BITS & BYTES

IN THIS ISSUE

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"TAG specializes in providing management level responsibility for all the technology in your business. This includes support for your network and working with other hardware & software vendors who's technology you use.

We do this with friendly, proactive & responsive service!

Joe Stoll, President
Technical Action
Group (TAG)

Why You MUST Tell Your IT Support Provider When Employees Leave Your Company

2018 is still young with fresh starts and hopefully, some resolutions that are still intact! I thought this was a great time to ask you to make this IT resolution, if you're not already doing it—let your IT support team know when one of your employees leaves your organization. Making sure you handle this simple network housekeeping task will increase your network security, save you money, and help you better manage your data. Here's how…

Increase Your Network Security By Changing The Passwords Right Away

It's important to eliminate further access to your systems by a departed employee by changing user passwords immediately. This is especially important for email, and if any users access your network remotely.

If an employee leaves and their password

isn't changed right away, they may still be able to read their email through their mobile device or Online Web Access. In some cases, users might still have VPN or remote desktop access. It's important, from a security standpoint, to remove those permissions and change passwords to lock users out.

Even in the case of an amicable departure, it is best practice to lock former employees out of your system. If anything happens on your network, they will be absolved of responsibility, as they did not have access.

## Avoid the Vulnerability of Dormant Accounts

The user account of any departed employee should be disabled so that it can't be used as an entry point into your network. If accounts do not get disabled, you will end up with multiple dormant accounts that create an easy target for hackers.

Once a hacker cracks a departed user's password, they will be able to enter your network.

Info@TechnicalActionGroup.com http://www.TechnicalActionGroup.com 416-489-6312
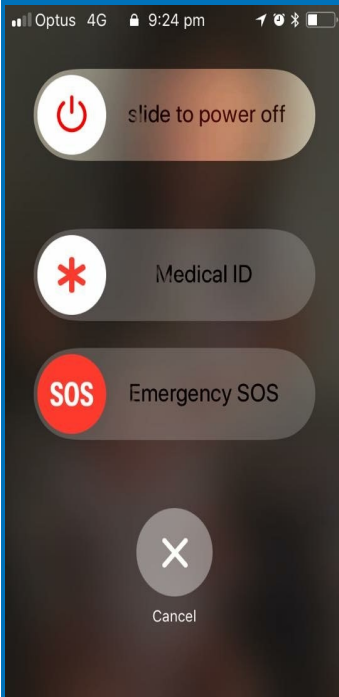
If the account is not in use, it may take quite a while before you realize a hacker has entered the account.

In a nutshell, keeping multiple dormant user accounts makes it a lot easier for a cybercriminal to find a foothold to enter your network and wreak havoc. Don't make it easy for hackers to infiltrate your system. Let us know when someone leaves your organization and we'll take care of removing their access to protect your security.

Save Money

When TAG is made aware of a departed user, we're able to re-allocate software licenses and resources to others in your organization. The two best examples are licenses for Office365 and Adobe Cloud products. If we don't know a user has left, you'll continue to pay for licenses that are not being used. That's because we assume that any licenses that are purchased are still in use, until we are told otherwise.

To make matters worse, we won't know that a departed user's license is available for a new employee, so when a new user starts, we will request and purchase a new license. On the other hand, when we know that someone has left your organization, we can re-allocate that license to the next person you hire, saving you from new license fees.

By letting TAG know about user departures, you ensure that you aren't paying for unused licenses, or purchasing new licenses that you don't need.

Better Data Management

When someone leaves, it's often important to access their files to transfer important documents or avoid missing critical communications from clients or vendors.

TAG can help you access the departed user's files and emails. We can even give you full access to their mailbox (per your request) so you see their full email history. This allows you to easily access any important communications, so nothing is missed or lost.

If the departed employee was working on an important project that was not being saved on your server in an easily accessible location, we can help you access their computer to locate the file, then transfer important documents to a better location. We can also copy their account profile so you can easily search it in the future.

We'll also setup email forwarding and help you create an autoresponder to divert emails to another email address.

What You Should Do Now

Now that you understand how important it is to let TAG know when an employee leaves your organization, we hope you'll add an item to your employee discharge checklist that includes a call to our support team.

In the meantime, if you know or suspect that we haven't been made aware of a user's departure, please send us a list. We'll let you know whose email, user accounts or remote access is still enabled, so we can retire those accounts and keep cybercriminals out of your network.

The Process

Nick Saban, head football coach at the University of Alabama, has won six national championships, one while he was head coach at LSU and five at Alabama. The five championships at the University of Alabama have happened in a span of only nine years – the biggest run in college football history.

In football, you can only put 11 men on the field at one time. It's your best against their best, and while talent is critical, it's far from everything. What is Alabama's magical formula for success, and why do so many teams have trouble duplicating it?

A few years ago, Coach Saban asked me to present a program on communication to his coaching staff. In his world, recruiting star athletes is paramount to their success, and he wanted his coaches to make the best presentation possible to the athletes they wanted to play for Alabama.

I learned a lot of things about Coach Saban and Alabama football preparing for my three-hour program. There are a lot of coaches, managers, bosses, and leaders out there who never mix with the people on the front lines. Not Coach Saban; he is all about being on the ground level, getting "dirty" in the details. In fact, I don't believe I have ever met anyone as detailed as he is. Meetings and practices are planned to the minute, and everyone understands what is expected of them and how they are to accomplish it. In the football world, he's become famous for what most call "The Process." As he puts it, "The Process is much more important than the result."

The critical element of his success is a simple way of breaking everything down into manageable parts. He owes this technique to Dr. Lionel Rosen, a Michigan State University psychiatry professor he met when he coached there in the late 90s. Dr. Rosen studied cognitive therapy used in the Alcoholics Anonymous recovery program and found the best way to succeed was to deal with the moment, not the future or past. If you handle the moment correctly, the final result will work out.

Dr. Rosen pointed out to Coach Saban that the average play in a football game lasts only about seven seconds, and that is where he needed to concentrate. The last play is done — it's the next play, the next seven seconds, that counts. Ensuring that his players know exactly what they have to do in those seven seconds, without hesitation, is all that matters.

The same is true in business. By breaking down what you do into manageable segments of time and function, you will be better able to achieve the results you desire. But remember, everyone needs to understand what is expected of them and how they are to accomplish it.

Robert Stevenson is one of the most widely recognized professional speakers in the world. Author of the books How To Soar Like An Eagle In A World Full Of Turkeys and 52 Essential Habits For Success, he's shared the podium with esteemed figures from across the country, including former President George H.W. Bush, former Secretary of State Colin Powell, Anthony Robbins, Tom Peters and Steven Covey. Today, he travels the world, sharing powerful ideas for achieving excellence, both personally and professionally.

How To Spot A Phishing E-mail BEFORE It Can Do Any Damage

Phishing e-mails are bogus messages carefully designed to look like a legitimate message (or attached file) from a site or person you trust. Their goal is getting you to willingly give up your login info or unknowingly click a link to install a virus. The best of these e-mails look uncannily similar to their real-world counterparts, but there are ways to discern a phishing attempt from a legitimate e-mail.

First, hover over — but don't click on — the URL in the e-mail to see the actual website you'll be directed to. If there's a mismatched or suspicious URL, delete the e-mail immediately. Other telltale signs are poor grammar or spelling errors. And if the e-mail asks you to verify or validate your login or personal information, get out of there.

Top Tech Accessories To Make Your Life Easier

The best gadgets help us navigate our lives with ease, making particular processes that much more hassle-free. With technology, it's often the little things that make all the difference in the world. Take AUKEY's car phone mount, for instance. At only $7.99 on Amazon, there's no reason you should be fumbling with your iPhone while you're using Google Maps on a road trip. The clip attaches directly to any air vent, putting your phone front and center for easy viewing and reducing the need for dangerous fiddling.

Or, pair an Amazon Echo with the Tp-Link Smart Plug Mini ($29.99), which allows you to activate all kinds of devices with your voice or your phone. It's the perfect first step toward a smarter home and a world of convenience.

If you've got a phone that's always dying, hook it up to an Anker battery case, which can extend the battery life of most phones by as much as 120%.

For more small-scale tech solutions, check out Business Insider's list of "50 must-have tech accessories under $50." *BusinessInsider.com*

Are You Missing This One Critical Component In Your Business? If So, You Are Guaranteed To Be Losing Sales

As Inc. writer Rohit Arora puts it, "It may be 2017, but many companies are still conducting business like it's the 20th century." According to data collected in a recent CNBC report, close to half of small businesses don't even have a website, and even fewer — around 36% — use a website to stay in touch with their customers and prospects. But if we can learn something from Nick's Pizza & Deli in New Jersey, it's that even the smallest companies can leverage new technologies to dramatically increase sales. The restaurant partnered with a company called The Block, a business that builds websites for small businesses, granting them online ordering capabilities. As a result, Nick's owner estimates an increase in annual revenues of around 15% to 20% in only six months. When you make it easy for your customers to pay, you drive further sales. It's that simple. *inc.com*