

IT Radix Resource

We make IT work for you



The Front Line of Security

What Your Receptionist Should Know About IT Security

Kudos to the frontline workers! We have witnessed some incredible bravery over the last 20+ months dealing with a worldwide pandemic. Frontline workers of all kinds did amazing things to protect us from further harm.

When it comes to many of our businesses, there is another frontline worker who does amazing things every day. This is the first person we see upon entering an office—the receptionist. Their daily duties include welcoming and signing in visitors, taking phone calls, arranging meetings, orchestrating incoming and outgoing packages, monitoring security camera feeds, contacting outside assistance in case of emergencies, and the list goes on. They have an important role in protecting corporate data and security. Here are a few suggestions for equipping this important security role:

Don't Trust Strangers. Receptionists know a lot about the organization, names, titles, phone numbers, license plates, etc. Anyone in this role should create or ask management to provide a policy on what information can and cannot be shared with an absolute stranger. The social engineering tactics used by today's digital and real-life cybercriminals are designed to obtain such information to build trust so they can fool the staff and gain access. The policy best used here is trust no one you do not already know.

Avoid Social Media Sites and Personal Email. Sometimes there is downtime at the front door. Do not allow your personnel to succumb to the temptation to fill that time by perusing social media, checking personal email, shopping online or downloading game software to their computer. Many external sites are prone to potentially malicious software. Your receptionist's computer may not have sensitive data on it, but if breached, can provide a gateway for cybercriminals.

Keep a Clean Desk. Incoming and outgoing communications of all sorts appear on a reception desk and computer. Scammers have been known to readily grab information available in plain sight. Implement a Clean Desk Policy as well as corporate document deleting/shredding standards. More should go to the shredder than to the trash bin!

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Take Note

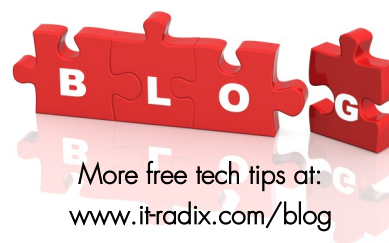
RED Month Donations

This year's matching donations will benefit Green Vision Inc. Check out the insert and our website to learn how we can work together to help others in need.
www.it-radix.com/red

We're Just a Phone Call Away

In observance of Thanksgiving, our office will be closed Thursday and Friday (Nov 25 & 26). If you need assistance during this time, please call 973-298-6908 and our on-call staff will be happy to help.

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

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Get Trained. Since they are almost an island to themselves, sometimes reception personnel are not included in regularly scheduled data security training and testing. Be sure this is not the case in your organization.

Minimize Access. Situate reception and lobby furniture to maximize security for the reception desk staff as well as limit the access an outsider has to the main office area.

Sign In and Badges. Consider a badge system for outsiders to wear whenever venturing beyond the main lobby/reception area.

Alarm System. The front desk should have a panic alarm system in place to alert security staff to an intrusion or event of any sort.

The front line of digital and analog data security is at the reception area! Be sure to put strictures in place to protect that front line!

Stay tuned next month as we shine a light on your Administrative Staff and share what they need to know to keep your corporate data secure.

Introducing... Debbie Matechak



When it comes to Community Service, Debbie is quite the Activist and was very involved with the Long Valley Board of Education when her sons were younger, successfully rallying community members to get a school expansion passed. She also volunteered many hours at a local animal shelter—*"Saving one dog will not change the world, but surely for that one dog, the world will change forever."* – Karen Davison

Debbie came to IT Radix with a B.S. in Biochemistry from Rutgers University and over 40 years of experience working in the computer industry. Debbie spent the majority of her career as a Business Analyst and Product Manager at ADP designing HR, payroll, benefits and time system products for their clients. She enjoys the challenge of analyzing systems and making improvements.

As an Office Assistant at IT Radix, Debbie is the friendly voice behind the phones every afternoon, providing frontline support to our clients. Her innate listening skills and strong attention to detail are key to getting our clients' issues resolved expeditiously. She thrives on helping others and enjoys getting to know our clients and building strong relationships.

Debbie's favorite quote:

"The most important single influence in the life of a person is another person... who is worthy of emulation." – Grandfather, Paul D. Shafer

Growing up in Bridgewater, Debbie now resides in Long Valley with her three sons, Greg, Alex and Lee, along with her 18-year-old cat, Shadow. She has a heart for all creatures great and small, having had 15 pets at one time, and enjoys watching and feeding the birds and squirrels in her backyard. When not working, Debbie enjoys spending time with friends and family, gardening, reading, and watching TV. She enjoys reading medical mysteries (Robin Cook) and Horror (Stephen King) as well as watching "older" TV sitcoms (*Seinfeld*, *Friends* and *Everyone Loves Raymond*) and crime scene investigation TV shows.

Debbie's personal philosophy: Giving is better than receiving.



Our Clients Speak Out!

"We have partnered with IT Radix to support our technology needs since 2014. As our company has grown, IT Radix has proven to be a true partner, adapting to our changing needs without missing a beat. While working remotely during the COVID lockdown, technology was a challenge and IT Radix was by our side with continuous support. Their commitment and attention to client service has helped us achieve our goals."

Maria Accardi, Marketing Associate — CMK Select

Located in Parsippany, CMK Select is a boutique consulting firm dedicated to the life sciences industry.



We make IT work for you



The Race to 5G Wireless Internet

Here at IT Radix, we're no strangers to giving back. In fact, it's one of our most important company core values! From our semiannual e-waste recycling drives to food pantry collection events, to fundraising 5K runs that benefit causes like breast cancer research or our client, local not-for-profit agency JBWS. Another race we've been keeping our eye on... the race to 5G. You've probably heard the term, but the reality is that the race itself is far less important than what we reach at the finish line.

So, what does achieving widespread 5G coverage mean for you and your business? First and foremost, the primary selling point of 5G is the increased speeds, which are estimated to be at least ten times that of what 4G delivers! In today's world of remote work, a boost like that can greatly improve efficiency and collaboration throughout your organization. Speeds of this caliber can ultimately lead to less dependency on Wi-Fi networks and the ability to work productively from quite literally anywhere.

5G technology has big plans for the way we use our mobile devices and even bigger plans for the ever-growing innovation of "smart" versions of everyday items. We call this the Internet of Things, or IoT. Your Google Home or Amazon Echo? IoT. Thermostats, doorbells, security systems, even that fancy toothbrush you received for the holidays that shames you for insufficiently brushing? IoT devices, each one of them. 5G has been designed from the ground up to better handle this influx and will be integral in the innovation of future technologies.

Contact us today... IT Radix is here to make IT work for you!

Low-Hanging Fruit

Cybercriminals often choose targets that are easy to infiltrate. Are you in the Information, Wholesale/Trade, or Manufacturing industry? If so, watch out—your industries are now considered low-hanging fruit for cybercriminals to target. Attacks on these industries are up between 22% and 32%! Approximately 1 in 10 malicious sites is hosted on a benign domain...as high as 25% in 2019.



Regular phishing simulations can reduce click-through by up to 72%.

Impersonating a recognizable company is a common phishing strategy. The companies impersonated are based on how people are likely to shop and interact online. In the first half of 2021, the top five phishing targets were eBay, Apple, Microsoft, Facebook and Google.

A single click can be the catalyst for everything. This is why it's critical for users to be educated and tested on the latest phishing tactics.

Contact IT Radix to learn more!

Thanks for the referrals!

Referrals are the best form of compliment! We would like to thank the following for referring us to their friends and colleagues:

Allan from Paymedia
Chuck from Bowman Consulting
Lou from MyTechGuy

Visit us at www.it-radix.com to learn more about our Referral Rewards Program!



**"My hobbies are gardening and dairy farming.
I like to plant the seeds of success and milk my creativity!"**

GIVING back

"Being raised as I was, I'm always looking for ways to volunteer and support those in need. It is how I live my life and who I am to the core, so I love that my company finds it just as important as I do!"

— Amy, IT Radix Team member

security month

Lock IT or Lose IT!

Why? Leaving your computer unlocked when you're away can result in serious consequences. Anyone could gain access to your private information—everything from financials to security codes, passwords or worse—resulting in fines, lost funds or a damaged reputation.

Take advantage of your operating system's setting that allows you to automatically lock your desktop after the computer is inactive for a period of time. This will ensure your computer will lock if you forget.

Contact IT Radix for more tips on staying safe online!

From the desk of Cathy Coloff



Growing up, I was taught to give back and help others in need by giving of our time in addition to financially. Sometimes that meant collecting food for the hungry, tutoring in school, picking up trash along our roads, or just being there for someone who was house bound or in a nursing home. Some things were more fun than others, but each experience helped me grow and become a better person. I'm proud to continue giving back at IT Radix with the help of my colleagues.

Instilling this value in my son, Alex, has proved to be more difficult than I'd like. In today's busy world, you must consciously dedicate time to give back, and some things are simply not an option as they once were when I was growing up due to tighter controls and restrictions. However, the opportunities to give back are still there. After all, that's what connects us. As Muhammad Ali said, "Service to others is the rent you pay for your room here on Earth." So, I challenge you to ask yourself... how do you give back? It doesn't have to be big; a simple smile or kind word can make someone's day. Give freely and reap the benefits to yourself.

As we approach Thanksgiving, I'd like to take a moment to thank to all those who have given back to me and my family... Thank you!

We Give Back to Our Community

New IT Radix team members quickly discover what sets us apart from their previous work environments... and that's how our team lives out the core value of "Giving Back."

Inspired by Cathy, the entire staff believes in supporting our community in various ways: a percentage of our annual profit is donated to employee-selected, non-profit organizations; donations are made to organizations of our client's choice through our Referral Rewards program; an annual food drive is sponsored for the Interfaith Food Pantry; year-round collections of recyclable technology are donated to Green Vision (a program that teaches individuals with developmental disabilities how to properly dismantle and recycle unwanted electronics); and our team members participate in sports programs for disabled veterans.

This is just a smattering of what we do. We do not make a big deal about it; we just do it because we believe it's important to give back to our community.