



TECHNOLOGY TIMES

"Insider Tips To Make Your Department Run Faster, Easier and More Efficiently"

Happy Holidays!

All of us here at Police IT Support would like to wish you and your family a happy and safe Holiday Season and a Happy New Year!

We cannot wait to share with you what Police IT Support has to offer in 2016!

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This monthly publication provided courtesy of Shawn Butt, President of Police IT Support.



Missing Just One Of These Could Instantly Open Up Your Computer Network To A Cyber Attack

Welcome to the brave new world of cyber-warfare.

Gone are the days when software patches were just for nifty little feature add-ons or updates.

Today, a software update notice could mean your whole computer network is suddenly at risk. Dangers include data theft, crippling malware attacks and mischief you may not discover for months, or even years...

As with graffiti on your garage door, if you don't pay attention and clamp down on bad behavior, your problems have likely just begun...

And, like those who hire a professional security firm to keep thieves out of the warehouse, thousands of CEOs and business owners are now waking up to the fact that it's absolutely imperative to hire a pro when it comes to securing your data network.

Here's why you need a professional

handling this for you:

#1: Speed is of the essence.

"If you didn't update to version 7.32 within seven hours, you should assume you've been hacked." That's what software maker Drupal told millions of its customers around the world last year. It's just one example of what can happen if you don't respond with lightning speed.

Once a security breach has been identified, hackers rush in. On "Day Zero," cyber-crooks around the world go after at-risk targets. You've got to be quick to patch the gap, or else you risk a system compromise.

Unless you have the time, knowledge, experience and tool set to respond instantly, you are far better off leaving this to a professional IT firm you can trust.

#2: It's not just the big boys they're after.

Sure, the top news stories are about the attacks on agencies such as the CIA and FBI yet your department...

just as vulnerable, if not more so. Chances are, you simply do not have the resources that giant law enforcement agencies have to manage a data disaster.

The threat is not confined to giant agencies. Small and medium agencies are being attacked every day, and, unfortunately, your department is no exception.

#3: Dealing with data breaches requires specialized knowledge, skill and experience. Here are just a few of the things a competent data guardian must be able to do to effectively protect your systems:

Review documentation and monitor forums. Sometimes your software vendor doesn't tell the whole story. It's critical to check online forums and other communities to see if anyone else is having issues with the new patch

before jumping in with both feet.

Know when to apply a patch immediately and when to wait. Typically, somewhere around 95% of patches work hassle-free. The trick is to spot the 5% that don't — before installing them. This requires identifying unique patching requirements, and applying exceptions accordingly. For instance:

Does the patch deal only with a security issue?
Or does it just add new features or fix non-security-related bugs?
Obviously, security issues get top priority.

Is the system currently having issues?

If not, and if the patch doesn't address a security issue your system is vulnerable to, it may be better to heed the old adage "If it ain't broke, don't fix it."

What security gaps does it address?
How severe is the threat to your

particular network? If, for example, the only way a virus can enter your system is through an e-mail attachment and this functionality has been disabled for all users, perhaps the threat needn't be a great concern.

Keep options open in case of complications.

Once a patch has been applied, if things aren't working, it's critical to restore the data network to pre-patch functionality, with little if any downtime. That means having good backups in place along with a tested and proven recovery process. Does just thinking about data security give you a headache? We strongly advise that you let us handle this critical part of your department for you.

"Chances are, you simply do not have the resources that giant corporations have to manage a data disaster."

Do you need Assistance with the CJIS Audit?

This month we have the ability to assist the **first two Police Departments** that contact us that would like our **Free CJIS** compliancy check. With our quick questionnaire and system check, we will make sure that you are compliant with the Attorney General Guidelines and will recommend changes to stay compliant.



All we ask in return is a **Department Patch** to display on our patch wall.

If you would like our Assistance, please contact us by:

- Emailing us at Shawn.Butt@policeITsupport.org
- Calling us at 973-560-9050
- OR filling out the form at: www.policeitsupport.org/cjis-audit/

Shiny New Gadget Of The Month:



iTranslate Makes It Easier Than Ever To Speak With Interesting People

Other than the occasional epic (and hilarious) fail, translation apps are getting pretty good. And one of the best, iTranslate, now gives you voice translations on the spot.

Here's an "at-a-glance" rundown of all that iTranslate can do:

Speak into your device and, with a tap or swipe, it recites what you just said in your choice of over 90 languages. That's twice the number of languages offered by Google Translate.

You can select a male or female voice, as well as dialect and speaking rate. It also turns Chinese characters into alphabet-based words in English.

And you can run it on your iWatch, iPhone, Android or Windows phone.

One downside is that the free version displays ads, but for five bucks you can upgrade and turn them off.

With this handy app, your world just got smaller — and, potentially, a whole lot more interesting.

Voice Tips For Effective Speaking

When George H.W. Bush ran for president in 1988, he hired a voice coach to help him lower his voice an octave. Why? Because the candidate's high-pitched voice had helped saddle him with the "wimp" image, even though Bush had proved his valor as a Navy combat pilot during World War II.

Fairly or unfairly, we impute strength and confidence to the person who speaks with a low-pitched, well-modulated voice.

We convey feelings, moods and attitudes through a variety of voice qualities, which are sometimes called *paralanguage*. Among these qualities are volume, pace, intonation and juncture.

Volume and Pace should be used in a careful, controlled way. They can achieve powerful effects, especially when persuading from the public platform. You can let your voice rise to a crescendo, the pace and volume quickening until you reach a peak of excitement. Or you can drop to a dramatic whisper.

Volume should always be great enough that you can be heard by everyone in your audience. When you're addressing a group through a microphone, that generally presents no problem. When speaking without a microphone, keep checking the people farthest from you for signs that they're straining to hear, or that their attention is straying.

Pace should be adapted to the message. Some simple but telling points can be made effectively in rapid-fire sequence. Others can be made by slowly drawing out the words, or by long pauses to let the points sink in.

Intonation refers to the voice pitch. We usually speak in a range of pitches, from low to high. The range between

high and low intonations varies from individual to individual, and from one linguistic population to another. The English, for instance, generally have a greater range than do Americans.

Juncture refers to the way vowels and consonants are joined in the stream of speech. If you listen to someone speaking in a foreign language, it sounds like a continuous flow of syllables. That's because you haven't learned to recognize the signs that tell you where one word stops and another begins.

Speakers of other languages have the same problem comprehending English. As I've spoken on different continents, I've formed a great admiration for the translators who render my speech into other languages. Once I was translated simultaneously into seven different languages. Either my juncture was good or my translators were superb. The audiences laughed at the appropriate points and applauded at the appropriate points.

Inattention to juncture can make your speech indistinct or hard to understand. If you tell a carpenter to build a greenhouse, make sure you don't end up with a green house; the difference in appearance and cost can be substantial...

If you ask your secretary to get you the night rate and have it on your desk the next morning, be sure it doesn't sound like "nitrate." Otherwise, you may find a sack of fertilizer in your in-basket.



Dr. Nido Qubein is president of High Point University, an undergraduate and graduate institution with 4,300 students from 40 countries. He has authored two dozen books and audio programs distributed worldwide. As a business leader, he is chairman of the Great Harvest Bread Company, with 220 stores in 43 states. He serves on the boards of several national organizations, including BB&T (a Fortune 500 company with \$185 billion in assets), the La-Z-Boy Corporation (one of the largest and most recognized furniture brands worldwide) and Dots Stores (a chain of fashion boutiques with more than 400 locations across the country). As a professional speaker, Dr. Qubein has received many distinctions, including the Golden Gavel Medal, induction into the International Speaker Hall of Fame and as the founder of the NSA Foundation in Arizona.

To learn more about Dr. Qubein, go to: <http://www.nidoqubein.com/>

Your Vacation

Resolved to see more of the world this year? Here are three surprisingly great places to visit, according to travel-guide publisher Lonely Planet: 1) For cutting-edge art scenes, emerging nightlife, great skiing and rich wildlife-watching, including bison, wolves, lynx and bears, Transylvania tops the list. 2) Celebrating 50 years of independence in 2016, Botswana features luxury camps, self-guided tours, community projects and award-winning family safaris. 3) For postcard-worthy views of the stunning Sapphire Bay, as well as charming alleyways, tasty food and its still-traditional way of life, Kotor, Montenegro, deserves a top spot on your short list. This year, get off the beaten path for a vacation that can't be beat!

Today.com

Your Waistline

Make 2016 the year you can wear those favorite old pants again with these three tips... Drink more water: By far the easiest, yet most forgotten way, to lose weight, swap soda and fruit drinks for water and watch belly fat vanish. Get sound

sleep: Science confirms that old saying "Early to bed..." Your deepest and most cleansing sleep happens when you get to bed earlier in the evening. Countless studies bear out the link between a good night's rest and less belly fat. Train harder in less time: In High Intensity Interval Training you go hard for about 30 to 60 seconds, then rest. Just 20 minutes of HIIT training boosts your metabolism all day long.

Bambu.com

Your Career

A mentor can help you achieve big things. But finding and connecting with the right person can be tough. Here's what helps: First, get clear about what you want in a mentor: do you need a sounding board? A guide? An advocate for a project you're working on? Once you know what you're looking for, let the search begin. Look inside or outside your company, run an advanced search on LinkedIn and be open to working with someone younger than yourself. When you find a good candidate, simply ask for help on a specific problem. Then make it fun, give back and

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"So, as you can see, customer satisfaction is up considerably since phasing out the complaint forms."

nurture the relationship. Mentoring can be a highly rewarding experience for you – and for your mentor.

Forbes.com

Your In-box

Got e-mail overwhelm? Get more done in your day with these three tips used by top pros: 1) Empty your in-box often. Use "Follow Up" and "Hold" labels in Gmail (folders if you're in Outlook) to quickly sort e-mails you can't respond to right away. 2) Use the Two-Minute Rule: if it will take more than two minutes to respond to, sort it for later. 3) Respond quickly. This sets you apart in a world where most people are drowning in e-mail. Often, a quick reply such as "Got your note, will get back to you by end of day Tuesday" is all you need. Pair this with time blocks for knocking out batches of replies for massive productivity.

LifeHackerBook.com

Your Time

Being busy doesn't always mean being productive. To win back big chunks of your time every day, avoid these three "busy-ness" traps: 1) Multitasking cuts your IQ by up to 40% and makes the two tasks you're working on take 25% longer. 2) Interruptions suck up your time because not only does it take up to 20 minutes to fully refocus on the original task, but we tend to get back to trivial rather than more important tasks at hand. 3) You're busy because technology wants you to be, not because you need to be. Must you really remain available to your boss, customers, family, friends and social networks 24/7/365? Take control again – it's your life! *Inc. Magazine*