Rich Snippets

o One Wrong Click
o Interview
o Turkey Day!!!

Oops!

One innocent click and before you know it you'll have yourself an irritating computer virus. Another click and an employee could accidentally leak sensitive information via Twitter. With businesses using the internet, email and social media more than ever before, either scenario could happen. Make sure you consider the option of having usage policies in your company — they can be critical in helping you eliminate unwanted risks and headaches.

Current technologies can be a key asset for any business, especially in our market segment (small to mid-size). There are so many advantages that can help maximize what businesses already have in place, it's hard to list them all as each business is different. For example, the internet simplifies effective research and information management, email gives companies lightning fast internal and external communications, and a new wave of Social Media now serves as a powerful tool to engage new and existing clients.

The risks that these existing technologies can pose on your business should lead you to consider some sort of policy on internet, social media, and email use.

What are some risks?

- A primary concern is always the risk of downloading a virus or malicious software.
- A company's social media account can be hacked.
- Employees can unintentionally reveal sensitive business information.
- Lack of employee productivity (checking Facebook, personal email or surfing the internet).

How can you minimize these risks?

- Create an internal policy on the types of websites your employees can visit.
- Educate employees on password security. For example, employees shouldn't enable social sites to 'remember' passwords or allow for automatic sign-in.
- Educate employees on what constitutes 'sensitive' information and create a policy that is in line with your company's culture.

The business benefits of the digital-age are massive and help small to mid-size businesses maximize efficiencies in

Interview: Managed Services

Here at Agility, we never miss an opportunity to have a little fun. We thought it'd be pretty exciting to do a quick interview with our very own Managed Services Guru, Matt Bartels, so we could share his knowledge and insight with the rest of the world. *Interviewed by Carson Denny*.

CD: So, I heard something at a marketing conference about Managed Services and I've been wanting to ask you about it, a lot of people seemed shocked.
MB: Do tell! There are certainly some things that might seem counter-intuitive, but they really make sense when you look at the big picture.

CD: During a roundtable, a panelist said "Managed Services *doesn't* prevent computer problems from happening." I thought that is precisely what Managed Services is about. Haven't we always been told that Management is about preventing problems?
MB: That's a good question, and underneath it is an important concept to grasp. "Anything that can go wrong, will go wrong". Anyone who says they can get around that is either deluded or lying. Managed Services cannot stop lightning, theft, or user errors. Problems are still going to happen, and systems are still going to be affected. The difference is this: in a Managed environment, you *do* prevent those problems that *are* preventable, and you predict and plan for those that you know you cannot stop. It's taking a step back from the trees to see the forest – instead of trying to create an unbreakable system, you create a resilient system that doesn't break easily, and is quickly fixed when the unexpected happens.

CD: What's a predictable problem?
MB: A great example is workstation backups. Workstations do not have the inherent robustness of a server; especially some of the new types coming into play such as tablets. So rather than trying to add weight, power, and cost by only using a more robust *device* we reduce the risk of data loss, and downtime by setting up a system that allows a user to be restored and working quickly when their device fails. For a laptop this can be no more difficult than running a weekly backup of the laptop hard drive – that way, if the laptop is lost, stolen, or destroyed, we can simply restore the user's environment to the exact state it was in as of the last backup. That way minimal work is lost, and the user isn't stuck "reconfiguring" everything back to the way it was for the next week.

CD: That sounds like a costly proposition!
MB: Actually, for any managed Agility client, the software tools are already included in their management agreement, and we have the experience to get the backup components set up quickly and affordably. Usually the only additional cost is for a storage drive to hold the backups!

CD: What would you say is the major advantage to a Managed Environment, even in the face of unpredictable and unavoidable failures?
MB: The advantage is, in short, "Reduction of Risk." Through

many areas. But remember, having clearly defined policies that your employees will embrace in order to create an 'aware and secure' culture, will help your business go a much longer way.

our knowledge of the kinds of problems business IT systems have, we can plan for them, and have a prepared response when they do happen. And, because of the Management toolset we are using, we can identify the failure quickly and start the response plan in a very timely fashion – often before the users of the affected system are fully aware of the failure!

CD: Thanks,   Matt!

We hope you enjoyed our interview. If you have any questions or want information regarding Managed Services, feel free to call us or reach out to your Agility Consultant.

Happy Thanksgiving!

There's always something going on around town. Here are a few things to do in Chicago and the 'Burbs this Thanksgiving week.

In Chicago - **Thanksgiving Parade -** Downtown Chicago on State Street - from Congress to Randolph. The morning Thanksgiving Parade includes giant balloons, floats, and marching bands that go north on State Street from Congress to Washington. November, 28th, 8:00am to 11am.

In Lisle - **Free Day at the Arboretum** - Enjoy Free Admission on Thanksgiving Day at the Morton Arboretum in Lisle. November, 28th, 8:00am to 11am.

In Rosemont - **Muscle Cars and Corvettes** An indoor showcase of 500 high-horsepower cars that includes "unveilings" and events for kids at the Rosemont convention center. November 23 - 24.