IT Radix Resource

We make IT work for you

Insight to Vision 2020

I Can See Clearly Now

In our daily lives, sometimes when things do not appear clearly visible to us, we squint or blink or even rub our eyes to try to get a better view. There are numerous reasons for blurred vision. One problem may be easily remedied by simply getting new reading glasses or changing the prescription in your current eyewear. However, if the problem is more complex, LASIK or cataract surgery may be another solution. Likewise, when someone is not "seeing" the stark reality in their personal life and seeing only optimistic and upbeat things, we often say they are "seeing the world through rose colored glasses." In either case, seeing clearly should always be the goal.

In our business lives, seeing clearly should be the goal too. For executives and managers in today's competitive and fast-moving marketplace, having a realistic and clear vision of how Information Technology (IT) can add value to their organizations is important as well. And it is important to put emphasis on both *realistic* and *clear* vision! How does one go about doing so? Here's our approach on how to define an IT strategy vision for your organization. Due to the growth of digital technology in so many things, IT is ever more important in both internal and client-facing roles in every type of organization. Let's also be clear that in this case, vision is much more about "how" structure and substance propels the organization's mission.

Reflect: The first step we would recommend involves looking in the rear-view mirror, that is: reflection first, action second! Look back and do a review of the IT projects undertaken in the recent past. Determine the value each has delivered to the organization. Be critical and be fair. But remember, the best way to stay grounded and focused on plans going forward is to reconfirm the lessons of the past. Afterall, hindsight is 20/20!

Clarify: Assuming the overall organization's mission is clear, the next step would be to define the role of IT in that mission. Strategically, where and how does IT fit? What gaps in the strategy can technology assist in filling? Ask your peers in various departments about their biggest challenges and then begin to see how computer technology can add value. Questions to ask include:

- Who are the key players on the IT team (inside and outside the department)?
- What are organizational barriers that may impede the progress of IT initiatives?
- Do current partners/vendors have the capabilities needed to move us forward?
- Is our technical staff adequately trained for key initiatives?
- What will the future needs be of critical departments that IT can assist with?

What's New

January 14
Windows 7 and Windows Server 2008 have reached their end of life. It's time to get serious about migrating to Windows 10.
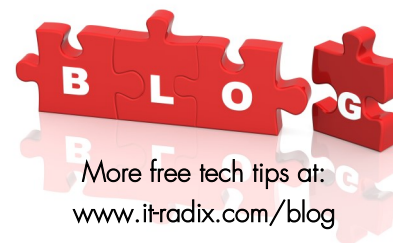
January 23
WEBINAR
10-Min Tech Talk:
* New Year's Resolution *
Get Your Passwords in Order
Starts @ 12:10pm sharp

RED Month E-Waste Results
IT Radix collected and properly recycled 2617 pounds of e-waste during our November RED Month.

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

See IT Coming

If your network fails or you experience a power outage, your business will come to a screeching halt. You are not making sales or communicating with clients; you are basically inaccessible until everything comes back online.

Over 50% of businesses take more than one hour to get back up after a crash or power outage. And who knows how long the outage may last. **Each hour down is an estimated loss of $10,000.** While power outages are a major contributor to downtime and lost money, other causes include failing or aging technology and buggy applications.

You don't want to put yourself in a position where downtime becomes an expensive risk. What can you do? Get a monitoring service! Monitoring services can keep tabs on your infrastructure and report their status 24/7. You will know what is working and what is not, and you will be able to respond to issues faster. That equals less downtime and less money lost.

Want more ideas on how to avoid downtime with our monitoring services? Give us a call today!

Proudly folded & stuffed by Central Park School

I Can See Clearly Now
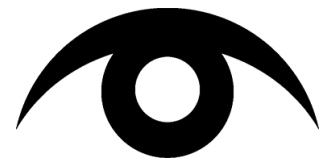
(Continued from page 1)

Begin to put together a plan for testing and then successfully rolling out new software applications and/or new hardware to facilitate the mission. Be sure that each investment has an adequate return all along the value chain—internal or external. Treat IT as a tool intricately intertwined not only with the organization's strategy but, more importantly, in all its operations, especially the pieces that deliver the highest value.

Inspect: This is the action step where you examine your department/company and realistically determine if you have the budget, staff, bandwith and other resources to adequately deliver on the plan you have developed. Be as forward thinking as possible in this step, consider upcoming issues such as: competitive inroads, software end-of-life considerations and strategic partnerships that might be worth exploring.

Determine: Assess your IT budget, staff, capabilities (inside and outside) and resolve what you can realistically achieve in 2020. Tie each initiative/project to a concrete business objective and ensure you have a plan in place to measure the ROI of each. If benefits are not solely financial, be sure to list out all gains or advantages of each. Put specific staff and/or applications in place to measure the impact of each and how to change course if necessary. Your organization's technology vision should be thorough, easy to understand, and fluid allowing for adjustments to be made as internal and external factors change. For complex organizations, you may want to seek advice or contract for support from a trusted professional in your industry to help you develop an IT vision that meets your needs. With a little forethought and strategic thinking, you can create a vision for your organization that is effective and sustainable.

Act: Time to turn vision into reality. You have done all the hard work, including the vision test to get the right Rx! The rose-colored glasses have been put away, and you can see clearly now how to move down the road.

Vision still a little blurry? Let IT Radix help you focus and set your sights on the horizon!

The Buzz — *Our Clients Speak Out!*

"IT Radix has been our go-to technology partner for 15 years. Like many offices, we move very quickly and are very dependent on our computers and technology to deliver a high-level service to our clients. When something happens to our ability to communicate, we need to move quickly, and IT Radix has ALWAYS delivered and responded immediately to any issue that arises with our technology."

Gary McLaughlin, Vice President — Preferred Benefits Group

2020 Future So Bright

IT Radix was honored to be one of the Best Places to Work in NJ in 2019. As we go in to 2020, we're continuing to focus on our clients first. Technology is changing fast making it increasingly difficult to understand its associated benefits and potential pitfalls. As a result, we see our role with our clients as more than just a technology implementer but rather a technology solution partner.

For example, we're pleased to offer solutions to manage password overload. We're making our clients more productive and agile by educating our clients on the capabilities of Office 365 and other platforms and implementing more and more features within the platforms. While we've offered proactive management and maintenance of our client's computer and network components for years, we're expanding our use of automation to identify, catch and correct potential issues even faster, resulting in less downtime As voice and data continue to converge, IT Radix has helped clients integrate line-of-business applications with their phone system and more. We expect to be sharing more and more of our toolset with our clients to make managing their technology even better.

Security continues to be a high priority and our internal security controls are also expanding and improving. IT Radix expects to extend these security practices, policies and tools to our clients as well. Expect to hear more from us on how to improve your cyber security posture.

We know its our people who make the difference. While our team members are already great at what they do, we will continue to develop individual skills and knowledge to stay abreast of technology changes in 2020 and beyond. Simultaneously, we're introducing some additional professional growth opportunities to ensure our future stays bright in the year ahead.

Easy on the Eyes

Don't stare at your computer too long!

Computers have become an essential part of our everyday lives. Consequently, there is one thing we can't avoid—looking at monitor screens. For many of us, the majority of our waking hours are spent staring at the computer monitor which can be bad for our eyes. As a result, people can acquire Computer Vision Syndrome (CVS), a condition resulting from focusing the eyes on a monitor for extended, uninterrupted periods of time. CVS can lead to headaches and temporary blurred vision. Some things you can do to limit the effects of looking at the computer monitor are:

- keep your monitor over an arm's length away from your eyes
- wear blue-light limiting glasses
- take resting breaks

A good rule of thumb is the 20-20-20 rule—every 20 minutes, look at something 20 feet away for 20 seconds. Your eyes will thank you!

We are excited to have been named one of *The Best Places to Work in New Jersey* by NJBIZ

January 28 Fun at Work Day!

If having fun at work isn't something you're accustomed to, then get ready to live it up on January 28! "Have Fun" is one of our Core Values, and we always try to sprinkle a little fun into our daily work routine. So, rally your coworkers—plan parties, schedule activities, bring in goodies—and get everyone in on the action.

Remember to take pictures and share them with us on our Facebook page.

From the desk of Cathy Coloff

Cathy

You may have noticed that we updated the look of our newsletter slightly this month. Given that we're ushering in a new year, we felt it appropriate to simultaneously usher in an updated look.

Have you ever noticed that Apple or Amazon never do complete facelifts of their websites? Instead their sites have evolved over time, reportedly including near invisible refinements that have maintained the user experience their customers know and like. While we don't pretend to be Apple or Amazon, we do continually strive to improve in ways that benefit our clients. This year, we've decided to include even more tips in our newsletter to enhance your use of technology, increase productivity or keep you safe online.

We've continued including inspirational quotes throughout our marketing materials. While I've never been much of a "dreamer" as referenced by Carl Jung in this month's quote, I do like to reflect internally and enjoy "awakening" my self awareness and revitalizing my personal development. As we go into the year 2020, I'm looking forward to challenging myself to new experiences and deepening my connections with those that are important in my life. I invite everyone to do the same with an eye toward making the year 2020 the best year yet. Happy New Year everyone!

"Your vision will become clear only when you look into your heart. Who looks outside, dreams. Who looks inside, awakens."

— Carl Jung

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 an AMC gift card.

Q: What unique facial feature do Jane Seymour and Dan Aykroyd share?

— — —

October Trivia Challenge

Q: What popular fall festival activity did the Romans bring to Britain when they invaded? ((Answer: Bobbing for apples)

Congratulations to Pamela Hoff of Murphy Partners LLP recipient of an Amazon gift card.

Top IT Outsourcing Trends for 2020

At this time of year—in newspapers, websites and blogs—there is often an article or two about the top trends for the coming year. Number one on the list in the world of Information Technology is the concept of **Co-Managed IT**. This means that more organizations of all sizes are not just focused on internal tunnel vision with respect to IT, but rather expanding their vision to include others…to get another perspective as well as a lot more assistance as they advance toward their goals.

Organizations that have embraced the Co-Managed concept enjoy the best of both world views by partnering with an outsourced IT provider who works with their in-house IT department. What it returns to the organization is a single, cohesive management solution to issues and opportunities that involve computer technology. Plus, they enjoy numerous benefits:

- 24/7 coverage enabling IT internal staff to enjoy nights and weekends
- Scalability to adapt to busy seasons (related to business and IT initiatives)
- External expertise as a backup when internal teams are ill equipped
- Enhanced security, compliance and productivity with a proactive set of eyes always monitoring the networks
- Great value (reduced HR costs and increased specialized IT competency)

Information Technology is a rapidly changing and complicated landscape where a Co-Managed IT arrangement can make a lot of sense. Let's join forces and discuss the many foreseen, positive benefits of Co-Managed IT.