IT Radix Resource

We make IT work for you

What's Happening in the Shadows
The Risks and Rewards of Shadow IT

Shadow IT is when individuals in an organization use technology services or solutions without approval or oversight by management and IT. It's simply IT that happens in the shadows. Just like an artist who might wish to create depth in a painting by adding shadows, staff often create shadow IT systems with the best of intentions. They simply want to do their job more efficiently, so they find a solution that works. This is the big benefit of shadow IT. However, most fail to realize the negative ramifications these solutions can have. And with more people working remotely, shadow IT is exploding. Software, hardware, and cloud-based services all fall under shadow IT.

What are some examples of shadow IT?
- Creating an unauthorized Slack/Teams channel to share messages/data
- Using Google Docs (or another file sharing tool) to transfer files
- Using unapproved remote access software to enable working from home
- Using an unauthorized personal device to access corporate resources
- Using Facebook credentials to log into a third-party app via their corporate cloud account

In the past 12 months, 64% of employees created at least one user account that IT or management didn't know about.

What are the risks of shadow IT?

Security – This is the big one. You can't protect what you can't see. 33% of security attacks will be on shadow IT this year alone. The lack of visibility into the applications is a huge security problem. While some applications are harmless, others can expose your organization to data loss, ransomware, and phishing attacks. Most users don't have the skills to verify how secure a solution is and even those that are secure can still be risky if used without guidance. Employees may inadvertently share critical data inappropriately or store it on their personal devices.

Compliance – IT compliance requirements are becoming increasingly stringent for all organizations—whether it is PCI, GDPR or industry-specific regulations like HIPAA. The use of shadow IT can potentially lead to fines or loss of business for violating these compliance requirements.

Incompatibility – Despite what some individuals may think, no one works in isolation. Everyone's job role is connected in one way or another. At some

Take Note

April 14
WEBINAR
20-Minute Tech Talk:
How IT Security Savvy Are You?
Join us for a fun, interactive learning experience.
www.it-radix.com/webinar
Starts @ 12:10pm sharp

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

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

BLOG

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

point, the work that one person performs will inevitably be used by another. If everyone is using a different application for similar functions, issues will occur.

Diminished ROI – Each technology solution installed and maintained has a calculated use and expected added value to the organization. When the tools that the organization has invested in aren't used, the tool's benefits are not achieved, and that expensive and powerful application designed to solve all your problems turns into an underused waste of money.

Cost Control – Cost creep happens when employees sign up for free trials and forget to cancel the subscription, have duplicate or unused licenses.

40% of all software spending in organizations goes to shadow IT.

What to do about shadow IT? In the end, shadow IT is about balance: balancing security with usability, expertise with innovation, and theory with practicality. Shadow IT isn't going away. The solution is a little bit tech and a little bit human.

The human piece: It's about empowering employees and communicating to them the risks of unauthorized apps. Training your team about your organization's policies and procedures will help you better enforce your cybersecurity and data privacy practices. By creating a security culture, you can also educate employees about the critical role they play in maintaining strong security.

Especially now, awareness should also focus on the increased risks of working from home. To minimize the use of shadow IT, provide employees with a checklist of best practices and security requirements for their WFH technology. At the same time, management and IT need to partner with employees to find solutions for their everyday work problems. This means regular communications and collaboration.

The tech piece: Consider technical solutions that extend the reach of security policies beyond the organization's defined perimeter. Implement security solutions that increase network visibility both in the office and while working remote that help identify noteworthy behaviors. And of course, identify critical data systems and manage user credentials and privileges so that users cannot put the organization at significant risk.

Need help navigating the murky shades of shadow IT, we're here to help shine a light on your shadow IT and enhance your IT masterpiece.

The Buzz — Our Clients Speak Out!

"Transitioning our infrastructure support to IT Radix was one of the best decisions that we've made. It has given us the opportunity to leverage the vast knowledge of their team of IT professionals and afforded us the ability to shift our focus to our core business. Just before the onset of the COVID-19 pandemic, they recommended that we move our network to a cloud service so that our team members could access our systems anytime, anywhere and from any device. Unexpectedly, this decision positioned us nicely to keep our operations running smoothly and our employees safe during this ever changing health environment. We are immensely grateful for this!"

Peter Lannigan, Project Manager — Always Express

Always Express is a family-owned and operated freight forwarder located in Carlstadt, NJ, offering a wide array of services such as Air Freight, FTL & LTL freight, event management, kitting and fulfillment.

Sign on the Dotted Line

E-signatures Have an Exceptional Level of Security

Collecting autographs is a fun hobby that has been around for a long time. Youngsters often start collecting sports or music hero autographs that can grow into a financially-rewarding passion if the signature is authentic and verified.

In today's world where technology drives communication, the advent of electronic signatures (e-signatures), rather than traditional or "wet" signatures, enables firms of all sizes to add an exceptional level of security to their operations to ensure authenticity of any approval or authorization. E-signature software is easy to put in place, and we find that it is readily accepted by both clients and vendors.

E-signatures offer great benefits in security and safety that include:

- Facilitating a purchase without unnecessary personal contact
- Allowing sensitive documents to be shared with security strictures
- Tracking the location (IP address) and progress of authorizations
- Confirming receipt and review of key documents, providing acknowledgment to each party
- Providing keys specific to each document allowing access to only specified individuals

These and other advantages are the reason why E-signatures are gaining in popularity. These software applications guarantee that the person signing the document is not forging a signature…which can be horrifying to both a business as well as an autograph-collecting hobbyist! If you're interested in implementing an e-signature solution, we can help with that.

GIF vs. JIF

We all agree that a GIF (Graphic Interchange Format) file is an image with the ability to combine several image frames into a single file, creating the illusion of animation. But we all don't agree on how to pronounce this file type. Even our own staff is split down the middle.

Some argue that GIF is pronounced with a soft "g" sound, similar to Jif peanut butter. After all, the founder of the GIF file type stated back in 2013 that he intended for the pronunciation to be with a soft "g." Also, since GIF is an acronym, the abbreviation is pronounced as a single word (e.g., NASA and SCUBA). Supporters for the hard "g" argue that because the "g" stands for a hard "g" word (graphic), it should play a role in the pronunciation. As it turns out, the hard "g" is the most widely used pronunciation.

While we may never reach a consensus, the good news is that Merriam-Webster accepts both pronunciations.

"Those old religious paintings were done before they loosened the dress code."

Welcome!

A warm welcome to our newest Management and Support clients:

Adler Aphasia Center
Case Consulting Laboratories
Glazer Design LLC
Officemate

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

Client First
have fun
Make A
positive attitude
Difference
Sound Business Decisions
WOW Service
Give Back
Core Values
supportive work environment
Teamwork

> "It is in our leisure hours that we are permitted to follow our 'hobbies,' and it is in them that our truer selves find expression."
>
> — Nixon Waterman

From the desk of Cathy Coloff

I recently read an article online that said a business without personality and without heart is a business without a future. It went on to say the foundation of an organization's personality and its heart lies in its core values. I couldn't agree more, and I truly believe our core values are the secret to our success. We developed them together early on in IT Radix's development, and we live them every day. Our core values drive our decisions and behaviors in everything we do.

While other businesses may have similar core values, none will have exactly the same as IT Radix—they communicate our authenticity and uniqueness. As you would expect, each core value resonates with me on a personal level; so, when asked which is my favorite or which is most important, I have difficulty in answering that question. To me, it's the sum of them all that makes IT Radix great, gives us personality, and reveals our heart.

These core values cross over to my personal life, too. As a parent, a wife, a daughter and a friend, I use these core values with a personal slant to guide my decisions and actions. In the case of my son Alex, I hope that much of these values shine through him as he makes his way in the world in the future.

Enough "serious stuff"… Since we chose art as our hobby spotlight this month, I've decided to take a few hours to relax and have some fun at a virtual "Paint and Sip" outing especially because one of my core values is enjoying life and having fun. I hope you'll do the same. Cheers!

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 Michaels' gift card.

Q: Which interface uses images/icons to make it easier for the user?

January Trivia Challenge

Q: What is the hobby of using vintage hardware and software? (Answer: Retrocomputing)

Congratulations to Sharon Varnelas of Real Endpoints, recipient of a Michaels' gift card.

We Believe in WOW Service

We believe in world-class customer service. WOW, do we ever believe it! In fact, WOW Service is the essence of our approach to every client interaction. We define this level of service in two important ways:

The first is what you might expect; it is when our professional consultants do that special or extra thing that makes the client smile even happier when we address or resolve an issue. Sometimes it is about responsiveness, sometimes it is about comprehensiveness and sometimes it is just about being helpful, attentive and personable.

The second is where we believe the pinnacle of WOW Service exists…and that is in being consistent. Our staff strives to WOW our clients every day in every way. We approach every issue in a detailed and customer-focused way so that we are helping them achieve their goals using technology.

"WOW Service helps me make decisions throughout my workday as I try to give the very best support to our clients and my colleagues at IT Radix. Making the distinction between average and WOW Service is what keeps us growing and can help us stand out against anyone who isn't putting in that extra bit of effort every day."
— Thomas Smith, one of our awesome IT Radix Team members