

# Bits & Bytes

Insider Tips On How To Use Technology To Make Your Business  
Run Faster, Easier, And More Profitably



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**“As a business owner , I know you don’t have time to waste on technical and operational issues. That’s where we shine! Call us and put an end to your IT problems forever.”**

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## Privacy Requirements In The Era Of Cloud Computing

In June, 2012 the Office of the Privacy Commissioner of Canada (“OPC”), the Office of the Information and Privacy Commissioner of Alberta and the Office of the Information & Privacy Commissioner for British Columbia issued a joint Guidance Document called “**Cloud Computing for Small and Medium-sized Enterprises: Privacy Responsibilities and Considerations**”.



Cloud computing, a form of outsourcing involving the delivery of computing services over the Internet using shared resources, offers many potential benefits to small and medium-sized enterprises (SMEs), including scalability, flexibility and cost-efficiencies. Many SMEs already use cloud computing for data processing, storage and backup, for accounting services, for communications, or for customer service and support. Unfortunately, many companies do not even realize that they are already “in the cloud” if they use cloud based e-mail services for business correspondence, or any online service to collaborate on documents containing personal information.

The focus of the OPC Guidance Document was to remind SMEs that under Canada’s private sector privacy legislation, an organization that collects personal information from an individual is accountable for the personal information even when it is outsourced for processing to third-party providers. Thus, all businesses in Canada, regardless of their size, are ultimately accountable for the personal information they collect, use and disclose even if they outsource personal information to a service provider that operates in the cloud.

Unfortunately, many standard cloud computing agreements (especially for ‘free’ services) contain legal terms that are not sufficient to allow SMEs to meet their Canadian privacy obligations. Moreover, standard cloud computing agreement often allow a provider to unilaterally change the agreement, limit its liability for the information, and/or subcontract to various other providers. However, as confirmed by the OPC, SMEs must use contractual or other means to ensure that personal information is appropriately handled and protected by the cloud provider. The OPC also recognized that security in the cloud is of paramount importance and the Guidance Document offered some best practice guidelines. SMEs using cloud computing services should:

- ⇒ Limit access to the information and restrict further uses by the provider;
- ⇒ Ensure that the provider has in place appropriate authentication/access controls;
- ⇒ Manage encryption;
- ⇒ Ensure that there are procedures in place in the event of a personal information breach or security incident;
- ⇒ Ensure periodic audits are performed; and
- ⇒ Have an exit strategy.

## Shiny Gadget Of The Month: MagicFuture.com

[www.magicfuture.com](http://www.magicfuture.com)



Have you ever wondered how much money you need to have to quit work forever?

Thanks to a new online tool developed by a veteran financial advisor to multi-millionaires, Stefan Wisenback, this site will help you determine what your “magic number” is, or more specifically, the exact amount of money you need to have so you can quit working forever.

Unlike many retirement planning calculators, this tool will factor in a number of factors like the type of vacations you want to take every year, what type of legacy you want to leave your kids and the monthly cost of your favourite hobbies. Then, based on when you want to “retire” so work is optional, it will tell you how much money you need to invest or save to attain your goal.

Unlike other sites, it won't try and sell you anything—and you can try the tool out for 21 days at no cost. We definitely recommend giving it a try—you might be surprised to find out the amount of money you thought you needed is actually a lot lower and very attainable!

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SMEs must pro-actively maintain control over personal information that is sent to a cloud provider, and take steps to prevent and limit secondary uses of personal information. Again, due diligence on the part of the organization will be required before signing a standard cloud agreement and moving personal information to the cloud. SMEs must (i) clarify what, if anything, the prospective cloud provider will do with the personal information provided; (ii) seek customers' consent for new uses of their personal information; and (iii) always keep in mind the reasonable expectations of the individual.

As the OPC noted, Canada's private sector privacy legislation does not actually prohibit organizations in Canada from transferring personal information to an organization in another jurisdiction for processing. However, SMEs must recognize that personal information that is transferred to another country is subject to the laws of that jurisdiction and the data may be physically located in several jurisdictions. The cloud provider's backup servers could be in a different physical location than the primary servers. SMEs must understand where the data will reside to fully comprehend the legal regimes for protecting personal information and the circumstances under which data may be accessed by foreign courts, government agencies, and law enforcement. Additionally, organizations that outsource personal information cross-borders do have a legal obligation to use clear and understandable language to inform individuals that their personal information will be transferred to a cloud provider, that their personal information may be stored or processed in a foreign country outside of Canada and that it may be accessible to law enforcement and national security authorities of that jurisdiction.

Even if a SME has outsourced personal information, it must have the ability to access data at any time (including backups and archives), make corrections, and investigate any allegations of non-compliance with privacy obligations. In the event of a data breach, organizations will also want control over the procedures to notify affected individuals.

Organizations must also be cautious that they not lose control of the personal information transferred to the cloud provider. As noted the OPC, maintaining control means that data ownership is to be clearly defined in the cloud computing agreement (including specifics as to what the provider can do with the personal information and what will happen to the personal information if the provider ceases to operate). Organizations must also have the ability to terminate the cloud contract, retrieve the data from the cloud provider, and have the cloud provider attest that no personal information is retained in its systems, or any of its subcontractor's systems. Lastly, the OPC Guidance Document contains a list of key questions that organizations should take into account when shopping for a cloud computing solution.

It is clear that organizations must take care to fully assess the benefits, risks, and implications for privacy when considering a cloud computing solution.

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## Why We're Not Recommending Windows 8... Quite Yet

We are receiving an ever-increasing number of questions about Windows 8, particularly from those of our clients who are buying new PCs and laptops that may be coming preloaded with Windows 8. In short, we're not recommending anyone jump on the bandwagon quite yet. We've been using Windows 8 at TAG on selected computers since its debut in the fall and we've experienced first hand many of the challenges associated with the launch of a brand new operating system. Our initial observations from our acid test:



### Loading Windows 8 onto machines previously running Windows 7

Windows 8 performs faster on the same hardware and is very stable. Microsoft has done a phenomenal job on this operating system that's actually built on the Windows 7 architecture (as opposed to rebuilding from scratch)

It's important to understand that Windows 8 has been written to be fully functional with a touch screen (like Microsoft Surface or its competitor iPad). So these are great features for a touch screen as you can move efficiently between your most used applications and the new Metro applications (touch friendly apps specifically written for Windows 8). However with a standard mouse and keyboard, navigating between all the apps is slower and can be a bit cumbersome until you have all of your shortcuts set up.

My personal experience has been that I had to change the way I typically work and set my commonly used applications up on the taskbar so that I could maintain my efficiency and once I was used to this, my efficiency was regained. However I have no use for the Metro applications on my desktop PC. That said, I can see how the Metro applications are optimized for the tablet user.

### Compatibility with Non-Microsoft Applications

The biggest difference with Windows 8 – it comes preinstalled with Internet Explorer v. 10. A large percentage of the websites that I've encountered are not using the latest versions of html that are optimized for this new browser. Shortly after doing my upgrade to Windows 8, I needed to attend a GoTo Meeting session hosted by one of my vendors. To my surprise, the plugins required to access the presentation were not compatible with Internet Explorer 10 and Windows 8. While this is expected to some degree while the vendors rewrite their websites and software to be compatible with IE 10 and Windows 8, I was surprised to see such a major service provider like GoTo Meeting (which is a Microsoft partner), to not have already updated their software to be fully compatible with IE 10 and Windows 8. Thankfully I had a Windows 7 system available so I could still attend the GoTo Meeting. As we've seen in previous operating system upgrades, it takes a while for all the software vendors to update their applications to be fully compatible. Lesson learned here: check to see whether the vendor websites that you heavily rely on in your business are fully compatible with any operating system new to the market. However, there is a potential workaround for some issues:

What I have found with many websites is that by simply downgrading the browser version while you are on the site (from IE 10 to IE 8), allows me to get most tasks completed on the site. To be clear, this doesn't help if the plugins are not compatible which was the case with GoTo Meeting. It's worth noting that this downgrading has a hassle-factor because it needs to be done each time you visit the website – can't just do it once and the website will remember (or at least we haven't found a way to make that happen)

### Hibernation on a laptop

The power management features are greatly enhanced over Windows 7 in that batter life is preserved for much longer and going into and coming out of hibernation is quick and reliable.

## Business

### Execution: Are You REALLY Getting Focused?

1 month until the end of the first quarter of the year. Are you well on your way to achieving those things you set out to do by March 31st?

It takes discipline to focus. Many of us might fool ourselves into thinking we are focused. Here are some signs that you may not be as focused as you would like to believe:

- At the end of the week, you are asked what you did this week and nothing great comes to mind. "Yup, it was a good work week. I worked hard, really hard. And I did the usual stuff, you know, meetings to drive my team forward, etc..."
- You finish each day tired, without a deep sense of accomplishment.
- When asked, "What is your number one priority?" you think: "Well... I have 5 number ones..."

Try an age old formula to get more focused:

- Make a list of 3-5 priorities, in order. Start your day and think about what you need to get done in order of priority.
- Decide to remain focused on #1 and get it done before moving on to #2.

When you complete all the items on your list, your day is done. Celebrate your victories and enjoy the rest of your day. This makes you stronger for tomorrow.

*Article Provided by: Patrick Thean is author of [Execute without Drama](#). Patrick is the CEO of Gazelles Systems and co-chair of the MIT Enterprise Forum and EO's Entrepreneur's Masters Program—a highly exclusive three-year program that provides successful entrepreneurs with practical education to grow their businesses.*

## How to Increase The Font Size on Your iPhone / iPad



Do you have trouble reading texts or e-mails on your iPhone,

iPad or iPod Touch? The small screen size and tiny default font size leaves many users needing more. I prefer a larger font to keep me from squinting.

The larger font features in iOS affects the font size in Mail, Contacts, Calendars, Messages, Notes and other apps that are designed to work with it.

The default font size in iOS is 17pt but you can increase that to 20pt, 24pt, 32pt, 40pt, 48pt, 56pt.

Here's how to change the settings:

- ⇒ Open the Settings menu from the Home Screen.
- ⇒ *Go to General >> Accessibility*
- ⇒ Within the Accessibility menu, tap the *Large Text* button.

On the Large Text screen, you can choose from seven different sizes including Off which is the default size. Tap the size you want and it's applied instantly—no need to worry about a save button. Just put the Home button to exit back to the main screen and you're done!

**OUR FINAL VERDICT:** It's a keeper, but we don't expect to be recommending that clients upgrade until at least June or July which is when we expect that most of the third party application compatibility issues will be resolved and Microsoft will have released any enhancements required so that Windows 8 works smoothly with the myriad of applications out there. Like with anything new, it takes a bit to get used to. For tablet users, Windows 8 will be phenomenal since it's optimized for a tablet world. Any business line of products being sold by the major vendors today, even if it's shipped with Windows 8, can be downgraded to Windows 7. When our clients order hardware through us, we have been making sure to get machines with Windows 7 preinstalled with the ability to do a future upgrade to Windows 8. If you purchase hardware directly without us being aware of it, please (for the next few months) make sure it's pre-installed with Windows 7, not Windows 8.

## 5 Upgraded Apple Products You May Not Be Aware Of

Ok, we're late in reporting this, but better late than never...At Apple's special event in San Jose back in October, Apple released a whopping five new products. At the top of the list was the ultra-hyped iPad Mini. In addition was a 4th generation iPad, a new Mac mini, retina Macbook Pro, and a really, really thin iMac. If you missed the live product release (or forgot about it), then this is the recap you need. Check out the details for each product below!

### iPad Mini

Not to be outdone by the Kindle Fire and Google Nexus 7, Apple is attempting to enter into the 7-inch category of tablets. However it faces quite a few challenges, including a higher price tag. The iPad Mini starts at \$330USD for the 16GB version and only goes up from there. This brings it close to twice the cost of its Android counterparts after tax. The Mini also doesn't feature any other new technology, as it is comprised mostly of the same parts found in the old iPad 2.

### iPad 4th Generation

If you bought "the new iPad" (3rd generation) only a few months ago, don't expect any pity from Apple. The iPad 3rd generation has now been discontinued and is being replaced by the snappier 4th gen. The iPad 2 will stick around for a while maintaining the same price tag it's held for the past 9 months.

### Super Slim iMac

Just when I thought tablets were getting thin, Apple managed to cram a desktop computer into its new and unbelievably slim iMac. We aren't talking just a small decrease in body size, this is a 80% drop in thickness. Somebody call *The Biggest Loser*, we have a new winner here! It looks like Apple has gone an unusual route and stuck a mobile video card into the desktop, but it pays off in size. The optical drive has also been removed.

There's both a 21-inch and a 27-inch model available. The desktops include a new Fusion drive which in the basic model offers 128GB of flash storage that the OS and core apps are stored on, and files and apps can be transferred to it with ease. In other words, the Fusion drive takes care of what a solid state disk normally would. Both models can be upgraded to an i7 processor, a 3TB HDD, 765GB Flash storage, and 32GB of ram at an additional cost.

### New Retina Macbook Pro

Apple has a new Retina Macbook Pro in town. The previous models will still be available, and prices will be lightly dropped. Surprisingly, the 13-inch Macbook Pro isn't offering a dedicated GPU but features onboard graphics instead. Both models can be upgraded up to 768 GB storage at an additional cost.

### Mac Mini

Available in a basic OSX or OSX server edition, Apple has fiercely upgraded Mac Mini to boost it with twice the performance. Can be upgraded to 16GB of RAM, and the 1TB HDD can be replaced with a 256GB SSD for an additional price.