

Mealtime Technology

Most Important Meal of the Day

Everyone knows breakfast is the most important meal of the day. If you skip breakfast your body feels sluggish, your tasks grow into mountains from molehills, and the rest of your day just seems to *drag*. Breakfast is important because it provides a good foundation for your day. We've all had those days where we've missed this important meal, and nothing seems to work out according to plan.

This month, we are focusing on the cornerstone of your IT strategy—your technology “breakfast.” When it comes to IT, backup is akin to making sure you have a good foundation for your business. It is the fallback strategy for when things don't go according to plan, and you need something reliable to set things right.

Much like breakfast, a good backup plan has multiple food groups or elements to it. The eggs and bacon of your backup strategy is referred to as your local (or on-site) image backup. Your image backup is your immediate “go to” if a file has been lost or accidentally deleted or if you find yourself the victim of a security attack that has corrupted or encrypted your data. Typically, these backups will have a special encryption applied to them to ensure they are not compromised in the attack and are reliable when you need to quickly restore one or multiple files to get the day back on track and avert disaster. Without this piece of your backup breakfast, your data may have been lost or you may have been coerced into paying a “ransom” fee to recover your data—at no guarantee!

With a backup strategy in place that accounts for both internal threats and external disaster recovery, you hedge your bets against becoming the victim of circumstance and can take control of your business' resiliency.

Putting all your eggs in one basket is not enough. In order to have a truly reliable foundation, we need to cover the second element of a well-rounded backup solution. In the event of a natural disaster, such as a hurricane or a flood, your business location may be at risk of physical damage. While computers and servers can be replaced at a cost, logical information cannot. Therefore, without a cloud backup to pair with your eggs and bacon, your breakfast is severely off balance. A cloud backup will allow you to overcome obstacles like hardware failure as well as provide a secure off-site location that will not be impacted by any event in the office.

There is only so much control you have over external factors such as a natural disaster or an employee who clicks on a malicious email and inadvertently bypasses your company's carefully configured security controls. When these things happen, your data, productivity, and resources are in jeopardy of being wasted or misused. With a backup strategy in place that accounts for both internal threats and external disaster recovery, you hedge your bets

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What's New

Earth Day—April 22 Spring Cleaning With a Purpose!

During the month of April, drop off your e-waste at our IT Radix office between 10am-4pm.

For a list of acceptable items, visit www.it-radix.com/recycling

World Password Day

Time to Change Passwords

In honor of World Password Day, celebrated this year on May 2, it's time to break up with your current password and move on to something new. Turn to Page 3 for some password management tips.

2019 Best Places to Work in NJ

We are excited to share that NJBIZ has named IT Radix as one of the best places to work in NJ! This award isn't taken lightly as it reflects the viewpoint of local experts—our very own employees.

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/blog



Introducing... Laurie Torchia

Our newest staff member, Laurie Torchia, claims that dinner is her favorite meal of the day! Laurie and her daughters love preparing meals together and cook just about anything. Her favorite meals are the ones her daughters cook for her! 😊 After a busy day apart, Laurie enjoys when her family finally sits down together to talk about their day over dinner.

Laurie came to IT Radix with a certification in Computer Technical Support from Chubb Institute and over 19 years of experience in the field of information technology. For 11 years, she ran her own business, Nybbles 'n Bits, serving as the IT Manager offering computer services to homes and small businesses in the New Jersey metro area. Prior to that, Laurie worked as a LAN Analyst at a pharmaceutical company in Princeton. Her past roles included configuration of desktop environments, server installations and printer configurations.

As an IT Consultant at IT Radix, Laurie offers onsite, desktop support three days a week for one of our longtime clients. When back at our office, she assists our many valued clients with remote IT support. Laurie's also responsible for daily monitoring of our Acronis backup and server reboot scheduling for our managed service clients. Laurie prides herself in her excellent troubleshooting expertise and enjoys helping our clients and supporting them with their day-to-day IT needs.

Laurie's favorite quote:

"The most beautiful things in the world cannot be seen or even touched, they must be felt with the heart."

– Helen Keller

Growing up in Elizabeth, Laurie considers herself a true Jersey girl! She loves the beach and spending time at the Jersey shore—especially, Ocean City, New Jersey. She enjoys long walks on the beach and boogie boarding in the ocean. She's also a huge fan of Bruce Springsteen. You can't get more "Jersey Girl" than that! Laurie currently resides in Basking Ridge with her husband, Mike, tween daughters, Kiley and Cali, and 15-year old Shih Tzu, Freddie. When not spending time down the shore, Laurie enjoys taking her 2003 Yamaha V Star motorcycle for a spin and riding in charity runs with her husband and hundreds of other motorcycle enthusiasts.

Laurie's personal philosophy: No regrets!

Welcome!

A warm welcome to our newest Management and Support clients:

*Always Express
NAIOP New Jersey, Inc.
Orchard Hills*

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

Most Important Meal of the Day

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against becoming the victim of circumstance and can take control of your business' resiliency.

While some of these cases may be extreme, the truth of the matter is that they do happen. Without a good foundation or IT backup breakfast, you may find yourself flat footed and unable to respond well to a disaster or data loss situation.

Have questions on your backup solution? IT Radix has your backup! As part of a balanced breakfast, IT Radix is here to partner with you and help you review your current backup strategy.



OUR CLIENTS
SPEAK OUT:

THE BUZZ

"AA Electric is a high-tech distributor of industrial machine controls. IT Radix helped us upgrade our outdated IT infrastructure and gave us peace of mind for the future. They have also been very proactive in keeping us up to date and responsive to any issues that we have had. IT Radix gives you a competitive edge by letting you focus on your business and not your IT."

Steven Rybak, Vice President – AA Electric, Inc.

Essentials of Nutrition



Breakfast cereal TV commercials in the 60s and 70s ended with visuals of an appetizing meal with the voice-over saying “part of a complete breakfast” that included: a bowl of sugary cereal, juice, milk, toast and butter, and fruit (advertisers were legally obligated to include that last one). Looking back, it is hard to believe that anyone could really include *Lucky Charms* as essential to a complete breakfast.

While sugary cereal is not essential to anyone’s breakfast, a professional productivity office suite software is essential to all successful organizations. We often recommend Office 365 to do just that. Office 365 is a cloud-based subscription service that brings together the best tools for the way people work today. By combining best-in-class apps like Excel and Outlook with powerful cloud services like OneDrive and Microsoft Teams, Office 365 lets anyone create and share anywhere on any device.

Let us know if you would like to learn more about how having a well-balanced technology suite could be part of your essential IT business solution.

Proudly folded & stuffed by ESC School of Morris

SPECIAL OFFER



Recipe for Success!

Windows 7 and Windows Server 2008 will reach their end of life within the year. Let’s get cooking early and migrate to Windows 10 before your goose is cooked. Our goal is to provide you with the knowledge and support needed for a successful migration.

We realize that every company is different. Therefore, we are offering a free, no-obligation assessment of your unique environment. Plus, if you let **IT Radix** help you migrate to Windows 10 before the end of June, you’ll receive a discount of up to 10% off the labor!

The Missing Ingredient



“Grrr! I forgot my password for this site!” If I had a bitcoin for every time I said that, I would be a bitcoin millionaire; and I bet you would be too! The password is often the key, and all too often, missing ingredient when you are trying to gain access.

There is good reason to use different passwords with different applications and sites. The main reason for doing so is that it limits your risk if there is a hack somewhere. Reusing a password on multiple accounts, even if it is a long and complicated one, is risky. When a hacker successfully breaches one of your favorite sites, they gain the keys to your entire pantry, leaving you totally vulnerable. A website hack is not the only way you could lose it all if you keep just one password. You might share a password with the wrong person, or you might have unknowingly given away access at an open Wi-Fi hotspot, or unbeknownst to you, a keylogger or malware could be grabbing your password every time you type it in.

You undoubtedly have heard all the best password advice countless times, but a good story bears repeating. In honor of World Password Day, celebrated this year on May 2, here is a recipe for creating and keeping the most secure passwords:

Key Ingredients:

- **1 cup of “Long”** – Even with a “brute force attack” a long and complicated password with letters, symbols and numbers can be compromised. But, you want to make it harder and take longer. Here is some perspective, a three-character password can be cracked in less than a second.
- **2 bits of “Nonsense”** – Long, and complex are great, but randomness takes it up a notch! Non-dictionary words, grammatically incorrect and nonsensical phrases are much better.
- **A pinch of “Randomness”** – Randomly mix numbers, special characters, and capital and lowercase letters.
- **Zero teaspoons of “Personal Bits”** – So much personal information about each of us is available to so many. Do not even think about using anything that might be obtainable by anyone who can use a search engine. Be wary with security questions too. Pick or make up non-personal Q&As.
- **5 cups of “Hush Hush”** – Do not leave a password around anywhere: not on a sticky note by the computer nor a file on your desktop called “passwords.” Do not give your password to anyone. If anyone else is ever involved in logging you in, type the password in yourself.

Instructions:

- **Mix all ingredients thoroughly** – Do not get arrogant if you do all the above. If you do not change passwords regularly, you are just exposing yourself to risk and harm. Do all the above and put a password policy in place whereby passwords must be changed.
- **Do not reuse Leftovers** – Use once and only once. After large-scale hacks, the compromised information often makes it online.

While the above recipe is sure to please, don’t forget the missing ingredient—a **Password Manager**—the one ingredient that changes everything and makes everything easier. These are services that auto generate and store strong passwords for you. They are kept in an encrypted, centralized location which you can access with a “master password” that you should memorize. Some of these are free to use, others involve a fee. They can often sync new passwords across multiple devices and audit/report your password behavior for you to minimize your risk.

Like Grandma’s recipe box where all the family, favorite recipes are kept in one place, a Password Keeper is essential to preserving your passwords in one spot where they can be kept safe and recalled when needed. IT Radix can help you create a recipe for success!

“We as human beings have the amazing capacity to be reborn at breakfast every day and say, This is a New Day.”

— Jack Komfield



“The healthiest part of a donut is the hole. Unfortunately, you have to eat through the rest of the donut to get there!”


From the desk of: Cathy Coloff
Subject: Breakfast...the Most Important Meal of the Day



Hungry yet? When we decided to make “Breakfast, Lunch and Dinner” our newsletter theme for the quarter, for me, it was a no-brainer. At IT Radix, we’ve enjoyed a lot of meals together as a company, with our clients or with our friends at a variety of events. Sharing food together allows us to relax a little and get to know and understand and appreciate each other better.

As we brainstormed on article topics, it was mentioned that Peter Drucker said that “Culture eats strategy for breakfast.” This really struck a chord in me. While there is some truth to this statement, I believe that you need both culture and strategy to succeed. So, perhaps it would be better to say, “Culture and strategy need to go out to lunch together.” I know, for me, it’s been very important to build a strong culture at IT Radix based on a common set of core values that make us a unique and strong organization. At the same time, I worry that we are employing the right strategies to ensure both our own and our clients’ success. Technology is changing so rapidly and keeping up is a big challenge. Additionally, as a bit of a control freak, it’s been challenging for me to let go and trust that our team has things under control as we’ve grown. That’s where the strong culture and core values have really come into play. By working to ensure that our team understands and lives by our core values, I’m confident that our folks are well-positioned to help our clients succeed by delivering “Wow” service.

I love hearing from our clients about how great our team is and was especially touched when one of them shared, “IT Radix is hands-down our favorite vendor because they are simply great—not only to work with but more importantly to partner with.” So, each morning as I sip my tea and have a bowl of Cheerios for breakfast, I smile, knowing that for me, IT Radix is really a great place to work.



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 Dunkin’ Donuts gift card.

Q: Which web browser was the first to use cookies?

—————

January Trivia Challenge

Q: What year did the Jetsons live in?

(Answer: 2062)

Congratulations to John Neubauer of McCusker, Anselmi, Rosen & Carvelli, P.C., recipient of a Cartoon Fun Pack!

Does Tech Have a Place at the Table?



Dinner is often the primary occasion we use to connect with one another. An important time to tell family stories, teach social skills, and model good manners. Technology brings a whole new set of table manners to grapple with. To make matters worse, many parents have two sets of rules for when it’s OK to use technology at the table. According to a recent survey of over 300 parents, only 18% of them allow their children to use technology at the dinner table, while almost twice that number of parents believe that is OK for *them* to use their phones and screens at the table.

The table manners that really matter are the ones that help us connect with one another at the table. With this in mind, here is some food for thought:

- **Transition from tech time to dinnertime** – Give children a 5-minute warning before dinner to smooth the transition from tech time to dinnertime.
- **Prevent temptation** – Keep digital devices on silent mode or out of the kitchen all together during mealtime. We all know how difficult it is to resist checking your phone if a ding indicates that a message just came in.
- **Be a role model** – Model the same technology manners that you expect your children to follow. Do as I say *and* do as I do.
- **Be flexible** – Sometimes technology might enhance the connection at the dinner table. If technology can be *shared* and used to spark talk at the table, perhaps it might have a place on occasion (e.g., “Hey, look at this funny text I got from grandma today.”).

There is no substitute for the connections that come from the face-to-face interactions of sharing a family meal. A recent *New York Times* article revealed that even Steve Jobs limited his children’s access to technology. While he didn’t let his kids use very much technology at home, he did make sure that everyone connected at the dinner table.