

## IT Security Commandment #9: Thou Shalt Address All Issues Immediately

You are at the dentist for your six-month checkup and cleaning. At the end of the visit, the dentist provides a summary of what he/she finds and says, "There is an issue I am seeing on the lower second bicuspid. I am seeing what appears to be some signs of weakness. However, it is not an imminent concern, so we are just going to keep watch on it for now." Great...that's a relief! You don't have to deal with that now. You can put it off for a while before doing something. Makes perfect sense.

However, there are other things in life and in business that come up. They are often warning signs or early indicators of something amiss. Truly the best way to deal with them when they arise is to address the issue immediately because often these things can be bad news. There is an old saying that rings true in this example, "Bad news does not get better with age." Former Secretary of State, Colin Powell, may have said it best, "Bad news isn't wine. It doesn't improve with age."

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This commandment is all about proactive planning for and defending against the possibility of an outside agent accessing your network and your proprietary information.

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So how does this relate to Information Technology? Very simply it means that any security issues that may arise—and they will arise for sure—should be addressed in the present tense. This means NOW! The 9<sup>th</sup> Commandment of IT Security is, "Thou Shalt Address All Issues Immediately."

The rationale for this is that any gap in an organization's security posture can only lead to a widening of that opening and may also be an indicator that there are other breaks in the layers of security necessary to protect the firm. In addition, the employees of an organization see how management acts and/or reacts to cybersecurity topics. If some sort of weakness exists and the staff knows about it, seeing that it is not being addressed immediately can easily be interpreted that management does not care about

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### Take Note

#### RED Month Donations

This year's matching donations will benefit Green Vision Inc. Check out our website to learn how we can work together to help others in need.  
[www.it-radix.com/red](http://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 23 & 24). 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](mailto:resource@it-radix.com)



## Address All Issues Immediately

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cybersecurity. This can lead to a downward spiral and to even more negative situations and events.

This commandment is all about proactive planning for and defending against the possibility of an outside agent accessing your network and your proprietary business information. It's imperative that you review your security posture on a regular basis; and if you find an issue, act on it!

Address all issues immediately because one thing is for certain... bad things happen, and if they are not ameliorated, they only get worse!

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## Introducing... Will Bonome



Will comes to IT Radix with an associate degree in Cybersecurity from Pensacola State College. Will has several years of experience working with electronics. His love for technology started when he was a child, taking apart broken VCRs and other family electronics at his dad's urging. This sparked his fascination with computers which continues to this day.

Will is a true asset to our team. His extensive customer service background combined with his expertise in quickly diagnosing and remediating technical issues is appreciated by all. Will leaves our clients feeling happy and appreciated. When asked what his favorite part about working at IT Radix, Will immediately answered, "how everyone is willing to help one another."

When not hard at work, Will enjoys many outdoor activities including fishing and snowboarding. He also loves to travel and is a self-proclaimed gamer. Will also loves cars—old and new—but his dream car is a Nissan R32 Skyline GTR.

### Will's favorite quote:

"Don't look at your mistakes as failure but rather as learning experiences to mold a better you"

– Will Bonome

Born in Florida and being the son of an Air Force officer, Will had the awesome experience of spending some of his childhood abroad in Japan and Germany before moving back to Florida. Will now resides in Somerville with his roommate.

Will's personal philosophy: Always have a contingency plan.

## Service Spotlight: Microsoft 365 Backups

Did you know? IT Radix and Microsoft recommends you have a third-party backup of your Microsoft 365 data.

Don't risk losing your Microsoft 365 data... get cloud-to-cloud Microsoft 365 Backups today!

- **Back Up Your Exchange Mailboxes** — Automatically back up Exchange mailboxes, contacts, and calendars so you can recover the exact data you want quickly and easily.
- **Ransomware Protection and Backup of Your OneDrive and SharePoint Data** — Protect OneDrive data and SharePoint sites, libraries, lists, and documents including permissions and metadata.
- **Total Peace of Mind** — Your data is protected and secure, eliminating risks associated with staff leaving and the need to recover data/email beyond the Microsoft 30-day retention period.

**Special Offer: 10% off on setup charges through 11/30/23**



## Protect Our Planet from E-Waste

One of the downsides of technological advances is the mountain of machines left behind that become e-waste. Machine life spans have been decreasing for years.

Just think about how many cell phones you have owned over the years. Experts estimate that yearly in the U.S. over 400 million units of e-waste is discarded and less than 12% is recycled. That is why all year long, the IT Radix team collects e-waste from clients and others and then it is picked up by Green Vision Inc., an innovative local not-for-profit program that teaches adolescent students and adults with autism how to properly dismantle and recycle unwanted electronics. This organization helps reduce landfill waste and environmental problems by wiping hard drives and stripping items for parts and materials that in many cases are reused and/or repurposed.

Unfortunately, some improperly recycled electronics are shipped to developing countries where irresponsible recyclers hire low-wage staff who are often sadly untrained and exposed to toxic materials. Most of the countries where this happens have little to no environmental protection in place. Recycling unwanted electronics in a responsible way reduces this risk. For example, after Green Vision staff disassemble, they ship some items to a service that shreds and further separates materials to identify usable metals that are then often sent to a smelter. Gold, copper, zinc, and aluminum are often recovered and reused, turning up in everything from cars to jewelry.

Many organizations have a pile of unwanted/end-of-life devices stored in a closet or back room. Recycling professionals call this the "Pile of Denial" that grows over time. We highly recommend not stacking items up in this way, but rather, it is best to recycle items as soon as you no longer need them as their potential value in the recycle e-stream depreciates quickly.

Helping sustain the environment by minimizing e-waste is vitally important for all of us. That is why we welcome anyone to drop by our office to drop off unwanted devices. Just give us a call as a heads up. Another recommendation is to resist buying a new device until you really need it. Consider repairing it before replacing it! But when it is time to move on, please do so responsibly.

November is **RED Month** at IT Radix... **R**educe | **E**nergize | **D**onate. For more details along with a complete list of accepted equipment, visit us here [www.it-radix.com/red](http://www.it-radix.com/red)

## In-House Sustainability

This year we went full steam ahead on a sustainability journey. As a team, we brainstormed ways to make our day-to-day functions more sustainable. Here are some of the small changes we implemented in-house:

- ♻️ We encouraged staff to bring in packaging materials from deliveries they received at home so we could re-use. We took it one step further by creating stickers for our outgoing packages to remind clients to do the same.
- ♻️ We installed an energy efficient dishwasher in our kitchen to reduce the amount of water consumption.
- ♻️ We purchased reusable dishes and other eating essentials to cut down on our use of paper plates and plastic cutlery.

We are more than satisfied with the first steps in our goal of making our office more environmentally friendly!

### 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:

Carrie from Real Endpoints  
Jeff from Preferred Benefits Group  
Mark from Boffa & Co.

Visit us to learn more about our Referral Rewards Program!

[www.it-radix.com/referral-rewards](http://www.it-radix.com/referral-rewards)

## Inside This Issue

- Reasons for having a proactive plan against unwanted access to your network and proprietary information
- Free e-waste recycling during our November **RED Month** event...  
**Reduce | Energize | Donate**
- Meet our newest team member—  
Will Bonome

IT Radix Family and Friends  
321 Delighted Clients Drive  
Geekville, NJ USA

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*"Unless we are willing to encourage our children to appreciate the natural world, we can't expect them to help protect and care for it."*  
— David Suzuki

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**off the mark**.com by Mark Parisi



### From the desk of Cathy Coloff

As November graces us with autumn's touch, I'm reminded of the beauty in change and write this with a heart full of gratitude. Over 20 years ago, I was introduced to wonderful man, Arnie Rintzler, who became an important mentor to me both in life and in business. Sadly, Arnie recently passed away but not without touching the lives of many in a positive way, especially mine.

Arnie helped give me the courage to embrace change, branch out on my own and start IT Radix. Along the way, I've been fortunate enough to surround myself with a great team of individuals whose company I enjoy and whose individual contributions to supporting our clients (and each other) I respect. I am so grateful to them all. Sometimes working in IT can be stressful. Marybeth, our COO, likens it to working in an ER. We respond to IT issues and help resolve them.

Happily, not everything in IT is an emergency—we had the honor of helping a life sciences startup of 2 employees grow to over 200 and bring a drug to market that will change thousands of lives. IT may not be glamorous, but it is part of the foundation of so many successful organizations. I'm grateful to be a part of their success.



Happy Thanksgiving everyone!