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Technology Times June 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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The Everchanging Landscape of Information Technology

By Dan Foote, DanTech Services, Inc

Anyone that uses a computer to work, relax, or play, has been inundated with its needs. Some are obvious, while others are less so. As a quick reminder of why these needs arise, here is a 30,000-foot view. And while computers (and other devices, like printers, smartphones, and network devices) aren’t “free like a puppy,” they do require care and feeding.

Security

The purpose of security is to protect your data, which is your gold. The seemingly innocuous can become famous in the collective. Facebook users will see “quizzes” or “games” that ask for info like your mother’s maiden name or where your first job was. This information, when aggregated with other data found on the Dark Web, can build a profile that makes you a target. Do yourself a favor: don’t divulge your private information used to protect any of your personal security. And don’t forget to backup your data! iCloud, OneDrive, DropBox, and other cloud portals are better than nothing—and many can be set to protect your data automatically.

Applications

The programs we use have access to our computer data. Installing a bad application can leak that info. I recently received a security alert for FoxIt Pro PDF and that it secretly leaks data to a foreign country. Given the trust I have in the source, I removed the program from my computers.

Web browser plugins or extensions can also be problematic. And dangerous. With browsers, fewer plugins is better as they use resources, which robs your machine of power.

Another issue is “bundled software” that’s offered with a program you’re installing. Do yourself a favor: uncheck the box(es). If it’s a program that you want, go to the source.

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5 Things Every Small-Business Owner Needs to Do to Deal With the Impact of Covid-19 on Their Business

This is an anxiety filled moment for business owners the world over. We prepared for you five things you need to do to protect your businesses during these uncertain times. .

Safeguard your facility to minimize your location(s) as a transmission vector. This protects your staff from getting sick and your customers. It will reassure your staff and customers, which in an uncertain time is every bit as important. Simple steps you can take include requiring that every person who enters your office, building, or store use hand sanitizer at the entrance, eliminating handshakes and hugs, letting staff work remotely, etc.

Educate your customers on the steps you're taking to keep them safe. The better you can alleviate their fears and anxieties, the easier it will be for you to retain their business.

Educate your staff on the best practices that you can collectively take to stay safe and healthy -- both at home and at work. There is so much hype from the media that many of your employees may not have accurate information from credible sources about how they can keep themselves, their families, and their coworkers safe. You need to stay current from reputable sources so that you can keep them intelligently informed. They need your leadership here. Don't assume that they know what to do.

Plan out your cash flow. Deepen your pockets by arranging any increases to your lines of credit that you can -- just in case. This includes calling your credit card companies and asking for credit line increases now, while this is still fairly early in this situation. You don't have to tap into them, but you sure want to have them. This is also a good time to increase your liquid reserves by setting aside more of your revenue for "just in case" money.

Involve your leadership team and management in this planning conversation. It is normal that they will be feeling what I call "FUD factor" -- fear... uncertainty... and doubt... One of your jobs as a leader is to reduce (or at the very least contain) FUD factor. So have an open dialogue with your management team about the situation and how your company can best navigate these waters. Ask for their ideas and help.

5 Ways to Encourage Employees to Come Back to Work

By Rob Starr, Small Business Trend

Are you worried your employees may not come back to work post pandemic? Some may fear for their safety. Others could be enjoying temporarily enhanced unemployment benefits. Either way, getting some employees back to work may be tougher than you originally thought.

Small Business Trends contacted Arran Stewart, CVO and co-founder of [Job.com](https://www.job.com) who shared some helpful tips designed to encourage your employees to return.

He supplied five ways small business owners can encourage their employees to come back to work.

Encourage Employees Back to Work Post Pandemic

He started out highlighting some of the obstacles left. "Fear will be the biggest hurdle for business owners," Stewart writes. "We need a suitable vaccine or medical treatment. Until then, there will be continuous concern you may get sick a public place."

Stewart says another problem is some states are paying people more in unemployment than when they worked. People might also not want to go back to a job where they can be exposed to the virus. Here are some things SMB's can do to overcome these issues.



Show Them You Care

Stewart explains, "Owners and managers must lead with empathy and compassion. This is a stressful time for everyone, where people feel unsure about their health, safety and future. Those principles should guide how you lead your employees, through this and beyond."

Here's a few things smart business owners can do.

Keeping on top of wellness websites and other [resources](#) helps. Post information around the office about them or on your website and in other shared spaces. Making sure your employees have all the latest information from [credible](#) sources shows you care. When they know you are compassionate, they'll be more likely to want to return to work.

Good communication is a great way to entice your workers back. It's one of the best ways to show them you are compassionate. Make sure any channels you use are two-way. When workers know they can reach out and have their needs and concerns met, they will be more comfortable. Putting together an internal channel on Slack or Skype helps.

Show Them You'll Protect Them

Stewart says small business owners will need to sanitize the workplace. "You'll want to keep high touch services clean, and give workers access to protective personal equipment like gloves, masks and hand sanitizers," Stewart says. Adopting a routine where everyone wipes down equipment and desks helps to promote a sense of togetherness. This is especially important for places that have shifts.

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Don't Miss Out: Your Data Backup Recovery Solutions



A reliable backup recovery system in place can go a long way in protecting a business and its customers. Partner with us to ensure effective disaster recovery solutions for your business. Our DTS recovery services make sure that data loss or hardware failure will not:

- Reduce your employees' productivity
- Upset and turn away your customers
- Create liabilities or risk legal action

We tailor our disaster recovery services to suit your specific business needs. Whether your IT system happens to fail due to natural events or because of human error, our business continuity & recovery system restores your critical data to help you escape a debacle without much harm.

DanTech Services Offers Best Data Protection Plans & Quick Data Backup Recovery

Loss of data is one of the biggest problems that a business can encounter in today's tech world. While server and hardware reliability have drastically improved, failures still occur. Disasters still happen.

That's why it is essential to have an image-based solution in place. Inferior recovery solutions require too much time to restore data. Inadequate recovery testing puts your data at risk when you need it most!

At DanTech Services, we offer a suite of data backup and disaster recovery strategies for your business.

**Call Now To Schedule a Demo:
907-885-0500**

Fine-tune your applications using its Options or Preferences. Make small, incremental changes—noting what you've changed—so that you can quickly revert if you don't like the results.

Operating systems

Your operating system is the instruction engine that drives your computer. While updates do add (or remove) functionality, the primary purposes of updates today has to do with security. Keep your Computer Under Control by keeping your operating system current. This action provides the Number One protection from threats. If your computer is asking for a reboot to finish installing updates, do it. Android, Apple, iOS, Linux, Mac, Unix, Windows: all require updates.

Upgrades and Updates

Keep your applications current. Under your Help or About menu in many programs, you'll often find a link to Check for Updates. Version upgrades may have a cost associated. While I can certainly empathize with the cost of an upgrade, waiting too long can also cost you. At a certain point, old applications lose functionality, become less secure, and may not be supported by an operating system upgrade.

Authentication

Many web portals now provide for Multi-Factor Authentication (MFA) or Two-Factor Authentication (2FA). Some portals now require its use. If you need an app for this purpose, get one that has both a computer and a smartphone version. Authy is one that I've found very functional, yet there are others. Find one that works for you. While it will work, SMS authentication is not as secure as we would like it to be.

Maintenance

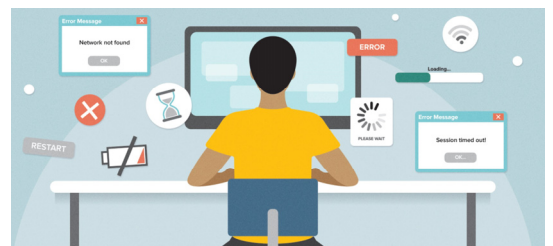
Learn how to clear temporary files from your computer, or how to clear your browser history and caches of data. Web searches will guide you. A search for "chrome clear history" will point you to "Ctrl-H" (which works in most web browsers), or "windows clear temp files" and you will find plenty of resources with guidance. Not finding what you're looking for? Refine your request.

I hope the above information is helpful. Going into any real depth becomes lengthy and also tends to get trapped in technobabble. Send us your suggestions! In this business, I find that I'm always learning!

Take care, Dan

New Residential Support Service Announced! For less than \$2.00 a day, keep your home network and computers protected & worry free!

Get support for up to 3 computers and your home network. We will provide management and monitoring, patch updates, anti-virus, and remote support. No long term contract. *Additional services available. **Restrictions apply



CALL 907-885-0500 TO GET YOUR 2 MONTH DISCOUNT!

Shiny New Gadget Of The Month:



Helios Touch

Incredible and innovative lighting system for your home.

Modular, touch sensitive lighting.

Helios touch is a modular, touch sensitive wall light. Create any structure to suit your needs using the hexagonal magnetic tiles then simply turn on and off by touching.

Customize to your space.

Rapidly modular components equals a system that can be easily adapted to any scenario. Connect the tiles together using the magnetic edges to create a structure that best suits your interior.

Swipe for light.

The interior architecture becomes the light source. Swipe the wall, illuminating the path of your touch for an engaging and tactile experience. Customize lighting levels to match the mood by only illuminating as many tiles as you need.

Light temperature: 6500k cool white / 4000k warm white

Tile width: 115mm

Illumination per module: 80 Lumens

Power: 120/220v 50/60hz

Maximum tiles per power adaptor: 24

Plug types included: USA, UK, Australia, EU

On/Off: Capacitive touch.

Wall attachment: Sticky pads (3M

Command Poster Strips) or nails

Lighting technology: LED

Download and view full product information [here](#).

Finding this equipment to keep your business and employees safe is one thing. You'll need to do a little more to make this aspect appealing. You should train your employees on how to wear the gloves and masks and use the sanitizer effectively.

Here are some tips from the CDC on the [subject](#). Providing printed material and signs is good too. Putting these up around your [small business](#) shows that you care about your employees and their safety.

Change Your Sick Day Policy

Stewart explains some other possible changes that will attract employees back. "Office capacity may need to be reduced or staggered for social distancing policies," he says. "Additionally, sick day policies can be adjusted to broaden the definition of what qualifies," he says.

Embrace Remote Work

He says another way to change your business to suit the times is about encouraging telecommuting. He says if employees have managed to remain productive, they should be allowed to work from home. Presented the right way, it's a great incentive to get people back to work. "Some of the changes brought on by the pandemic have been more positive and progressive for some industries," he says. "Embrace some of the changes as an opportunity for improving and expanding your business."

Making sure your employees have the right technology will encourage them to start working from home. The right kind of communication system is important. Cloud-based VOIP phone systems are critical. Employees that worked in offices will feel at ease with backups for videoconference systems like Zoom.

Encouraging a schedule helps to ease workers back into this type of situation. Offering some kind of routine is a good idea. It helps workers back into a familiar rhythm even if they're not in the office.

Start Planning Now

"Despite the circumstances, this is an ideal time for small business to take advantage of their ability to change quickly and lead from the front with new working practices," Stewart says.

If you're looking to get started, check out some of these COVID 19 inspired office designs. The new [Six Feet Office](#) combines social distancing and workstations. The company involved is also offering up paper placemats for desks. These get thrown away at the end of the day.

Stewart supplies the last word. "Now is the time to start thinking carefully about the future of your company and how agile you can be to be able to survive and thrive out of the pandemic."

