

October 2018

Congratulations

RJ Trice has obtained his CompTIA A+ Certification. Congratulations RJ!

Windows 7 End of Life

After January 14, 2020, if your PC is running Windows 7, it will no longer receive security updates. Therefore, it's important that you upgrade to a modern operating system such as Windows 10, which can provide the latest security updates to help keep you and your data safe.

Contact us today to set up a plan to update your operating systems, so there is not a security issue.

Email: sales@pcworksplus.com
Call: 814-742-9750



pcWorks
Professional Solutions **plus**

When Employees Leave

Employees come and go and sometimes we don't think about it being a security issue. Did you know what allowing employees to use each other's log in is a violation of HIPAA? It might seem harmless to just keep using a log in, if an employee has left, but it is not a good security practice.

Most employees have a different level of security credentials. Your bookkeeper probably has access to all your financial records, but your receptionist would not have this access. Think of how much time it takes to trust certain employees with a high level of access to all the information about your business. When replacing them, do you "test the waters" to make sure they are at the same level as the previous employee or do you just let them dive in. This is not to say that the new employee is a malicious person at all. This means that the new employee has not been given the time to learn about your security policies and been trained on how to protect your business from a cyber crime.

When replacing an employee, immediately remove the employee from your network environment. This is especially important if you are firing the employee. In this case, you would do the following **before** dismissing the employee.

- ✓ Reset any passwords for their log-in for the network.
- ✓ Remove or reset any access to your vendors. Do they have access to order or pay bills to your vendors?
- ✓ Remove any business email from their personal devices.
- ✓ Verify that employee does not have access to any company files or intellectual property. (This is where it is important to have a policy set in place on how data in your business is handled)
- ✓ Determine who should receive the forwarded emails from their account, so you do not miss any important information.
- ✓ Was this employee in charge of your social media? If so, you will want to change the admin user for the accounts.
- ✓ Remove any data on personal pcs or company pcs that you might decide to give the employee upon departure. When you no longer have control of those devices (Anti-virus, anti-malware, security patch updates), but they may still have sensitive data, you need to make sure the data is removed to prevent a breach of YOUR data on THEIR device.

Contact us as soon as you are planning on removing an employee. We can make sure that the above security guidelines are in place.
Email help@pcworksplus.com to create a ticket for the removal.

Please contact Terra Wertz with any questions or comments

twertz@pcworksplus.com ☎ 814-742-9750 ☎ www.pcworksplus.com

Cyber Tools you should know



This month is National Cybersecurity Awareness month. The cyber hackers are out to get specific items from you... money, intellectual property, your customer information and PII (personally identifiable information). How do you try to prevent them from getting any of these items? There are specific tools that PC Works Plus deploys in addition to your standard AV and security patching.

Here are a few tools and how they work:

- **Network Scanning Tool** - This tool helps to identify what devices are on your network and keeps them up to date with security patches. This is one of the tools that PC Works Plus uses as your standard ITCare protections. Configurations are gathered and specific information about all the pcs and devices are saved to the configurations that will give alerts when they are out of certain parameters. Warranties, security patches and vendor support options (if there is still support or is this device End of life) are a few.
- **Vulnerability Assessment**— This scan does a deeper dive into devices and applications to check on weaknesses or misconfiguration on those devices. Some of this does rely on our policies, so this is a double check to make sure your network is configured the way you have stated in your policy.
- **Security Information Event Management (SIEM)** - In simple terms, this tool logs all activity on specific devices and analyzes the data to provide a report on what is going on across the network. If there is a device that is doing something out of the norm, it will create an alert to have the device checked. An example is a pc using an abnormal amount of internet bandwidth. This could be an indication that the pc has been hijacked and is being used to route data that is not necessarily your data.
- **Employee Training**—This is probably the most proactive tool you can use. Training your employees to be vigilant is a big win for your company.
- **MDM—Mobile Device Management**—This is a tool that allows the management of devices other than pc and servers. I pads and Phones are good examples. With remote wipes this helps with lost or stolen devices.

Like more info on the Cyber Tools that PC Works Plus can provide? Email compliance@pcworksplus.com



Skype for Business Phone System

Not sure if you have heard, but PC Works Plus has switched to Skype for business as our phone system.

This is not your traditional phone system by far.

Here are a few features that we really like about this phone system:

- **Remote Connection.** Great for employees on the go or working from home. Uses wifi and cell service for calls.
- **Smart Phone App**—Send and receive phone calls on your smart phone
- **Video and Audio calls.** Spend less time traveling to a meeting when you can do a group call with everyone attending virtually. We even use it when in the office, so we can work at our desks to share documents and presentations.
- You can keep your phone number and assign direct lines to employees.

For more information, check out this website— <https://docs.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>

Miss any of our Newsletters with important tech information from PC Works Plus?

Check out the archive of past newsletters and free reports.

Get More Free Tips, Tools and Services At Our Web Site: www.pcworksplus.com

(814)742-9750