, cardiology, mental health, and other chronic diseases to its growing knowledge base.

The technology behind Watson is not limited to medicine only. Healthcare might be a starting point, but banking, insurance, and telecoms could all benefit. Any information-intensive industry where there are huge volumes of data that Watson could understand and process quicker than humans would benefit. And, to think, it all started with a game!