



Protecting Our Resources

A Walk in the Technology Clouds

Cathy reflects on a visit to Mount Rainer many years ago... "Doug and I hiked up to the Visitor's Center from a lower parking lot. There was a point where we went through some thin clouds, got above them, and ultimately were able to stop and look down on them. It was incredible!" At that time, cloud computing and cellular service barely existed; but if that had occurred today, there is a real possibility that they could have worked in the clouds while literally in the clouds. Mind blowing!

We've all seen the pictures of a person with a laptop sitting in a field, on the beach or overlooking a beautiful view; but have you ever wondered how much work they could really be doing? Well, with the advent of fast Internet and cloud solutions, quite a bit as it turns out. Of course, what you actually can do will depend upon the type of cloud solution that you use. Some cloud-based solutions work well in a combination of an online/offline mode. Others simply do not work without a steady Internet connection.

For example, if you use Office 365 and have downloaded the productivity software such as Word and Excel to your tablet, you can easily create a new Word document and save it in your OneDrive folder offline. The next time you're online—shazam!—you'll find your document has been copied to the cloud-based storage of OneDrive without having to lift a finger. As Microsoft continues to expand the scope of Office 365, we're finding more and more apps that run well on your smartphone as well as your traditional PC.

But not all applications are created equal, and most require that you have an always-on Internet connection in order to access and use them. If your application is business critical, then you'll always want at least two options for obtaining Internet access. Just like you'll often find two paths to reach a destination in our national parks, you'll want two paths for getting on the Internet (e.g., both cable and fiber).

If your users have laptops and you're using a cloud-based solution, losing Internet service in the office may not be the show-stopper it once was. You can simply have your team work remotely from home, a second office location or other location with Internet and Wi-Fi service. It's not so easy with desktop users. In these situations, IT Radix usually recommends having two different Internet Service Providers (ISP) to reduce the potential of the Internet service being down.

We find many businesses often forget that some of the network hardware also becomes a single point of failure. For example, most organizations have a network security firewall that physically sits between their ISP connection and their internal network. If the firewall goes offline for any reason, all Internet-bound traffic stops including access to your cloud solution. As a result, for organizations where Internet access is business critical, we also recommend redundant firewalls configured with something called "high-availability" which can automatically switch between ISPs and physical firewalls should any one component or path fail.

Nowadays, a person can work almost anywhere—hiking a local trail, flying in the sky or riding on a train—with a fast Internet connection and a carefully selected cloud solution.

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What's New

10 Months of Giving Back - The Miracle Project -

IT Radix is celebrating our 10th Anniversary with 10 Months of Giving Back. This month, we are donating to *The Miracle Project*, a theater program provided by the Mayo Performing Arts Center (MPAC) that helps children and young adults with autism and other special needs.

Verizon Corporate Classic

The IT Radix team is pleased to participate in the Verizon 5K Corporate Classic on Thursday, July 19, to benefit our client JBWS.

DISRUPT/Northern NJ

IT Radix was proud to sponsor the DISRUPT/NNJ conference. DISRUPT is a global, non-profit platform with the aim of furthering the dialogue between corporations, professionals, start-ups and entrepreneurs on the Future of Work in NJ.

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





Introducing...Laurie Sloane

Our newest staff member, **Laurie Sloane**, is a frequent visitor to one of New Jersey's 12 national parks—Sandy Hook! Not only is Sandy Hook famous for its 250-year-old lighthouse, but it's also the home of the Fort Hancock Nike Missile Radar site.

Laurie comes to IT Radix with over 36 years of customer service experience in both the food and medical equipment industries. In her past roles, Laurie has worked as a customer service supervisor, office manager and dispatcher. Laurie is a people person and loves a good challenge. She enjoys helping customers address and fix problems and is known for her conscientious follow through!

As a Client Service Coordinator at IT Radix, Laurie is one of the friendly voices behind our phones and manages the incoming requests from our clients that come in daily. She dispatches tickets and works closely with our IT Consultants to ensure that our clients' needs are being addressed in an expert and timely manner. Laurie takes pride in resolving issues and hearing from happy clients.

Laurie's favorite quote:

"Where there's a will there's a way."

– English Proverb

A true Jersey girl, Laurie was born in Paterson, grew up in Lake Hiawatha and now resides in Hopatcong with her boyfriend, Tom, and her young adult children, Kylee and Branden. They recently introduced a lab-mix puppy, Willow, into their family who has been keeping them all on their toes. When not working, Laurie enjoys scrapbooking with a dream of designating an entire room to this hobby one day. Laurie loves softball! For the past 18 years, she has coached and played 1st base on a Rockaway women's softball team. She is a diehard NY Jets fan for the past 34 years with tons of autographed memorabilia and player meet-and-greets to show for it! She also collects giraffes and currently has over 100 in her collection. A self-proclaimed beach baby and sun worshipper, Laurie enjoys daytrips to Sandy Hook. She especially enjoys the fact that Sandy Hook is just a beach—no boardwalk—as she enjoys a more quiet, relaxing atmosphere.

Laurie's personal philosophy: Without hopes and dreams, you have nothing.

Welcome!

A warm welcome to our newest Management and Support clients:

Serra International, Inc
Strategic Healthcare Alliance
Summit International Flooring

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

A Walk in the Technology Clouds

(Continued from page 1)

While the proliferations of Internet, cellular and Wi-Fi service in our national parks is being hotly debated, the desire to work in the cloud is here to stay.

Need help selecting your cloud solution or evaluating your Internet service options? Give us a call today.



OUR CLIENTS SPEAK OUT:

THE BUZZ

"Life is good with IT Radix! Our non-profit organization has many unique technical challenges, and IT Radix has the expertise to creatively overcome all! Their dedicated technicians and office staff are outstanding—professional, knowledgeable, friendly, helpful and quick to resolve any of our IT issues. Crises are averted, servers and workstations are monitored and maintained, and there is peace of mind knowing IT Radix is there for us."

Susan LeVan, Director of Administrative Services/Network Administrator — Sisters of Charity of Saint Elizabeth

About Sisters of Charity of Saint Elizabeth: The Sisters of Charity of Saint Elizabeth are engaged in education, health care, pastoral and social service ministries in 14 dioceses within the United States, El Salvador and Haiti. The Congregation currently numbers 255 vowed members.

Why So Many Passwords?



Thinking up passwords and managing them is a big pain, no two ways around it. One website requires a

symbol, and another requires 14 characters. Meanwhile, your bank requires 10 characters, four PIN numbers and the answer to a secret question. In the midst of all this, it's easy to just use the same three or four passwords for everything—after all, that's more secure than a single password, right?

But imagine this... Say you use the same password for your Gmail, your Amazon and the account you use to order gift cards at a 10% discount for client gifts. One day, the gift card website is hacked. Not only do the crooks get your credit card info, they also get the list of all the website's users and those users' passwords. Then, they publish these freely on the Internet's Dark Web.

But if you use different passwords for all your accounts, you're safe despite any crisis that may arise. Make sure you practice good password security.

Proudly folded & stuffed by Park Lake School



Sign up for a year of IT Radix Management and Support during the months of July, August and September and receive wireless headphones.

Visit www.it-radix.com to learn more about what's included in each of our proactive maintenance plans. Offer for new managed service clients only. Some restrictions may apply. Call **IT Radix** today to learn more!

National Park "Backups" Are Hidden Gems!

Each of the 59 official national parks in the United States are unique and special. That is why so many people make it a goal to visit each one over their lifetime. There is quite a network—a wide network—which enables visitors to do so many things: hiking, mountain biking, star gazing, mountain climbing, wildlife viewing, caving, 4-wheel driving, kayaking, horseback riding, fishing and a host of other activities. The four most popular national parks are: 1) Great Smoky Mountains, 2) Grand Canyon, 3) Yosemite and 4) Yellowstone. Those four alone accounted for 20 million visitors last year.

Like all computer networks should have a backup, there are several lesser-known national parks that are wonderful "backups" to the four most popular listed above. For those who do not intend to visit them all and who might want to avoid the crush of crowds this summer, there are many great national park alternatives that give you all the amazing features of the top parks, without the crowds and the hassles.

Yellowstone might be the best-known park, it is in fact the oldest park dating back to its establishment in 1872. Doves of people arrive yearly to gawk at animals and the eruptions of Old Faithful. Two "backups" offering some of the greatest of Yellowstone are: Theodore Roosevelt National Park in North Dakota and McNeil River State Game Sanctuary in Alaska. At Theodore Roosevelt National Park, bison walk right into your campsite; and you can view up to 180 species of birds. McNeil River State Game Sanctuary offers lots of gorgeous wilderness and the wildest brown bears—and definitely no crowds because you must have a permit to visit and arrive by floatplane.

Yosemite, the third oldest park, attracts almost 4 million visitors annually to see its waterfalls, picturesque meadows and giant sequoias. However, it's hard to enjoy it all with so many people around you. So, consider some backups. Columbia River Gorge National Scenic Area entrance is just 20 miles from Portland Oregon where you can enjoy Bridal Veil Falls or Multnomah Falls—a 620-foot beauty. Big South Fork National River and Recreation Area in Kentucky also boasts amazing waterfalls. For ancient trees, you can enjoy Redwood National Park near the Oregon border and enjoy solitude just minutes from civilization.

Grand Canyon is truly awesome, but the crowds at its south rim...not so much. Try visiting the north rim of that park or its sister canyon in northeastern Arizona, Canyon de Chelly National Monument, which is jointly operated by the National Park Service and the Navajo Nation.

Great Smoky Mountains that span North Carolina and Tennessee is highly trafficked and known for its network of hiking trails, wildlife and access to southern Appalachian culture. If you would like to avoid rubbing shoulders with the 11 million visitors here, you might consider Porcupine Mountains in the upper peninsula of Michigan—a 60,000-acre wonderland on Lake Superior. This wild country is known as "The Porkies" where you can enjoy mountain views, camping, boating, hiking...and peace and quiet! Or, head north to Acadia National Park in Maine and visit Cadillac Mountain—the highest point on the U.S. Atlantic coast where perhaps the term awe-inspiring was first uttered.

Don't discount your "backups." In the end, you might find a hidden gem!



“Man cannot discover new oceans unless he has the courage to lose sight of the shore.”

— André Gide

Now you can download “sounds of the ocean” to your iPod for only 99 cents...



From the desk of: Cathy Coloff
Subject: Vacation Memories



Our National Park Service was established in the 1800s and has expanded over the years to include over 400 natural, historical, recreational, and cultural areas throughout the United States and its territories. Like many, I’ve had the pleasure of visiting quite a few. If asked, I’d be hard pressed to pick a favorite, but I’ll share some memories through the years.

While I lived in New Mexico until I was five, it wasn’t until my early thirties when I got back to that area to enjoy the Grand Canyon. Once I finally got there, I wanted to make sure it wasn’t an experience like Chevy Chase in the classic movie, *Vacation*. Like the Griswold family, we stood on the edge overlooking the canyon, did a little head bob, and snapped some photos. But, we also hiked down into the canyon, enjoyed a helicopter ride over the canyon as well as drove alongside for a few days. Back in those days, we planned our vacation using maps and travel guides. Now, it’s easy to Google local attractions, see hotel and restaurant ratings and the like. In some ways, the Internet and the information it offers, has eliminated the sense of adventure when planning these trips.

On the flip side, when we went to the Grand Tetons last summer, I was happy to easily reserve our rafting trip down the Snake River online and skip the whole paperwork thing when we got there. While we were in the area, we visited Granite Hot Springs which was in the middle of a vast wilderness area that is part of Teton National Forest. There was no one for miles and definitely no Internet or cellular service. It was nice to unplug and just enjoy the beautiful scenery.

Where will your summer travels take you? Perhaps you’ll check out one of our national parks and create some wonderful memories of your own.

The Birth of Our National Parks



Our National Parks were born in the 1800s with the vision of a small group of advocates, like naturalist John Muir, making sure that America’s greatest natural treasures would belong to everyone and remain preserved forever.

“Americans developed a national pride of the natural wonders in this nation, and they believed that they rivaled the great castles and cathedrals of Europe,” explains David Barna, retired National Park Service Chief of Public Affairs. Responding to such calls, in 1864 (amid the Civil War), President Abraham Lincoln and Congress put Yosemite Valley and the nearby Mariposa Big Tree Grove under the protection of California “upon the express conditions that the premises shall be held for public use, resort and recreation.” The Yosemite Grant included the first parkland the federal government ever set aside for preservation and public use. It set a precedent for the creation of Yellowstone as the nation’s first national park in 1872.

But, who will manage our natural treasures? On August 25, 1916, President Woodrow Wilson signed the act creating the National Park Service (NPS). The “Organic Act” states that the fundamental purpose of the NPS “is to conserve the scenery and the natural and historic objects and the wild life therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations.” The National Park Service has been very busy for the past hundred plus years. They continuously work to protect 407 sites with 28 different designations. These include 127 historical parks or sites, 78 national monuments, 59 national parks, 25 battlefields or military parks, 19 preserves, 18 recreation areas, 10 seashores, 4 parkways, 4 lakeshores, and 2 reserves.

Looking for a vacation destination? Why not take a walk in the park...a national park!



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 Bluetooth speaker.

Q: Which was the first national park to be recognized for “works of man?”

April Trivia Challenge

Q: Which is the only continent that has every kind of climate and 5 time zones?

(Answer: North America)

Congratulations to Susan LeVan of Sisters of Charity of Saint Elizabeth, recipient of a plant to beautify her environment!