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TECHNOLOGY TIMES

What's New

Don't give up your personal information—it's a treasure trove for hackers

Social engineering is big business. What is it? Figuring out who you are and then using that information to make money off of it. People list password challenge and identity verification publicly or at least freely on their Instagram, Twitter and Facebook pages and feeds without giving it a second thought. Maiden name? Check. Favorite pet? Check. High school? Check. Town they grew up in? Check. Favorite or first car? Check. Throwback Thursday is a social engineer's dream! They love this stuff. Combat it by always giving false password and identity challenge and verification information to the sites and services that require it. Keep the answer file off-line or at least in a format that's not easily guessed. Remember, if it's a handwritten list, you can still take a photo of it.

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This monthly publication provided courtesy of Frank M. DeBenedetto, President of TRTG.

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"

It's Time For A Refresh!

4 Cyber Security Trainings To Do With All Employees

Students are returning to the classroom now that back-to-school season is officially underway. During the first few weeks, teachers will be reteaching their students the topics they learned in the previous school year to help them regain knowledge they may have forgotten during summer break. But students aren't the only ones in need of a refresher every year. Your employees also need to be refreshed on company policies, values and, most importantly, cyber security practices.

Did you know that human error accounts for 95% of all successful cyber-attacks? When a cybercriminal is planning an attack, they look for weak points within a company's cyber security plan. The easiest spot for hackers to exploit is a company's employees. New cyberthreats are created on a consistent basis, and it's important that your employees know what to do when they encounter a potential threat. If your employees are not routinely participating in cyber security trainings, your business could be at risk, regardless of size.

Every single one of your employees should be familiar with your cyber security practices. When they're hired on, they should go through an initial training that lays out all of your practices, and they should also participate in refresher trainings throughout the year to ensure that the entire team is on the same page with cyber security. At the very least, you should host at least one security training annually. If you've never put together a cyber security training, you may be wondering what topics you need to cover with your team. Below, you will find four of the most important topics to cover.

Responsibility For Company Data

This is your opportunity to explain to your employees why cyber security is so important. They need

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to understand why cybercriminals are interested in your company's data and what they could potentially do with it. Everyone on your team has a legal and regulatory obligation to protect the privacy of your company's information. When discussing this topic with your team, it's imperative that they know the ramifications of falling victim to a cyber security threat.

Internet Usage

Does your company have restrictions on what websites your employees can use while at work? If not, that's something you should look into. Every device that's used by your employees should have safe browsing software downloaded onto it to prevent them from stumbling upon dangerous sites that could put your company's data at risk. Your employees should know what sites are acceptable to use and that they should not be accessing their personal accounts while connected to your company's network. They should never click on links that are sent from an anonymous source or are found on an unapproved website.

E-mail

If your employees utilize e-mail while at work, it's important that they know which e-mails are safe to open. Employees should not respond to e-mails that are from people they aren't familiar with, as that could be a cybercriminal attempting to gain access to your company's data. Employees should only accept and open e-mails that they are expecting or that come from a familiar e-mail address.

Protecting Their Computers

If your employees have their own personal computers, they should be doing everything in their power to keep them protected. Whenever they walk away from their computer, they should make sure it's locked; they should also never leave their computer in an unsecure location. Also, ensure that your employees are backing up their data routinely and have downloaded necessary antivirus software.

> **"Human error accounts for 95% of all successful cyber-attacks."**

It's of the utmost importance that your team has been fully trained in your cyber security practices. If they haven't, they could open your business up to all sorts of cyber-attacks that will damage your company's reputation from a customer perspective. Your business will also no longer be compliant, and insurance companies may not cover your claims if your team is not participating in regular training.

Ensuring that your team is aware of your cyber security practices and actively taking steps to strengthen your cyber security is the best way to stay compliant and prevent cyber-attacks. If your team is not regularly going through cyber security training, you need to start. It will offer more protection to your business, which will make your customers more comfortable doing business with your company.

Free Cyber Security Audit Will Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now

At no cost or obligation, our highly skilled team of IT pros will come to your office and conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

After the audit is done, we'll prepare a customized "Report Of Findings" that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all of the businesses we've done this for discover they are completely exposed to various threats in a number of areas.

To request a Cyber Security Audit, email kmarquez@tworivertech.com

Shiny New Gadget Of The Month:

Logitech Litra Glow

Zoom calls have become a part of our daily routine regardless of whether you work remotely, in the office or a combination of the two. If you'll be on camera every day, don't you want to look your best? That's exactly how you'll look with the Logitech Litra Glow light. The Litra Glow uses innovative geometry and is frameless to provide more light to the areas within your camera's view. It uses soft and diffused light that's easy on your eyes in case you have to be on the call for an extended period of time. Whether you're on Zoom calls, shooting marketing videos or doing anything else webcam-related, the Litra Glow provides you with perfect light for any situation.

3 Questions No Leader Should Ever Ask

Over the years, I have advised many board members and CEOs of large companies on their most important leadership issues. In life, people like to think that there aren't inherently right and wrong questions to ask, but I think that's a misconception – especially in the world of business. "Right" questions are the ones that matter. They cut to the heart of the issue and produce an answer that a leader can act on. The "right" questions help leaders get results.

On the other hand, you have "wrong" questions. The mere act of asking these questions can lead you down the wrong path and prevent you from achieving your full potential in your career. Over the years, I've heard the "wrong" questions asked a multitude of times, and they can usually be grouped into three distinct categories.

Ethical Questions

The wisest, most successful leaders I have worked alongside all seem to lead according to this rule regarding ethical questions: "If you have to ask, then don't." In other words, if there is something that makes you feel that it is in the gray area or that taking an action might even be misinterpreted as unethical, then just don't do it. I've never seen a leader regret having held back from taking an action when they had an ethical question. "How unethical would it be if…" is a question no leader should ever ask.

Questions Regarding Underperformance

There is a cycle of "facing reality" that my clients sometimes go through. They have a bold vision: a goal to achieve something great. And when they realize that they don't have the team to make it happen, they start to fantasize and think, "I wonder if Fred or Amy

will rise to the occasion and suddenly display strengths or show a burst of energy we have not seen to achieve these results." Subordinates typically follow a very predictable pattern of performance. Great leaders know who they can count on to do what. So you rarely see great leaders asking themselves, "I wonder if my subordinate will suddenly perform well in a role that does not appear to fit their talents and interests."

Questions About Trusting Your Boss

There is a saying that people don't quit companies, they quit bad bosses. So if you find yourself wondering whether you can trust your boss or not, you likely can't. Go find a boss you can trust, one who will hold your interests in high regard. Rarely do you see great leaders staying in roles where they ask themselves, "I wonder if I can trust my boss."

Dr. Geoff Smart is the chairman and founder of ghSMART, a leadership consulting firm that exists to help leaders amplify their positive impact on the world. Dr. Smart and his firm have published multiple New York Times *best sellers. He stays active in his community and has advised many government officials.*

Services We Offer

Cloud Services ~Managed Networking Services
Cybersecurity ~ Hosted Voice over IP

TRTG Happenings

Summer Fun or How We Spent Our Summer Vacation

The end of summer is bittersweet for us at TRTG, but we do enjoy reflecting on some of the great summer experiences we had this year. Look at some of our team's favorite experiences they shared from this summer!

Nancy: Hiking the Washington National Forest for the for 52 Hike Challenge

Fred: Outdoor BBQs with his family

Dino: Vacation at Long Beach Island with his family

Dino: Vacation at Long Beach Island with his family

Matt S.: Me and Shannon on Anna Maria Island in Florida

Kristyn: Fun times with family in the new pool we set up.

Beware of End of Summer Travel Scams

With end-of-summer-vacation plans in the works, making changes in flight plans is not uncommon.

The Better Business Bureau has a warning for you before you take to the sky. It says people should watch for air-fair scams when making plans.

- Do your research
- Double check flight details before calling support
- Confirm the URL before you enter personal and payment information
- Be wary of third-party websites. Some websites appear to offer a legitimate service but are only fronts for a scam
- Make online purchases with your credit card

Read the full article at the BBB site.