



DTS

DanTech Services

Computers under control!™

Technology Times April 2020 Issue

“With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you’ll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes.”



Dan Foote
Owner/President

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Covid 19 – So what do we do NOW to go forward in a POSITIVE manner and with PEACE OF MIND?

The Covid 19 pandemic is severe and has a tremendous impact on everyone, and we do not know when it will end. How do we handle the challenges we're facing? It seems that every company is issuing press releases and sending out emails about Covid 19, but how many are giving you information that you are not already getting from other sources? How many businesses are using this event to think about making changes right now to their business's IT management and emergency processes?

As an IT support provider, DanTech Services helps customers do this every day. We help protect your data, your users, and your network. All of you know how important this is, but let's drill down a little and focus on a work-from-home Remote Worker solution for times like we are having right now.

WORK FROM HOME

How are you deploying your Remote Worker solution? Do you have one? Or do you not have one, and your competitor does have one? DanTech has solutions that will allow your team to login from any computer and access their data remotely precisely as they would from their office at their workstation. They will see their desktop and all their saved icons just as they would at the office, ensuring your team can get to work and keep the business going stress-free. In a fast-changing scenario like the Covid 19 pandemic, an earthquake, a storm, etc., remote access allows your team to save time and frustration, while at the same time adding a level of safety.

DanTech Services' [Remote Worker Solution](#) solves this problem.

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Get More Free Tips, Tools, and Services at [https://: www.dantechservices.com](https://www.dantechservices.com)

SOME GOOD NEWS WE ALL NEED

1. Of about 80,000 people sick from COVID-19 in China, more than 70% have recovered and been discharged from hospitals. Per the World Health Organization last week, "Of the 80,000 reported COVID-19 cases in China, **more than 70% have recovered and been discharged.**"
2. Scientists have figured out how the novel coronavirus breaks into human cells, which will help significantly in developing treatments. After scientists revealed the first picture of how the novel coronavirus binds with human respiratory cells to produce more viruses, researchers in China have solidified images all the way down to the level of the atoms at the binding points, according to Live Science. With this news, understanding how the virus enters cells will significantly aid researchers in finding drugs and vaccines to fight the virus.
3. **Due to high levels of self-quarantine, Codogno, one of the two coronavirus clusters in Italy, has reported significantly fewer infections per day.** Compared to 35 cases per day at the beginning of the outbreak, just five new infections were announced last week by Codogno's mayor, Francesco Passerini, according to the U.S. News and World Report. "It is a war. It is a war, but we have every possibility of winning," Passerini said. "Unlike with our grandfathers, who went physically into battle for our freedom, we are being required to show responsibility — responsibility and calm."
4. **Scientists in Canada have made massive breakthroughs in an effort to develop a vaccine.** A team of Canadian scientists has finally isolated and grown copies of the coronavirus, which may now help scientists study the pathogen to develop better testing, treatments, vaccines, and gain a better understanding of its biology, the team said in a statement alongside the New York Post.
5. **China is testing five different vaccine options, claiming it could have a vaccine ready by next month.** Eight different institutes in China are working on five different inoculations to battle the novel coronavirus, according to the South China Morning Post. "According to our estimates, we are hopeful that in April some of the vaccines will enter clinical research or be of use in emergency situations," said Zheng Zhongwei, director of the National Health Commission's Science and Technology Development Center. While it's true that it would take at least 12 to 18 months to provide a safe vaccine to general public, under Chinese law, they could be released sooner for urgent use in a major public health emergency, provided the benefits outweigh the risks, noted the New York Post.
6. **Vaccination trials in the U.S. are already underway.** A trial of Moderna's vaccine has already kickstarted at Kaiser Permanente under Washington's Health Research Institute in Seattle, of which will hopefully confirm the safety of the vaccine prior to mass production.
7. **A team of infectious disease experts calculated the fatality rate of Wuhan's coronavirus outbreak is about 1.4%, drastically lower than earlier estimates.** While this estimate and data applies directly to Wuhan, where the novel coronavirus outbreak began, it offers a hopeful guide to the rest of the world as it notes significantly lower estimate of earlier stats around 3%.

Free Resources for Your Business: Adaptive Crisis Checklist and Short Term SWOT

By Jennifer Fought, [Petracoach](#)

We're hearing from many leaders right now, "How am I supposed to prepare when I have no idea what is going to happen?"

A lot of companies have not planned for something of this scale. It's not too late. It's time to prepare, not panic. And, we're here for you.

Adaptive Crisis Checklist

This worksheet is based around the exercise of using scenarios or what ifs to create action plans at certain trigger points.

Frequently used in the military, scenario planning is a future-state exercise where you envision different scenarios and how they may play out so you can adapt quickly under pressure and changing circumstances. This makes it more manageable to deal with uncertain futures and create a framework for how you might respond. Our checklist offers some scenarios that your team might want to consider planning for. Don't be overwhelmed by this list – you don't have to plan for all of them. What it does do is help you identify the most important things.



Use this with your executive team. Let's dive in a little deeper. Rate each of the prompts on a scale of 0-10. Zero being "not something we should be concerned about at all" and 10 being "if we don't mitigate this, we may not be in business."

All of these may be important to your team – what we're aiming to do here is determine which are the highest priorities and go to work right now. Think of your scores in that context – Is this a low priority? Score 0-3; Moderate Priority? Score 4-7; High

Priority? Score 8-10. Remember, this isn't a ranking. Just score them individually. Each person writes down his or her top 5. See where the most heat is. Did everyone rank #1 higher than an 8? That's probably a big deal. Start discussing your risk factors and your response.

Let's move on to the second tool you can use to plan:

Short Term SWOT

You may already be familiar with a SWOT analysis.

We use this in strategic planning usually looking forward to 1-3 years out. It's important to look at these 4 areas again with a narrower focus. That is, on the next 30-90 days. Getting very clear on what we need to do to see around the curves. And, again, reviewing this frequently for the time being.

This exercise defines the current state of your organization based on four elements: **Strengths, Weaknesses, Opportunities and Threats.**

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Neuroscience Says Listening to This Song Reduces Anxiety by Up to 65 Percent

Sure to both stir your soul and calm your nervous system

Everyone knows they need to manage their stress. When things get difficult at work, school, or in your personal life, you can use as many tips, tricks, and techniques as you can get to calm your nerves. So here's a science-backed one: make a playlist of the 10 songs found to be the most relaxing on earth.

Sound therapies have long been popular as a way of relaxing and restoring one's health. For centuries, indigenous cultures have used music to enhance well-being and improve health conditions.

Now, neuroscientists out of the UK have specified which tunes give you the most bang for your musical buck. The study was conducted on participants who attempted to solve difficult puzzles as quickly as possible while connected to sensors. The puzzles induced a certain level of stress, and participants listened to different songs while researchers measured brain activity as well as physiological states that included heart rate, blood pressure, and rate of breathing.

According to Dr. David Lewis-Hodgson of Mindlab International, which conducted the research, the top song produced a greater state of relaxation than any other music tested to date.

In fact, listening to that one song -- "Weightless" -- resulted in a striking 65 percent reduction in participants' overall anxiety, and a 35 percent reduction in their usual physiological resting rates.

<https://youtu.be/UfcAVeJsIRU>

That is remarkable.

Equally remarkable is the fact the song was actually constructed to do so. The group that created "Weightless", Marconi Union, did so in collaboration with sound therapists. Its carefully arranged harmonies, rhythms, and bass lines help slow a listener's heart rate, reduce blood pressure and lower levels of the stress hormone cortisol.

When it comes to lowering anxiety, the stakes couldn't be higher. Stress either exacerbates or increases the risk of health issues like heart disease, obesity, depression, gastrointestinal problems, asthma, and more. More troubling still, a recent paper out of Harvard and Stanford found health issues from job stress alone cause more deaths than diabetes, Alzheimer's, or influenza.

In this age of constant bombardment, the science is clear: if you want your mind and body to last, you've got to prioritize giving them a rest.

Music is an easy way to take some of the pressure off of all the pings, dings, apps, tags, texts, emails, appointments, meetings, and deadlines that can easily spike your stress level and leave you feeling drained and anxious.

You could find more information [HERE](#).

"Covid 19 – So what do we do NOW to go forward in a POSITIVE manner and with PEACE OF MIND?"

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When your employees save a file or document, it gets saved as it would be if they were at the office. You do not risk having valuable data (HIPAA, NIST, PII) saved on your employee's home computers and lost to you or possibly discovered by cyber thieves. We can also help clients with phone solutions – either taking their desk phone from the office to their home or using an application where you can use your home phone or cell phone to mimic your work phone number as well as enjoying the features of your work phone. We have additional solutions that provide collaborative tools (file sharing, video conferencing, etc.) that are incredibly valuable all of the time and especially during emergencies.

DATA

Working from home or the office is of no value if you cannot reach your data. We help clients back that data up as well as securely access it with servers on-site as well as cloud access.

We are highly skilled at reviewing your internet connections to make sure you have the bandwidth to work efficiently at your home, office, and via your cell phone hot spot. Let us review your ACS, MTA, GCI, and other telco bills as well as your cell phone bills and help you make changes or write a contingency plan. We will work with your provider to see what plans are available, especially with distance-sensitive DSL, and deliver this to you in writing, so you know what is available to you.

NEXT STEP

We are all working from home now and adhering to the guidelines regarding Covid 19. Contact us for a phone or video conference to talk about things you can do to not only survive but **thrive**. Email us your telco and cell phone bills, and let's chat about ways to save money or improve your internet connections. Let's use this time to stay positive and improve your situation, form a contingency plan, and address risk management and communicate that information to your employees, so they also know.

WHY? Other than some of the benefits outlined above, we will let a DanTech client tell you her reason.

Dan,

You have to know that as a company, we would not be here today if it weren't for your and your team's work and support, not only during that crisis but always. Our company is data-driven like everyone nowadays we have to rely on the computer system working and having you guys means that we have that sense of security. The November 2018 earthquake destroyed our offices. We were able to save our servers from the pouring water and give them to DanTech the next day. By the following day, he had us up and running remotely. We were able to continue serving our clients and keep our staff employed without any interruption. We had always relied on DanTech remote office solutions for ease of working, but in 2019 it ensured our survival as a business. I cannot thank them enough. With the current threat of Covid-19 we do not have to worry about how to keep operating and keep our staff safe. We have the proven solution with DanTech.

*Ellen Cloudy, Chief Operating Officer
EHS-Alaska*

TEAMS Training:

Microsoft Teams can be overwhelming at first glance, and you can spend countless hours trying to set it up. And, the expected value of it may not become apparent before your patience runs out. To get you started, we are scheduling three introductory sessions of virtual training right away. If you are interested, email Mary at mrydesky@dantechservices.com with your preferred date and number of persons to be registered.

Three classes introducing TEAMS - register early:

March 31 - 1:30 PM; Registration deadline : March 30 5 PM

April 2 - 11 AM; Registration deadline : April 1 Noon

April 9 - 11 AM; Registration deadline : April 8 Noon

If your group cannot train on these dates or times, email mrydesky@dantechservices.com for an individually scheduled session.

Shiny New Gadget Of The Month:



PhoneSoap 3 UV Phone Sanitizer kills nearly all the bacteria on your phone

Only using UV light, the PhoneSoap 3 UV Phone Sanitizer successfully kills 99.99% of the bacteria on your phone. And, as you probably know, there's a lot of it. Smartphones end up being incredibly dirty because of how frequently people touch and use them. On top of that, you probably rarely clean your phone. You wash your hands, take showers, and keep your home clean.

Now it's time to keep your smartphone cleaner, too. This phone cleaning device surrounds your phone with germicidal UVC light to eliminate bacteria. By using this UV smartphone sanitizer, you could keep yourself and your family healthier because you'll be in less contact with gross, disease-causing bacteria.

No matter what smartphone you use, PhoneSoap 3 can fit it inside. Additionally, it'll keep your phone charging while it sanitizes, so it does double duty.

These days they are appearing and disappearing at some online stores. Just be persistent and [you might get it.](#)

In case you couldn't get it online:

We prepared for you several DIY made-at-home substitute solutions.

[Please click here to read it.](#)

Using this worksheet will help you think of both offensive and defensive strategies. View these through the lens of what's going on right now. For example: what is a strength we want to protect right now as we face this crisis?

Let's go through this document and how SWOT is used. There are 2 areas that you have control over because they are internal to your business: Strengths and Weaknesses.

First, you want to PROTECT a Strength.

What are the internal capabilities, attributes, skills and/or assets within your control that you need to ensure you are protecting, more than ever, in this short-term period? Because we have control over our internal strengths, we can protect them.

*CLARITY: I want to pause here and talk about how it's SO important right now to have clarity in how you write these. Some of you have heard of SMART goals – specific, measurable, attainable, relatable, and time bound – use that as a framework to get more clarity. Provide very specific and detailed answers. For example, instead of saying, “Communication” is a Weakness, a more specific answer might be “Communication between remote teams is lacking and is slowing us down.”

You want to ELIMINATE a Weakness.

What internal factors within your control (even if you feel like they may not be) are the more immediate weaknesses that we can work to lessen and or eliminate right now? Because we have control over our internal weaknesses, we can eliminate them. If you have already completed the **Adaptive Crisis Checklist**, you've already identified weaknesses.

There are **2 areas that you do NOT have control over** because they are external to your business: **Opportunities and Threats**. I like doing Threats first, even though it isn't in the order of the acronym, because getting the threats out in the open and discussed with your team and they don't get in the way of thinking about opportunities.

You want to MITIGATE a Threat.

What threats exist externally beyond your control that are hurting or could hurt the ability of the organization to operate and/or be profitable? Threats usually are not fully eliminated, but steps can be taken to mitigate their impact. Because we do NOT have control over our external threats, we cannot eliminate them, but we can work to mitigate them. **How do we build a moat around the business?** If you have already completed the **Adaptive Crisis Checklist**, you've already identified threats.

You want to PURSUE an Opportunity. What trends and opportunities are showing up that could help the organization grow faster, be more profitable, and/or become more valuable? Where could we shift our solutions? Who could become our customer?

I recognize that not all businesses are facing the same challenges. Some of us are hurting a lot right now and some of us have a ton of opportunities because what they provide is in need right now. Don't want those who are in full on defense mode to not be thinking of offense and opportunities right now too. Because we do NOT have control over our external threats, we cannot eliminate them, but we can work to mitigate them.