IT Radix Resource

We make IT work for you

WRAP IT UP

That's a Wrap!
When It Comes to IT Security, It's Never a Wrap

Loyal readers of *IT Radix Resource* know that over recent newsletters we have run a series of articles about Information Technology security. Each edition focused on a particular role within an organization—from the front desk to the C-Suite. As we come to this final installment, we would like to say, "that's a wrap!" on security. But we cannot. There is no finish line when it comes to data security… it is NEVER a wrap. IT security is a constantly evolving entity and, honestly, is not convenient. That is just something to accept, because to think or act otherwise is just plain risky.

With this in mind, here are ideas to keep security top of mind across the entire organization. This is especially important as we remember that over 90% of security breaches are due to one thing: human error.

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Awareness: Security is not the responsibility of just one individual or department. Each person creates, modifies, transports, and stores valuable information. All must be aware of their duty to safeguard that data and how to do so. Educating and training staff regularly on their roles in data security—with an emphasis on how they, the front line of security, can identify potential risks in emails and websites—is invaluable. Keeping security top of mind especially as it relates to how they interact with vendors, contractors, and partners is vital.

Password Policies: No one likes challenging passwords; it is in our nature to choose the easy way. DON'T! Put in place and enforce strict password policies that require long, complicated passwords that must be changed regularly. And ensure that email passwords are never used for any other resource. Email passwords are the entryway for most attacks. Use of a secure password manager is strongly recommended. Ensure that this policy applies to all. No C-Suite personnel are exempt!

Data Classification: Each departmental area must control their key data needs. Each should have an inventory of files and databases, clearly

Take Note

Easy Button
Scheduling tech time with us is easier than ever.
Ask us how!

May 5
World Password Day
In honor of World Password Day, it's time to break up with your current password and move on to something new. Ask us about our IT Radix Password Management Solution!

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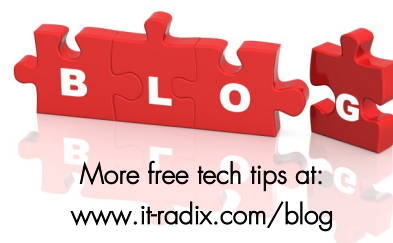
B L O G

More free tech tips at:
www.it-radix.com/blog

5-Minute Ladder Rule

As with most major life decisions, it's helpful to be objective by listing the facts. A simple list of pros and cons is one way to go, but let's go one step further with a "ladder rule" that allows you to climb to a resolution in about 5 minutes:

Rung #1: Ask yourself two simple questions. Will this decision have a noticeable impact on your people, company, or society? Is this decision time sensitive? If the answer is "yes" or "maybe," move up to the second rung.

Rung #2: Give yourself time to focus on the decision. Remove distractions and allow yourself five minutes to focus solely on the decision you need to make.

Rung #3: Write down all options and outcomes. Define each option in one sentence, keeping it to facts and verified observations. Next to each option, write a single sentence describing the likely outcome.

Rung #4: Highlight the most desirable options and outcomes. Embrace the decision that corresponds to the best possible outcome.

While simplistic, this exercise trains your mind to focus on the details and facts of your decisions objectively, so that you're not swayed by emotions. Embrace this exercise, and you'll quickly find yourself climbing the "ladder rule" in your head without needing to write anything down.

Introducing… Brian Hamilton

Brian came to IT Radix with an associate degree in History from Atlantic Cape Community College. He cut his teeth in IT at Chubb Institute where he received training in Data Center Support encompassing IBM AS/400, Mainframe, PC Support and Networking. With over 25 years of professional IT experience, Brian has worked in a variety of IT Manager and help desk support roles. For most of his career, he worked as an IT Manager for a company supporting area hospitals with their Accounts Receivable and billing prior to joining the ranks of our IT Radix team.

As an IT Consultant at IT Radix, Brian's key focus is on project management and implementation. Since IT security is of utmost importance these days, he spends most of his time working closely with our clients to establish and implement customized security solutions to protect their business. Brian has seen a lot of changes in the world of technology over the years and enjoys showing our clients how they can incorporate advanced IT applications into their organization to increase efficiency and security.

Brian's favorite quote:
"Don't give up…don't ever give up!"
– Jim Valvano

Born and raised in Fairfield, Brian continues to reside there with his wife, Shirine, and two children, Troy and Carolyn. When not working, Brian is very much into sports. He's been playing basketball weekly with the same group of guys for the past 20 years. He also stays busy coaching his son's basketball and football teams. When not on the court or field, he enjoys a good game of poker and playing whatever his children want to play.

Brian's personal philosophy: Always give 110%!

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identifying who needs access versus those who do not. Put in place actions that seal off data for all except those in need.

Asset Management: Identify and secure all devices that touch your network in any way and secure them regularly. One unpatched laptop or even an errant Xbox in the employee lounge could provide all the access a hacker needs to eliminate your business. All staff should have a keen eye for any hardware that seems out of place.

Security Policies: This goes well beyond passwords and includes setting standards for use of devices and access to company data for employees and anyone who touches your network. Create, set, and enforce strict policies here. This cannot be overemphasized.

Access Limits (Staff): The concept here is the assumption that no one needs access to any data, rather than who does not need access. Taking that approach is more stringent and effective. Additionally, when connecting remotely, require secure access via VPN with at least Two-Factor Authentication.

Access Limits (Software): Beyond limiting human access, the next step is limiting software access. The idea is a No Trust Policy when it comes to applications that can/should run on company machines. Consider whitelisting solutions so that only pre-approved software is allowed to run on your network machines.

Hardware and Software: Be sure your network is protected by an enterprise-grade hardware firewall that can be configured to screen all packets of data attempting to enter your network. The firewall can also limit access to certain types of websites that are more prone to problems. Be proactive in updating all hardware and software by patching regularly, using endpoint security antivirus solutions, and being aware of end-of-life dates. Secure devices by always encrypting them and consider software that facilitates a remote lock if the machine is misplaced or stolen.

Be Aware and Act Fast! Think before reacting to any suspicious emails or phone calls, especially any that create a dire sense of urgency. When suspicion arises—whether it be an email, a website, a phone call or an infected machine—quickly pull the plug and shut it down!

Need help securing your data? Contact IT Radix today…we're dedicated to being your trusted IT security advisor!
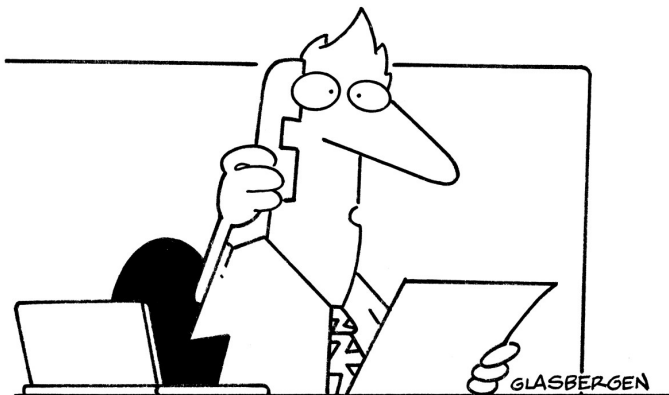
"**Information security is becoming a huge problem around here. Do you still have my Captain Crunch decoder ring, Mom?**"

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:

Diana from JBWS
Elaine Gaudy from Aflac
Ron from Liberty Office Suites
Steve & Ken from Botwinick & Co

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

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Accomplishment
Opportunity
Lifelong Learning
College
Future
Motivation
Independent

"The only thing people regret is that they didn't live boldly enough, that they didn't invest enough heart, didn't love enough."

— Ted Hughes

From the desk of Cathy Coloff

I believe one of my keys to success is a love of learning new things. I like to try new activities; read books; attend sessions where others share their insights, knowledge, and experience; watch TED Talks, videos or documentaries and more. We're so fortunate to live in a world where the opportunities to learn are constantly expanding. A current thought leader, Jim Kwik, recently reminded me that "applied knowledge is power."

In the IT arena, this couldn't be truer. There is always something to learn about technology and security. Security threats are constantly evolving in step with the expanding use of technology. As someone who wants to help our clients avoid these threats, finding solutions to avoid security threats is more important than ever. Sadly, I cannot always convince our clients to apply our knowledge and embrace these solutions. As a result, some fall prey to security attacks and end up learning the proverbial hard way.

Accepting my role as technology guide, not enforcer, can be difficult; but I'll never stop learning and applying my knowledge.

Join Our Duck Hunt!

Are you up for a little target practice? Participate in our "Duck Hunt" on our website for your chance to win a tablet.

Each week, our duck target (pictured above) will hide on a different page of our website.

It's simple: Find the duck hidden somewhere on our website, click on the image, and enter your name to win.

Only one entry per person per week will be accepted, but be sure to enter once a week to increase your chances of winning. We'll draw the winning name on Tuesday, June 21.

A Lifetime of Learning!

An interview with Office Manager, Lynn Ferraro:

IT Radix: What motivated you to go back to school?
Lynn: A college degree was the only thing missing from my professional portfolio—something that I always wanted to pursue, but never thought I'd achieve. Now obtaining my bachelor's degree in Business Administration is right around the corner, and I'll be graduating this fall!

IT Radix: How is your college experience different as an adult?
Lynn: When tackling college as an adult, your life is already in full swing—work, kids, personal life, etc. Adding class time and homework on top of these other responsibilities makes for a full plate. It's something that you really need to want for yourself; otherwise, it would be easy not to put the time in that's required to be successful.

IT Radix: How has this experience enhanced your life?
Lynn: Pursuing my college degree has shown me that I'm capable of accomplishing anything I set my mind to! It has enriched me both personally and professionally and allowed me to broaden my breadth of knowledge and learn new things.

For Lynn, it's never too late to learn. After all, knowledge is power!