

## Wrapping IT Up With a Big Red Bow

What better song to “wrap up” our 1-Hit Wonders 2024 newsletter theme than “Christmas Wrapping” by The Waitresses? This 1981 tune has stood the test of time and is rightly considered the greatest holiday 1-Hit Wonder of all time. This mix of new wave, post punk and alternative music is the charming story of a young woman’s year of missed romantic connections ending in serendipity as the holidays draw near.

This month, many will be busy wrapping gifts. But the IT Radix elves will also find themselves wrapping up technical tasks to ensure that our clients enjoy the most wonderful new year! Like the protagonist in “Christmas Wrapping,” who navigates a year of twists and turns, your IT Radix Managed Services support team faces unexpected challenges yearly, always coming through! We are large enough to deliver and small enough to care.

### Missed Connections

In the song, the protagonist misses a chance encounter with an old flame. Similarly, IT support often deals with missed connections—whether it’s a user ignoring an important update or failing to back up critical data. Our managed services clients do not miss much because our team ensures that all client hardware and users stay connected with updates, backups, and security patches. We encourage those who have not partnered with us to do the same or join with us to reduce those technical hiccups.

### A Long Voyage

The song narrates a year-long journey, culminating in a serendipitous Christmas reunion. The IT Radix team is focused on client safety and security. One of the ways to do that is to ensure zero downtime, and if trouble arises, make it go away quickly! This is not “one off” kind of work, rather it is a year-round effort: making strategic recommendations, troubleshooting issues, implementing solutions, updating hardware, software, and firmware, defending, and protecting our clients’ networks and businesses—all the while adapting to evolving technologies. The IT Radix team places high importance on continuous learning and adaptability. We stay resilient and are open to change.

### Unexpected Twists

The catchy saxophone riff in the song surprises listeners. The unexpected is what often makes a song more likeable and memorable. However, in the

*(Continued on page 2)*



## Take Note

### Tis the Season

Our office will be closed Wednesdays, December 25 and January 1. If you need assistance during this time, please call 973-298-6908 and one of our on-call support staff will be happy to help.

### Windows 10: Final Countdown

Windows 10 will reach its EOL on October 14, 2025, after a good ten-year run. Now’s the time to start planning your move to Windows 11 or exploring other options.

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)



More free tech tips at:  
[www.it-radix.com/blog](http://www.it-radix.com/blog)

## Wrapping IT Up

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world of information technology, we do not like to encounter unexpected twists—a sudden server crash, a security breach, an internet outage, or a software bug. That is why IT Radix employs both human effort and technology assistance to constantly be proactive in monitoring our clients' networks. We endeavor to always be prepared. While we do not like surprises, we are ready to handle them!

### Miracles and Quick Fixes

The song's ending brings a holiday miracle—a chance encounter. In IT, quick fixes can feel like miracles—restoring a crashed system, recovering lost data, or resolving a network outage. IT Radix Managed Services clients enjoy that feeling when things do sometimes go awry. Our clients love our speedy support, unparalleled dedication to fast problem solving, all accomplished with respect, humor, and a smile! In fact, we do so much work behind the scenes to make things go well that we are constantly creating our own holiday miracles for our clients... all year long.

Let the IT Radix team wrap up your technology with a nice, big red bow!



## Cybersecurity is NOT Solely the Responsibility of Your IT Department

While IT professionals are crucial in implementing security measures, comprehensive cybersecurity involves a multidisciplinary approach. It encompasses not only technical aspects but also policy development, employee training, risk management and a deep understanding of the organization's unique security landscape.

Because each department within your organization involves unique risks, people from various roles must be included in security conversations. But many companies are not doing this. CompTIA's 2024 global State of Cybersecurity report shows that while 40% of respondents say that technical staff are leading those conversations, only 36% indicate that the CEO is participating, and just 25% say that business staff is involved.

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A wide range of business professionals should be included in risk management discussions.

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"More companies should consider including a wide range of business professionals, from executives to mid-level management to staff positions, in risk management discussions," CompTIA writes. "These individuals are becoming more involved in technology decisions for their departments, and without a proper view into the associated risks, their decisions may have harmful consequences."

Business leaders and employees at all levels must actively engage in cybersecurity efforts, as they are *all* potential gatekeepers against evolving threats. As your trusted IT service provider, IT Radix is here to help manage all aspects of your cybersecurity. Contact us today for a comprehensive risk assessment.

### What's lurking in your Microsoft 365 Account? Our free Microsoft 365 Cybersecurity Audit will identify if you are exposed.



At no cost or obligation, our highly skilled team of IT pros will conduct a Microsoft 365 Cybersecurity Audit to uncover any hidden risks.

Once completed, we'll prepare a customized report that will identify specific vulnerabilities and provide an action plan for getting them addressed fast. Schedule your free Microsoft 365 Cybersecurity Audit today!

[www.it-radix.com/ms365-cybersecurity-audit](http://www.it-radix.com/ms365-cybersecurity-audit)

## Mum's the Word: Stay Safe Online by Sharing Less Information



The holidays are upon us and gifts of technology are on the top of everyone's Wish List. But, would you discard a TV box at the end of your driveway for all to see?

In today's digital age, sharing too much information online can be extremely harmful to your online security too. The seemingly innocent act of divulging personal details can open the door to cyberthreats and privacy breaches.

One common way people unknowingly share their personal information is by filling out quizzes on social media platforms like Facebook. These quizzes can be a fun way to compare information between friends, but they often ask questions such as "What was the name of your first pet?" or "What was your first car?" Surprisingly, these questions are frequently used as security questions to gain access to online accounts or reset passwords.

While participating in these quizzes may seem like a harmless pastime, it can inadvertently pave the way for cybercriminals to access your accounts. By answering these questions, you might be providing hackers with the exact information they need to compromise your security.

Beyond quizzes, other seemingly benign actions can also put your online security at risk. Sharing details about your daily routines, travel plans, or even the names of family members can all contribute to a comprehensive profile that cybercriminals can exploit. For example, posting about your upcoming vacation might signal to potential burglars that your home will be unattended.

To protect yourself, it's essential to adopt a cautious approach to online sharing. Here are a few tips to enhance your online security:

1. **Be Selective About What You Share:** Think twice before posting personal details on social media.

Ask yourself if the information is necessary and if it could be used against you.

2. **Review Privacy Settings:** Regularly review and update the privacy settings on your social media accounts to control who can see your information.
3. **Use Strong, Unique Passwords:** Ensure your passwords are strong and unique for each account. Avoid using easily guessable information like birthdays or pet names.
4. **Enable Multi-Factor Authentication (MFA):** Add an extra layer of security by enabling MFA on your accounts. This requires a second form of verification in addition to your password.
5. **Educate Yourself and Others:** Stay informed about the latest online security threats and share this knowledge with friends and family.

Remember, mum's the word when it comes to staying safe online. By being mindful of the information you share and taking proactive steps to protect your privacy, you can enjoy a safer online experience. Your online security is in your hands—safeguard it wisely. Contact IT Radix for more ways to stay safe online.

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### 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:

Joan from The DAK Group  
Karen from John Morgan McLachlan Agency, Inc.  
Lou from MyTechGuy  
Michael from Woodmont Properties

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

## Inside This Issue

- How IT Radix wraps up your technology with a big red bow
- Why business leaders and employees at all levels must actively engage in cybersecurity efforts
- How to stay safe online by sharing less information

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

*"Believe in love. Believe in magic.  
Believe in Santa Claus.  
Believe in others. Believe in yourself.  
Believe in your dreams.  
If you don't, who will?"*  
— Jon Bon Jovi

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



### From the desk of Cathy Coloff

For many, the holiday season is a special time of year—the smell of yummy food cooking, the sounds of laughter, and the sparkle of decorations. For me as a child, I loved the mystery and excitement of unwrapping presents and the surprise of discovering what's inside the box. My father was especially adept at guessing what was in the box. If only everyone was that adept at detecting phishing emails! Just like my dad would inspect the box, gently shake it, feel the weight of it and more, I encourage you to stop and think before opening those email links or attachments, clicking on that link on a website, or connecting to that public Wi-Fi without VPN.

Cyber concerns aside, I hope you will take time to pause and cherish the time with your loved ones. For me, the holidays are a perfect reminder to gather together, share stories, and create lasting memories. Whether it's around a festive meal, by the warmth of a fireplace, or simply enjoying each other's company, these moments of togetherness are what truly define the spirit of the season.

May your holiday season be filled with joy, laughter, and the loving embrace of family and friends!

