



**DTS**

# DanTech Services

Computers under control!™

## Technology Times November 2021 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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## Debunking 5 Major Cybersecurity Misconceptions

Cybersecurity preparedness is essential with the ever-evolving threat landscape we are currently living in. Given that it is no longer a matter of “if” you will experience a cybersecurity incident, but “when”, establishing a baseline and having a detailed cybersecurity plan in place is crucial to every business. However, despite increased focus and awareness on cyberthreats, several myths and misconceptions regarding cybersecurity continues to prevent businesses from protecting themselves effectively.

Below are Verity IT’s top 5 cybersecurity misconceptions that are vital to challenge.

### **Cybersecurity Is the Responsibility of the IT Department**

Of course, your IT department or Managed IT Service provider plays a HUGE role in managing the cybersecurity of your business. However, you should never rely on them for complete cyber protection. Real cybersecurity preparedness is the responsibility of every single employee in your organization.

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## Challenges when working remotely



### Challenge #1: Team Communication

How to work from home and still keep in touch with your colleagues? That's the dilemma and one of the main disadvantages of online communication that many of us face these days. Thanks to the rise of technology, there are many team tools to help you discuss all the tasks and issues at hand as you would at the office. Except for tea and lunch breaks, of course. But you can organize those little get-togethers via Zoom sessions though. It's a bit unusual but still very nice. However, some businesses are advanced enough to use internet phone service for their businesses. Which is also a brilliant option to communicate with your teammates in a safer environment.

### Challenge #2: Content Creation

When you work remotely from home and still have to create high-quality content, you most probably need inspiration and convenient tools. You know best what inspires you—writing rituals, music, reading your favorite books and blogs. And convenient tools are designed to help you make powerful content. Check it out here: <https://blog.hubspot.com/marketing/content-creation>

### Challenge #3: Productivity

While working as a team, in an office or most importantly from the comfort of your home, it's essential to stay productive. Thankfully, there are lots of productivity apps out there to help train employees online, streamline tasks, to-do lists, and project management. Such tools can help you break your project down into achievable steps and give your team a workflow to turn ideas into reality. [Here are the ones](#) that can help.

## Remote work is the new normal. But the tech problems won't go away

When COVID-19 hit, little thought was given by business leaders to fine-tuning the work-from-home experience of their employees. If things worked slowly, it didn't matter: at least, they worked. The first few weeks of worldwide remote working were about getting the basics up and running 'at any level'.

But as staff got more used to working from home, IT teams started seeing a huge surge in tickets filed for various work-from-home issues. And there is one complaint that IT teams hear time and time again: 'This is really slow'.

"What does an IT worker do when someone is sitting at home, trying to access an application, and tells them: 'This is really slow?'" asks Joe Bombagi, director of solutions engineering at IT company Riverbed. "Most end users just want to access their applications and get the best performance. Behind the scenes, making that work requires a lot of technology, a lot of potential infrastructure, software and toolkits that make it seamless." In fact, a report newly released by Riverbed shows that almost three-quarters of business decision makers in the UK were not prepared to support extensive remote work at the beginning of the outbreak. In the healthcare industry, the number jumps to 92%.

But now, a few months into the so-called 'new normal', business leaders are thinking about the longer-term implications of COVID-19 – and the evidence that remote working is not going anywhere, even once the crisis passes.

If WFH is to become a new norm, businesses will have to find a way to avoid the now-dreaded 'this is too slow' issue. "How do you fix that – is it too slow because someone's child is watching Netflix in the background? Is the employee using a dodgy Internet controller? You can't control these things in a remote environment," says Bombagi.

"You have to think of what technology you can put in place so that all these variables become much less impactful, and so that users have good levels of access and performance," he continues. "That's what we're starting to see now." "Now, the user may be using their iPad, a home internet connection with completely unpredictable performances, and going to applications like Office365, which is SaaS-based," says Bombagi. "Everything about that transaction is completely off-premise and out-of-control."

Increasing visibility, monitoring and control will automatically improve the end-users' connectivity, access and performance, argues Bombagi. In turn, that will boost productivity and, ultimately, business revenue.

Once the technical issues are overcome, there is much to be gained from an off-premise workforce. Employees themselves seem to draw a better work-life balance out of telecommuting, too.

**Are You Experiencing Problems Working From Home?**

**CALL OR TEXT DANTECH SERVICES AT 907-885-0500**

### Shiny New Gadget Of The Month:

## The New Wave in Job Descriptions & Job Ads



### Luna Display's many modes - mix and match devices for a seamless workspace

Make the most of your devices with Luna Modes — in the office, at home, or on the go.

Turn your iPad into a second display – works with Mac and PC. Luna harnesses the power of your desktop and extends your workspace onto a touchable device.

Use any Mac as a second display — perfect for anyone with multiple computers. It also works on older Mac models.

Sets up in seconds - simply plug in Luna, launch the apps, and your devices will automatically connect! Luna is available for USB-C, HDMI, and Mini DisplayPort

### Are You're Worried About Safety Of Your Business Data?



Call 907-885-0500

With as much time as most employees spend using a computer for documentation, time keeping, troubleshooting , and taking customer/client questions and orders, it may be no surprise that businesses have a new dilemma when it comes to hiring the best candidates.

It is called digital dexterity. Today's job descriptions need a section that describes the knowledge, skills, and abilities you need for each position on your team. And one element we ALL need is basic knowledge on using a computer. I once had an employee grab the mouse and put it on the floor, thinking it operated like her sewing machine. That event taught me that we cannot simply ask, "can you use a computer?" – everyone interprets that phrase differently!

Make a list of what you want people to do such as:

- Enter their time for payroll or clock in and out
- Open and respond to email (using what email system? Outlook? Gmail? Other?)
- Create brochures/proposals/customer responses using MS Word (or other)
- Enter data in spreadsheets with 100% accuracy and efficiency
- Correct typos and grammar before responding
- Create meetings and appointments on an electronic calendar
- Avoid false links and other forms of spam
- Log in and logging out – security practices
- Use company computers for personal business and social media according to guidelines

These points are to start the thinking process – the list is far from complete. Ask yourself, what are you ASSUMING instead of putting in writing? Hiring on presumptions leads to poor productivity and often, disaster.

If nothing else, add a few lines about the responsibilities a new hire will have, such as

- Protect the files and data from misuse or theft
- Use company computers, electronic resources, and Internet access according to the Acceptable Use Policy (you do have one in writing, correct?)

Not sure what programs and resources go with which job? The US Department of Labor has the Onet Online database as one tool that will help. Further, we can review your Acceptable Use and other IT policies to make recommendations for your job ads.

Soon, the most effective job ads will describe your company culture, list the knowledge, skills, and abilities needed to perform a job, and feature a section on your required skills for handling the communications technology in your business. Phones, copiers, time clocks, scanners – look around to see all the things become computers that are part of your world and evaluate what you expect newcomers to know when they join your team.

*Dr. Mary M Rydesky, SVP*

## Troubleshooting Video Calls Problems

Video calls are essential for almost every remote worker, especially those who work in teams. But if your audio or video isn't working, this work from home technical issue can cause a headache. Fortunately, these are often quick and simple to solve. If you aren't getting video on your Zoom or Microsoft Teams call, follow these steps:

Make sure that no other programs are using the camera.

Ensure your Windows or Apple privacy features allow camera usage.

Go to your computer manufacturer's website and download the latest camera driver.

If all else fails, restart your computer or uninstall and reinstall any programs from the video provider.

With any luck, your video should be working. If you have a problem with audio in a video conference, you'll have to troubleshoot. Fortunately, video call providers often let you test the audio connection to see if it works before your chat.

If you aren't getting an audio signal, you may just have your microphone switched off. To fix this, go to sound settings and look for recording devices. Then, turn your microphone on. If you're using an external/USB mic, just make sure that it's plugged into your computer correctly.

### NEED REMOTE IT SUPPORT AT YOUR HOME?

Call us about our residential  
service offering.  
**907-885-0500**

Considering 63% of professionals report they don't have enough security training to keep up with risks, [Security Awareness Training](#) is crucial for all businesses. With the rate of learning falling behind the pace of technology change, employee security education remains one of the most critical layers of security defense available to your organization today.

### ***We Haven't Experienced a Cyberattack, So Our Security Posture Is Strong***

Cyberthreats are constantly evolving in sophistication and complexity, and organizations need to continuously strive for cybersecurity. It's merely impossible to achieve complete security but it's important to have a strategic security posture help you detect an attack. An effective plan can mean the difference between a quick recovery and a serious blow to a company's reputation.

### ***My Insurance Covers Cybersecurity Incidents***

Another important item to check on is whether or not your general liability insurance covers cyber breaches. Many standard insurance policies do not cover cyber incidents or data breaches at all. We also recommend [Dark Web Monitoring](#) to help identify any compromised business credentials as a result of another organization's data breach.

### ***We Have Invested in Security Tools, So We Are Safe***

Many businesses believe that if they invest in expensive security tools and solutions — they can build an invincible shield between their network and cybercriminals. Don't get us wrong, sophisticated cybersecurity solutions are an essential part of keeping your business secure, but it will not protect you from everything. Security tools and solutions are only 100% effective if they are appropriately configured, monitored, maintained and integrated with overall security operations.

### ***Compliance Is Enough***

Simply complying with industry standards does not equal a robust cybersecurity strategy for your business. Although compliance is a crucial component of any security system, vulnerabilities and threats keep evolving which can only be managed through updating your cybersecurity practices consistently. This means going far beyond what your industry regulations are asking for.

One of the main issues with a compliance-based cybersecurity mindset is this that compliance is only a basic foundation — even most regulators will admit that the requirements imposed by security regulations are a bare minimum standard. An organization that has not taken the steps to move beyond compliance regulations has not seriously considered the responsibility it bears to its business and its clients!

