WHERE TO START
TECHNOLOGY SOLUTIONS

CELEBRATING
20
YEARS
2001-2021
IN BUSINESS
Anniversary

TECHNOLOGY
INSIDER

98%
OF ALL BUSINESSES HAVE EXPERIENCED AT LEAST ONE BREACH OF THEIR DATA

Your monthly newsletter, written for humans, not geeks

Uh-oh... virtually every businesses has been impacted by this. Has yours?

A report recently found that a massive 98% of all businesses have experienced at least one breach of their data stored in the cloud, over the past 18 months.

What? That's almost ALL businesses.

Has yours been affected? A breach could be something as small as an employee losing a device that's still logged into a cloud account... right up to a hacker getting full access to your data.

This is why every business should prepare an incident response checklist. It's your way of thinking through in advance what you'll do when a problem happens.

This will help you minimize damage. And recover from any breach, quickly.

Here are several things that must go in your plan:

- **Key people:** Who will be responsible for actioning the plan? Which people will play crucial roles once the plan has been triggered?
- **Internal communication:** Keep a list of everyone who needs to be notified, as well as details of how their job will be impacted.
- **Alternative communication methods:** If your email or phone system goes down, how will you let your clients know that there may be a service impact?
- **Document:** Record all of the details of the issue, and the actions your people have taken. This should include identifying the nature and scope of the breach

There's a lot that goes into this kind of plan. Can we help you think through all the implications and put together a plan for you?

DID YOU KNOW?

Did you know... 65% of people reuse passwords?

While 92% of people know it's risky to reuse passwords, 65% of them still do it anyway. 🙄

The problem with reusing passwords is when one account is compromised; many other accounts are also. Hackers will try email and password combinations they know have worked elsewhere.

One solution is to give everyone a password manager. This will generate random passwords for them, remember them, and auto fill them.

Technology update

Alan Helbush, Where To Start

As you read this, Windows 11 has been out for a couple of months already.

Have you seen it in action yet? We like it a lot. It's visually beautiful, and builds on all the good work Microsoft did with Windows 10 (rather than starting again from scratch).

Our normal advice when a new operating system arrives is to wait for some time until it can be determined it is stable, the bugs have been worked out, and the applications have been tested & verified for compatibility.

Yes it can be fun to get a new OS. But not when it frustrates your staff or decreases productivity.

You can buy Windows 11 with new PCs right now. And soon, Windows 11 upgrades for older computers will be available, so long as the computer meets the new and strict hardware requirements (mostly centered around security).
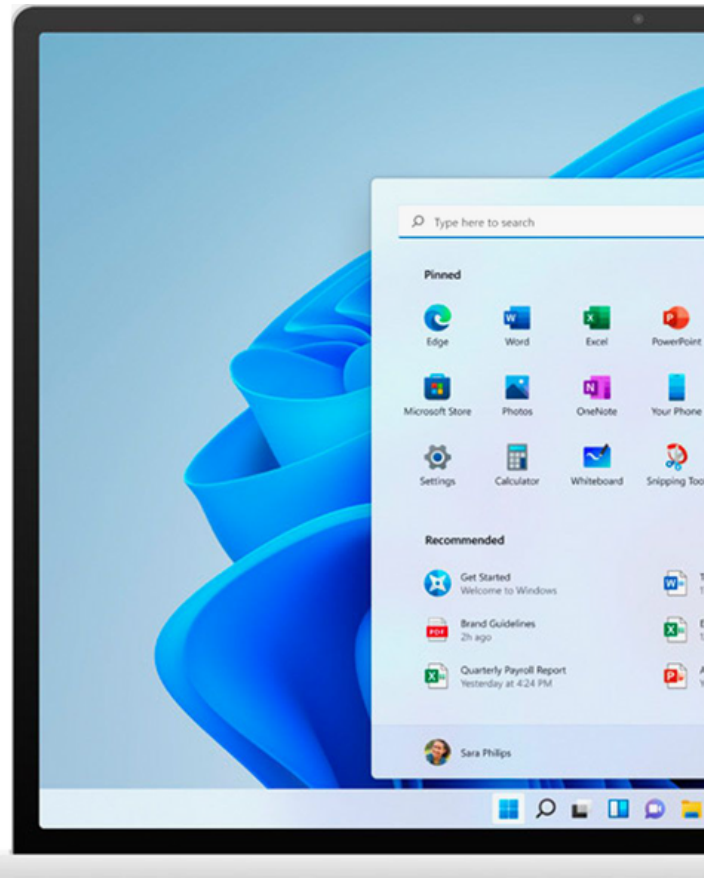
But there's no rush to upgrade…

Windows 10 will be fully supported by Microsoft until October 2025 in most cases, so you have some time to work on your migration plan.

For more information about Windows 11 visit www.wtsci.com/Windows_11_Arrival

IT'S FUN TECH QUIZ TIME

The winner gets to choose the office playlist for the day
But, you need to put your thinking cap on first…

1. In the computer world, what does a 'trojan' refer to?
2. POP3 is an old protocol for what?
3. You've heard of the term RAM for computer memory – but do you know what the acronym stands for?
4. What three letter word can't you name a file or folder in a Windows computer?
5. What's the name of the device used to enter characters into a computer?

The answers are below.

1) Malware, specifically a trojan horse
2) Sending and receiving emails
3) Random Access Memory
4) CON, PRN or NUL among others. Because they're reserved for specific system tasks
5) A keyboard (yes, this was a trick question)

INSPIRATIONAL QUOTE OF THE MONTH

"I have not failed. I've just found 10,000 ways which won't work."
Thomas Edison

Tech Fact#1

Before the iPhone, Apple was originally designing an apple-shaped flip phone

Tech Fact#2

There are approximately 5.6 billion Google searches a day. 7% of these searches are people Googling the word 'Google' 😒

Tech Fact#3

Apple's first logo showed Isaac Newton sitting under a tree. Steve Jobs hated it and commissioned the iconic apple with a bite out of it

A NEW FEATURE IN MICROSOFT 365

Automatic live transcription of calls in Teams

Got an important Teams meeting? When you start recording, you also now turn on live transcriptions. The text appears next to the meeting, including the speaker's name and a time stamp.

Wan't some fun! We dare you to use long complicated words to see if you can fool it.

DECEMBER 2021

HOW FLEXIBLE IS YOUR TECHNOLOGY BUDGET?

We've all become a lot more flexible in business over the past couple of years. We've had no choice, right???

But while you and your team have got used to different working arrangements, has that flexibility moved over to your budget?

Here's a great quote: "Budgets tell us what we can't afford, but they don't keep us from buying it." 😃

As you create your IT budget for 2022 – if that's something you do in your business at this time of year – you may fall into the trap of trying to keep your expenses low.

But the sad fact is that, whether budgeted for or not, a ransomware attack or another critical incident will cost you a lot of money, time and lost opportunity.

As you may know, cyber-attacks are rising at a rapid rate. And this year we've seen some public and most significant incidents ever.

It's crucial for you to do whatever you can to avoid an attack on your business. But also to plan for what happens if you are attacked. Because this can reduce the financial and repetitional impact.

If you're working with an IT support partner, it's a good idea to get them involved in your IT budgeting. They'll be able to give you an expert view on the right things to consider and include in your plan. We do strategic technology reviews with many of our clients to stay up-to-date with their growth plans and guide them appropriately.

The Business gadget of the month

How often do you have battery anxiety with your mobile phone? It's common; especially these days when more and more business is done on your phone.

So we think this new IKEA creation is worth its weight in gold. The Sjömärke allows you to add wireless charging to almost any desk, meaning your phone charges when you put it down. And it only costs $39.99. Considering the peace of mind it offers, it's a bargain.

QUESTION

I've heard I can voice type on websites. Is that true?

ANSWER

Yes, if you're using Microsoft Edge in Windows 10 or 11. Turn it on by pressing the Windows logo key + H.

QUESTION

How do I schedule appointments in emails?

ANSWER

In Outlook you can select Reply with Meeting in the Ribbon. This creates a new meeting request, with your email in the body of the meeting request.

QUESTION

I deal with clients in different countries. Is there an easy way to deal with time zones?

ANSWER

You can add multiple time zones in your Outlook calendar. Go to File > Options, click the Calendar tab, and Time zones, tick 'Show a different time zone' and give it a name. Repeat as necessary.

To Set up a 15-minute exploratory video chat , visit
www.WTSci.com/AlanHelbush
or scan this QR code.

Alan's Calendar

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