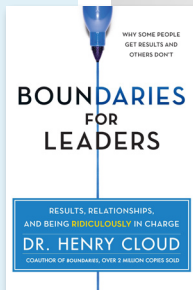


Technology Times

Boundaries For Leaders By Dr. Henry Cloud

Being an effective leader requires more than tracking employee performance and guiding your team to success. You need to create a business environment that enables your team to function at their highest potential.

In "Boundaries for Leaders," Dr. Henry Cloud breaks down seven "leadership boundaries" that are crucial to maximizing productivity and success throughout your organization, from facilitating employee focus on what matters most, to identifying ways for your team to take ownership of projects in order to drive results. If you're a leader in any capacity, it's a vital read that will give you a big-picture overview of strategies to push your team to the next level.



July 2018



This monthly publication provided courtesy of Chris Schalleur, CEO of Christo IT Services.

"As a business owner, 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 finally and forever!"

Top 4 Ways Hackers Will Attack Your Network And They Are Targeting You RIGHT NOW

Most small- and midsize-business (SMB) owners exist in a bubble of blissful ignorance. They focus on the day-to-day operations of their organization, driving growth, facilitating hiring and guiding marketing, without a single thought given to the security of the computer networks these processes depend on. After all, they're just the little guy – why would hackers go to the trouble of penetrating their systems for the minuscule amount of data they store?

And eventually, often after years of smooth sailing through calm seas, they get hacked, fork out thousands of dollars to malicious hackers and collapse beneath the weight of their own shortsightedness.

The facts don't lie. According to Verizon's annual Data Breach Investigations Report, a full 71% of cyber-attacks are aimed squarely at SMBs. And while it's unclear exactly how many of these attacks are actually

successful, with the sad state of most small businesses' security protocols, it's a safe bet that a good chunk of them make it through.

But why? As Tina Manzer writes for Educational Dealer, "Size becomes less of an issue than the security network... While larger enterprises typically have more data to steal, small businesses have less secure networks." As a result, hackers can hook up automated strikes to lift data from thousands of small businesses at a time – the hit rate is that high.

Today, trusting the security of your company to your son-in-law, who assures you he "knows about computers," isn't enough. It takes constant vigilance, professional attention and, most of all, knowledge. Start here with the four most common ways hackers infiltrate hapless small businesses.

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1 PHISHING EMAILS

An employee receives an e-mail directly from your company's billing company, urging them that they require your employee to fill out some information before they can finalize their paycheck. Included in the very professional-looking e-mail is a link your employee needs to click to complete the process. But when they click the link, they aren't redirected anywhere. Instead, a host of vicious malware floods their system, spreading to the entirety of your business network within seconds, and locks everyone out of their most precious data. In return, the hackers want thousands of dollars or they'll delete everything.

It's one of the oldest tricks in the hacker toolbox, but today it's easier than ever for an attacker to gather key information and make a phishing

e-mail look exactly like every other run-of-the-mill e-mail you receive each day. Train your employees to recognize these sneaky tactics, and put in safeguards in case someone messes up and clicks the malicious link.

2 BAD PASSWORDS

According to Inc.com contributing editor John Brandon, "With a \$300 graphics card, a hacker can run 420 billion simple, lowercase, eight-character password combinations a minute." What's more, he says, "80% of cyber-attacks involve weak passwords," yet despite this fact, "55% of people use one password for all logins."

As a manager, these statistics should bother you. There's simply no excuse for using an easy-to-crack password, for you or your team. Instead, it's a good idea to make a password out of four random common words, splicing in a few special characters for good measure. To check the strength of your password, type it into HowSecureIsMyPassword.net before you make it official.

3 MALWARE

As described above, malware is often delivered through a shady phishing e-mail, but it's not the only way it can wreak havoc on your system. An infected website (such as those you visit when you misspell sites like Facebook.com, a technique called

"typosquatting"), a USB drive loaded with viruses or even an application can bring vicious software into your world without you even realizing it. In the past, an antivirus software was all that you needed. These days, it's likely that you need a *combination* of software systems to combat these threats. These tools are not typically very expensive to put in place, especially considering the security holes they plug in your network.

4 SOCIAL ENGINEERING

As fallible as computers may be, they've got nothing on people. Sometimes hackers don't need to touch a keyboard at all to break through your defenses: they can simply masquerade as you to a support team in order to get the team to activate a password reset. It's easier than you think, and requires carefully watching what information you put on the Internet – don't put the answers to your security questions out there for all to see.

We've outlined some of the simplest ways to defend yourself against these shady techniques, but honestly, the best way is to bring on a company that constantly keeps your system updated with the most cutting-edge security and is ready at a moment's notice to protect you in a crisis. Hackers are going to come for you, but if you've done everything you can to prepare, your business will be safe.

"Hackers can hook up automated strikes to lift data from thousands of small businesses at a time – the hit rate is that high."

Help Us Out And We'll Enter You In A Raffle For A Phillies Gift Basket



Let Christo IT Services take you out to the ball game! Simply refer any company with 10 or more computers to our office, and we'll enter you into a raffle to win a Phillies Gift Basket worth over \$500. The basket includes four tickets to the August 17 game against the Mets, a parking pass, concession stand credits, baseball caps and much more!

Simply call us at 215-256-7902 or email us at BHecht@christoit.com, with your referral's name and contact information. The referral must be received by July 14 to be entered into the raffle!

Cartoon Of The Month



SHINY NEW GADGET OF THE MONTH:**Introducing The Snap SmartCam**

Today, the security of your home is more important than ever before. Lawbreakers are constantly getting bolder, and as our technology advances, they switch up their tactics. With that in mind, all of us should be on the lookout for a security camera that's difficult to spot, is intelligent about the footage it collects, and grabs high-quality footage to identify burglars.



Enter the Snap SmartCam, a tiny little camera that looks – and operates – just like a phone charger. The innocuous-looking device uses motion-detecting technology to pick up when shady activity is going on in your house, and takes high-quality footage to catch a person in the act. If you're interested, the camera will cost you \$57 at the time of writing, a great deal for a security camera of any type, much less one that seems so useful.

To Truly Succeed, You Need To Change The Game

To survive, most companies don't need to follow the pattern of disruptive innovators, inching into a miniscule portion of market share each quarter. Instead, they should look to what they're already good at and amplify their skills, while keeping an eye on potential applications for the future. Blockbuster underestimated the impact Netflix would have on the market. John Deere saw the power of big data and decided to implement it in new game-changing technology. The iPhone completely changed the world with its forward-thinking design.

Successful companies differ from those that fail by maintaining a firm vision for the future. They don't just disrupt the market in the short term – they try to change the business landscape for good.

Leadership Is Lacking

Professor and leadership expert James O'Toole once said that "95 percent of American managers today say the right thing... 5 percent actually do it." I'm confident this is more true today than ever before. When I look around at the current business landscape, I see poor leadership destroying companies from the inside out. Disengaged employees, and especially those who abandon an organization altogether, cost companies billions of dollars each year, and as they say, people don't leave companies – they leave bosses. 46 percent of employees leave their job because they feel underappreciated, while 75 percent of employees cite their boss as the most stressful part of their job.

Luckily, the inverse of this is also true: Great leaders find that happy employees are 31 percent more productive, and 56 percent more effective at sales!

But what makes a great leader? A truly excellent leader makes people believe in themselves, feel good about working for the company, and, most importantly, feel special about being chosen to work there. Ralph Hart, a former CEO for Heublin, a company with thousands of employees, made it a policy to personally greet every new hire. He'd sit down with them during the first month of their employment to have a short chat and let them know just how he and the company felt about them joining on. He would tell them that "The company you are working for is first-class. I want you to know we have first-class products, first-class marketing, first-class advertising and first-class customer service." However, he'd always stress that, "To be able to list everything we do as first-class, we have found that we must hire only first-class

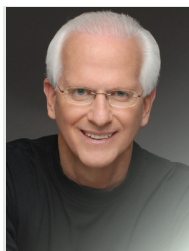


people!" He made sure they knew that he was delighted to have them on the team.

In less than two minutes, this CEO made an enormous impact on his new employee. They couldn't believe that the CEO of this huge company even knew their name, much less believed that they were a first-class talent. There's nothing better than making someone feel special – nothing better than telling someone you believe in their abilities.

Ralph Hart knew better than anyone that how you treat your employees is how they will treat your customers and associates. If you want first-class employees, then treat them as such. They'll respond in turn by going out of their way to do more, deliver more, help more, innovate more and stick around for the long term.

When you think about your employees' needs ahead of your own, the success of your business will take care of itself. If you show them that you are concerned about them advancing in their career, then they will help your company prosper. When you help them to succeed, they will help you succeed. Your relationship will grow and the need to micromanage will never be a concern.



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.

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What To Do BEFORE You Go To Starbucks

You're in the car on the way home from Starbucks, basking in the glowing of your triple-shot, low-foam, extra hot pumpkin spice latte when you suddenly realize your laptop has gone missing. You drive back to the store like a caffeinated lunatic, only to discover no one has turned it in. What do you do?

Well, first you should notify your IT department (us!) immediately to tell them your device has gone missing. That way, we can change passwords and lock access to applications and data. We can also remotely wipe your device to make sure no one will be able to gain access – a key reason it's critical to back up your data on a daily basis.

Next, change ALL the passwords to every website you regularly log into, starting with any sites that contain financial data or company data. If your laptop contained others' medical records, financial information, or other sensitive data (social security numbers, birthdays, etc.), you should contact a qualified attorney to understand what you may be required to do by law to notify the affected individuals.

An ounce of prevention is worth a pound of cure, so make sure you're engaging us to encrypt/back up your data, and put remote monitoring software on all your mobile devices. Put a pin-code lock or password requirement in place to access your devices after 10 minutes of inactivity, and get in the habit of logging out of websites when you're done using them.

6 Surefire Ways To Protect Yourself From Data Leaks, Hacks, And Scandals

1. Reconsider what you put online. This goes beyond social media posts. Even sharing your telephone number with a store associate can come back to bite you later.
2. Use password managers. This way, you can use different, randomized passwords for all your sites without losing track of them.
3. Use two-factor authentication. It's a no-brainer.
4. Encrypt the information on your drive. It's easier than it sounds!
5. Read privacy policies, otherwise you may be signing away more than you think.
6. Monitor your credit. That way, if someone tries to use your info to make a big purchase, you can stop it in its tracks.

Inc.com, 4/26/18

