

TECHNOLOGY INSIDER



Your monthly
newsletter, written
for humans, not geeks

JUNE 2023

Thinking of moving offices... or even going 100% remote?

Has hybrid and remote working left you and your team rattling around an office that's too big?

If you're now in the position of overspending on rent, utilities and cleaning, you might be thinking about downsizing to a new location – or even abandoning the physical office completely.

That's something that will take some planning if you want a smooth transition with minimal and expensive downtime.

Moves are always stressful, and relocating your IT systems takes a bit more thought than manhandling a desk up the stairs.

So here are our top three suggestions to make it easier to shift your IT setup to a new location.

Use a checklist

Treat this like any other project. Use a to-do list where you check off each step so that nothing's forgotten. Allocate every task on the list to specific people or group, so everyone knows who's responsible for what.

Refer to your checklist regularly with progress reviews a month before, a week

before, a day before, and on the day of the move. Have a separate and prioritized list for unpacking at the new location.

Give your internet provider notice

We rely on internet connections for most of what we do, but it's common to allow too little time for this to be set up. It can take six weeks to arrange, install and test the connection so it's ready for the day you move in. Allow plenty of notice to avoid unwanted stress on the day of the move.

If it's a new building or being remodeled, specify all the outlets and connections you want – don't leave it to the builder to assume as it will cost more to make changes later.

More importantly, Use a professional

It could be a DIY job if it's just a couple of machines. But for most moves, it's more involved than just disconnecting and reconnecting a few cables. It's too easy for everything to become confusing and become over complicated.

A good IT professional will have this process down to fine art and disconnect and reconnect your whole network efficiently and with minimal downtime.

If you're thinking about a move to new a location and need help planning for it, we can help... get in touch.

DID YOU KNOW...

The Snipping Tool lets you record your desktop?

The updated Windows 11 snipping tool allows you to record your desktop – it's a great way to produce short training videos for remote workers (or to remind you how you did something or anyone else).

You can choose which section of the screen you record, and the videos are saved in the MP4 format for easy reuse.



www.WTSci.com



<https://www.linkedin.com/company/where-to-start-technology-solutions>



www.facebook.com/WhereToStartInc

JUNE 2023

Technology update

Are you asking ChatGPT the wrong question?

ChatGPT is incredible, but it still has limitations (some by design). If you find it frustrating and sometimes inaccurate, it's quite likely you're using it wrong. Here's how to get the best out of it...

Be specific: A basic question will generate a basic answer. The more specific your question, the more likely it is to create a good answer.

Give it context: For instance, if you're asking it to review an email, tell it whose perspective it's reading it from – an employee, a frustrated client, and so on.

Watch your language: It can cope with a few typos and a little slang, but too much and you won't get the great responses you need or it is capable of delivering.



INSPIRATIONAL QUOTE OF THE MONTH

"Data is the pollution problem of the information age, and protecting privacy is the environmental challenge."

Bruce Schneier, Cryptographer and Computer Security Professional



Tech Facts

1

The **Surface Web** (the internet visible to search engines) only accounts for 10% of the internet. The rest lives in the **Deep Web** – where pages aren't indexed, or are encrypted, password protected or behind a paywall. This is normal, legal and very different to the **Dark Web...** where criminals do business

2

One of iTunes' terms and conditions states that you are not to use their devices to create "...nuclear, missile, chemical or biological weapons"

3

Only 4.5 billion people around the world have a working toilet. But, more than 6 billion people have a cell phone

JUNE 2023



NEW TO MICROSOFT 365

Printing gets a needed security boost

Microsoft 365 is helping to reduce print waste and increase privacy with an update to its printing. It will hold print jobs until you arrive at the printer. Then you scan a QR code on the Microsoft Office mobile app to start your print job.

Smart, right? It's called Secure Release Printing and you can ask your IT partner to get it set up for you.

ANOTHER MONTH MEANS ANOTHER FUN TECH QUIZ!

Loser fixes the printer jam
for a month!

- 1) What was Google's name originally a misspelling of?
- 2) 'Creaper' was the name of the first what?
- 3) What's the world's most popular password?
- 4) What was the first games console to go to space?
- 5) How much of the world's currency is now digital?

The answers are below.

- 1) 'Google', a word to express a HUGE number
- 2) Computer Virus
- 3) 123456, Please, please, please don't use this...
- 4) A Nintendo Game Boy, taken to the Mir space station in 1993
- 5) More than 92%



Is your business missing a **cyber resiliency plan?**

A recent cyber security report found that just 11% of IT budgets have an Incident response, disaster recovery, and infrastructure security components mentioned within the .

This could be a dangerous as well as a serious underinvestment.

While keeping your data and infrastructure protected with a layered, multi-stranded approach is vital, no network can ever be protected from 100% of attacks. Even if it were possible, it would make your systems hard to live with, and it would certainly destroy productivity.

That means you need a cyber resiliency plan to help you respond to any cyber attack that does get past your defenses. It requires different thinking to your other resilience plans around physical disasters.

In the case of a fire, your incident response might be to start the cleaning-up process and assess the damage, find a temporary work location and get your systems online again. But in the case of a ransomware attack, you'd need to investigate how the attack occurred, locate and patch the holes in your defenses, and remove all traces of the attack from your systems.

For a cyber attack, you'll also have a different RTO (Recovery Time Objective) which defines how quickly you expect to get back up and running. Your resiliency plan should define that RTO, so that you understand what downtime costs you'll be facing.

Where To Start? Well we recommend:

- 1. Improving your security:** Hopefully you've already ticked this one off. Make it as hard as possible for crooks to access your systems, without creating measures that are so hard to live with that they interfere with the smooth running of your business.
- 2. Monitoring your systems:** The sooner you detect an attack, the faster you can respond, which will minimize any damage. You should always be monitoring for suspicious activity and staff should be trained to spot warning signs.
- 3. Responding swiftly:** Your response plan should be available to everyone in the business, and should include information on who to report a suspected breach to, and all the steps that should be taken.
- 4. Making recovery easier:** Once an attack is under control it's time to recover. That means having a good backup in place, and a rehearsed plan for restoring your systems.

If you need help with your cyber resiliency, or other disaster recovery plans, get in touch today.



Q: My employees use WhatsApp to share work info – should I stop this?

A: If you're already using a communication tool like Teams, your people should keep all work communication there. It's more secure and can save a lot of time hunting for information.

Q: I've heard I can upgrade to Windows 11 without TPM 2.0?

A: A TPM is a tiny security chip on your machine which is **required** by Windows 11. There is a workaround, but our advice is to avoid it. It may mean you miss out on key security updates, which could leave your entire network vulnerable.

Q: I've lost my laptop. What do I do?

A: You should have a response plan in place for this type of incident. Report it to the correct person so that data can be wiped remotely to avoid a breach. If you don't have a plan or remote management in place, we can help.

Business gadget of the month

Moleskine Smart Writing Notebook & Pen Set

Classic design for pen and paper fans, with a digital copy of everything

The classic Moleskine notebook includes a Smart Pen and Notes App. It takes an instant digital copy of every page, so you can handwrite your meeting notes but take your doodles to the next level.

Widely available at \$279



WHERE TO START
TECHNOLOGY SOLUTIONS

How can you get in touch with us

(844) 727-6448 | hello@WTSci.com | www.WTSci.com

If you like what you see in our newsletter, visit www.WTSci.com/Newsletters for the complete library



Alan's Calendar

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