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TECHMinutes

Your Small Business Technology Information Source!

Your Organization's Security is Non-Negotiable

There's no question that modern businesses—-businesses just like yours—-cannot and should not function without cyber-security protections. We will shout this from the mountaintops at every opportunity… so let's go over why security is so important and what needs to be done to ensure yours...

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https://bit.ly/46w5Ksl

About Indevtech Incorporated

We are the IT department for many small businesses in Hawaii, across different verticals such as healthcare, legal, financial, and manufacturing concerns.

Visit us **online** at:
newsletter.indevtech.com

Guest Columnist: Scott Tsukamaki, Enlighten Technology

We invite our industry colleagues to submit articles for our TechMinutes newsletter. This quarter, we have asked our good friend Scott Tsukamaki to share some tips with our clients he learned after a recent cyber incident. Scott is Principal and Founder of Enlighten Technology, a Hawaii-based Managed Service Provider.

For the past month, Enlighten Technology has been assisting one of our clients in navigating a cyber-attack that impacted the entire nation. This disruption was particularly unexpected as it targeted a critical cloud program rather than the company's IT systems. The attack significantly crippled their production, and its overall ongoing impact remains unknown.

Helping Hawaii businesses invest intelligently in IT

" **Indevtech takes the time to understand our business and makes meaningful recommendations not only to help us get the most out of our technology, but also to run a more efficient law firm. There is a deep feeling of trust and partnership between our companies that we don't experience with other vendors. After 8 years with Indevtech, there is no other company we would trust with our critical systems and confidential data.** "

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— Syndi Kahiapo, Firm Executive
Sullivan Law Group
Honolulu, Hawaii

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"You can have it all. You just can't have it all at once."
- Oprah Winfrey

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Getting the Most Out of a Remote Workforce

The work landscape has changed quite a bit in a short period of time. Nearly 13% of American workers work from home full-time, while over 27% more work remotely part-time. With nearly two-fifths of workers working from home at least part-time, understanding what technology is behind this new normal and how to meet your business needs is critical.

Embracing the Digital Workforce Revolution

The rise of the digital workforce is reshaping business and business technology. Companies are now using this technology to manage their remote teams effectively. This shift towards remote work isn't just a trend. It's a revolution that's here to stay. And at the heart of this revolution is remote workforce management technology.

From streamlining communication to tracking productivity, these technologies make remote work more feasible and efficient. They're helping businesses overcome the challenges of distance and time zones, creating connections, and producing a more productive remote workforce.

Key Technologies Powering Remote Workforce Management

So, what are the key technologies powering remote workforce management? Let's dive in.

Firstly, communication and collaboration tools are vital. They keep teams connected and build a collaborative work environment. Secondly, project management and time-tracking software help keep everyone on track. They ensure tasks are completed on time and productivity is maintained. Lastly, cloud computing plays a crucial role. It provides easy access to data and tools, regardless of location.

Communication and Collaboration Tools

Communication is the backbone of any team, more so for remote ones. These platforms facilitate real-time communication and collaboration. They help bridge the gap between remote employees and the office.

Project Management and Time-Tracking Software

Managing tasks and tracking time can be challenging in a remote setting. That's where project management and time-tracking software come in. They provide transparency and accountability, ensuring everyone knows what to do. Time-tracking apps, on the other hand, help monitor productivity. They provide...

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How Does a Firewall Help Protect Your Business?

Firewalls are stalwarts in network security. They serve as a protective barrier between trusted internal networks and potentially hazardous external ones, such as the vast expanse of the Internet. Essentially, they act as vigilant gatekeepers, scrutinizing each packet of data attempting to traverse their domain. Let's briefly discuss the diverse types of firewalls and their pivotal roles.

Types of Firewalls

Let's go through a couple of the types of firewalls you can encounter:

- **Packet Filtering Firewalls -** These fundamental guardians inspect individual data packets, employing predetermined criteria like IP addresses, port numbers, and protocols.
- **Stateful Inspection Firewalls -** Unlike their packet-filtering counterparts, these firewalls keep tabs on active connections, analyzing packet context within ongoing sessions to bolster security.
- **Proxy Firewalls -** Acting as intermediaries, these firewalls relay requests between internal and external systems, concealing internal network details for added security.
- **Next-Generation Firewalls (NGFW) -** Integrating traditional firewall functions with advanced features like intrusion detection, application awareness, and deep packet inspection, NGFWs offer heightened control and efficacy against sophisticated threats.

Key Functions of a Firewall

Here are some of the most important functions a firewall performs.

- **Access Control -** Enforcing access policies, firewalls dictate which network traffic is permitted and which is blocked, thwarting unauthorized access to sensitive...

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Guest Columnist: Scott Tsukamaki, Enlighten Technologies

I would like to share eight lessons learned and other insights from this experience:

1. **Identify Your Critical Software:** Consider your most essential software and imagine it being unusable for 5, 10, or 30 days. What alternative solutions could you implement in its absence? Could you revert to using paper, for instance?

2. **Understand Your Recovery:** When systems come back online, how do you plan to catch up? Will it require working nights and weekends? Is overtime necessary? Are there any deadlines that might require extensions?

3. **Keep Business Flowing:** If your staff is commission-based, how do you compensate them if systems are offline? How do you handle vendor payments? At what point do you consider switching to a new system, and what are the implementation costs and timeframes?

4. **Have Cyberinsurance and Business Interruption Insurance:** Cyberinsurance and business interruption insurance are crucial, but be cautious as they typically cover your systems, not cloud vendors. Ensure the terms are clear and understandable. Send your provider "if-then" statements to confirm coverage.

5. **Understand Data Ownership:** Cloud providers act as data custodians, meaning they are not responsible for your data—you are. If sensitive information is leaked, the responsibility falls on you. Investigate if you can back up your data elsewhere, though be prepared: not all providers support or allow it.

6. **Protect the Most Targeted Locations:** With 65% of attacks coming through email, be vigilant about what you click on. Implement email protection filters and run phishing tests regularly.

7. **Show a Pattern of Cybersecurity Mindfulness:** Consistently demonstrate a commitment to cybersecurity. Consider security recommendations carefully, and if you choose not to implement certain measures, document the reasons (such as cost or limited risk). Develop a cybersecurity policy and decide on a standard framework to follow. Consult with an experienced IT provider to point you in the right direction.

8. **Build Vendor Agreements:** Send out agreements to all vendors holding your data, asking them to specify how they store your data, their responsibilities, and the protective measures they have in place. Ensure these agreements are reviewed and updated annually.

Please note that none of this information constitutes legal or professional insurance advice. We are simply offering technical suggestions and opinions based on our experiences.

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Managing Threats Can Get You Ahead

Technology is integral to modern business, making proficiency in necessary tools a must for today's workforce. However, the complexity of these technologies can create vulnerabilities as malicious actors continually seek ways to infiltrate systems, steal data, and siphon funds.

This underscores the critical need for robust cybersecurity training. With countless potential threats targeting numerous access points, employee awareness and proactive defense measures are vital. This month's newsletter focuses on strategies to fortify your IT network and instill a strong security mindset within your team.

Understanding the Threat Landscape

The range of cyberthreats is vast, making it impossible to cover them all in one article, but let's go through some steps to safeguard your business:

Identifying Risks

Start by educating your employees about the pervasive nature of cyberthreats. Phishing is a common entry point, where attackers trick individuals into divulging sensitive information. This can lead to unauthorized access to accounts, data breaches, and financial loss. Clearly communicate these dangers and emphasize each team member's role in maintaining security. Key discussion points include...

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Technology Can Replace These Office Conventions

With so many changes in the office environment over the past several decades, it's no wonder that some of the staples from way back when are no longer crucial to the success of any organization. Technology has driven many conventions of the old office environment into extinction, rendering them obsolete and, in some cases, pretty much pointless to keep around. Here are just a few ways that technology has replaced some of these conventions.

Filing Cabinets

If you have been in business for a while, chances are that you have accumulated filing cabinets that fill up with paper documents faster than expected. They have traditionally been used to keep files safe and in a convenient storage location, but the truth of the matter is that these cabinets are far from convenient these days.

The cloud has enabled the use of document storage systems that put filing cabinets to shame. These systems offer digital environments to safely store documents, and due to the electronic nature of the files, they do not take up massive amounts of physical space in your office. Furthermore, these systems offer search capabilities that will make you never want to sift through a filing cabinet again.

Conference Room Gatherings

When you have a small workforce, it's easy to call a meeting for the entire office. When you have a larger workforce, especially if you have remote employees, it's not easy to fit everyone in the same old conference room you used to use for this purpose. Thankfully, technology has made it easier than ever to schedule meetings, even for those who have crazy schedules and meetings that last for hours on end.

Video conferencing software gives businesses the ability to hold much larger meetings without filling an amphitheater, instead administering meetings virtually from just about anywhere. These video conferencing tools also have schedule and calendar integration that can inform you who can make it to the meeting and who can't.

Traditional Work Desk Accommodations

Your employees' daily tasks generally revolve around completing tasks at their work desk. While they may have duties that pull them away from time to time, the majority of their work will be done from the comfort of their desk. At least, that's how things used to be. Nowadays, the trend...

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10 Benefits of Managed IT Services
indevtech.com/10-benefits

Tech Trivia
Last year, 90% of marketers worldwide said they would increase their short-form video budget.

Indevtech Incorporated

Pacific Guardian Center, Mauka Tower
737 Bishop Street, Suite 2070
Honolulu, Hawaii 96813-3205

Phone: (808) 529-4605

newsletter@indevtech.com

blog.indevtech.com

Visit us **online** at:
newsletter.indevtech.com