

WCITechnology Insider

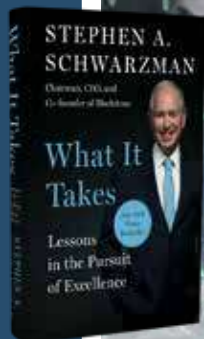
Insider Tech Tips - Written for Humans, Not Geeks

What It Takes: Lessons in the Pursuit of Excellence

By Stephen A. Schwarzman

Few have lived a more inspiring life than Stephen A. Schwarzman. If you don't know who he is, you might know his company, Blackstone - an investment firm that manages over \$500 million in assets. American success story, advisor to heads of state, philanthropist and more, Schwarzman is also now a best-selling author, following the release of his book, *What It Takes: Lessons in the Pursuit of Excellence*.

Part memoir, part blueprint for success, *What It Takes* offers a peek behind the curtain into the life of someone who has lived the American dream - and what it took for him to be successful. Schwarzman's book is an indispensable read for anyone who wishes to constantly strive for excellence and have an impact on the world.



How Co-Managed IT Could Save Your Company From Financial Disaster

When you consider the investments in your business that you can make as a CEO, you probably think to yourself, "Which investments will give my company the best ROI?" With that in mind, would you think of making a significant investment in bolstering your IT department?

Many CEOs are understandably hesitant to throw a lot of money into their IT department because the ROI is more difficult to estimate. That said, though, consistently updating your company's IT services is becoming increasingly crucial to the continued success, and, indeed, safety, of your company. Ransomware and other cyber-attacks that steal company data are becoming more frequent and more costly, while IT departments continually get the short end of the budgetary stick.

While that all undoubtedly sounds horrible, you might be wondering just what you can do about it. After all, you only have so much money you can invest back into your company's IT department, and it might not be sufficient for keeping your IT staff from getting burned out, disgruntled or making costly mistakes - even when they're performing their responsibilities to the best of their abilities.

What if there were a way that you could have access to the most up-to-date IT knowledge and software while also not having to shell out the funds necessary to update your systems and hire more knowledgeable employees? Well, that's where co-managed IT can be your company's life preserver.

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Bill Wright
Founder &
CEO

Our Mission:

Technology systems that anchor your business and protect what you have built, from a company inspired to make the world better.

... Continued from Cover

Co-managed IT (or, as we at WCIT Technology Solutions call it, Done-With-You IT) is a flexible system for keeping data for your company, employees and clients safe from cyber-attacks as well as assisting in your daily operations where needed. Think of it as "filling in the gaps" that your current IT department may not have the means to fill.

For instance, say your current IT department is great at taking care of the day-to-day fires that inevitably

"Co-managed IT is a flexible system for keeping data for your company, employees and clients safe from cyber-attacks, as well as assisting in your daily operations where needed."

come up in a normal workday, but they struggle to get to the "important but not urgent" task of updating your company's cyber security and creating data backups. Maybe it's the other way around, where your IT department is very focused on security, but they struggle to find time to assist employees with password resets and buggy programs. Maybe neither or these cases describe your IT department, but they still need better access to the tools and software that would allow them to reach their full potential in protecting the company's sensitive information. Or, maybe your company is going through a period of rapid expansion, and you just don't have time to build the kind of IT infrastructure that would best serve your needs.

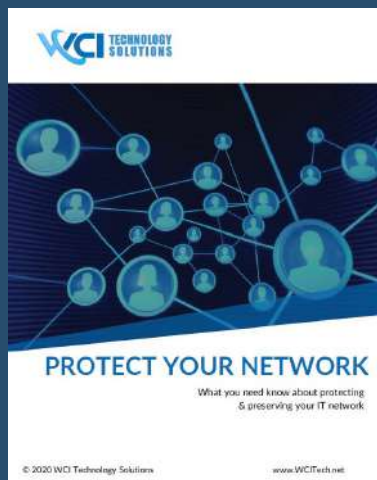
Regardless of what your IT department's current needs are, co-managed IT is the solution. We're here to do the tasks and provide the tools that your current IT department just can't provide. Make no mistake, however: our intent is not to replace your current IT leader, or team. In fact, we rely on the expertise that

your IT department has about your systems. That's what makes up the "co" in "co-managed IT".

In order for co-managed IT to work, your company's IT department will need to see us as an ally in doing their job, not as an adversary. At the same time, they'll also need to be open to new ways of doing things. The world of cyber security is constantly changing, and if your IT department is set in their ways and unwilling to budge, your company will be left with an antiquated system, chock-full of valuable data that hackers and cybercriminals can easily exploit.

Finally, however, in order for co-managed IT to work, your company still must be willing to invest in its IT department. We know that the ROI might not be as clear as it is for some other investments, but trust us, the consequences of not having up-to-date IT services if (or when) hackers steal your sensitive data could financially devastate your company - or even end it altogether.

So, with that in mind, we hope you'll consider the benefits of co-managed IT and how it can keep your company safe from cyber-attacks and bring you peace of mind.



Free Report Alert: Protect Your Network

This report will outline in plain, nontechnical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Get Your Free Copy at www.WCITech.net/protect-your-network

Microsoft 365 Tip

Who doesn't love Teams? But with all the group chats you're involved in, it can be tricky to go back and find information when you need to.

Did you know you can add titles to your chats? That makes them so much simpler to search.

Just click the pencil icon at the top beside your colleagues' names and give the chat a name. Easy!

If Your IT Support Company is ALWAYS Fixing Your Technology...

How would you feel if you knew that many of the technology problems you've suffered in the past could have been avoided entirely? If only your current IT support company had a more proactive approach to technology.

Back in the day, purely reactive support was popular. It was the way tech support did things: a problem happened, so we fixed it.

But, in recent years things have changed, for the better.

Businesses are realizing that fewer unplanned calls to an IT helpdesk is a very good thing.

You need a proactive partner who's working away in the

background to monitor, maintain and update your entire network.

We call this Proactive Problem Prevention.

The benefits go beyond saving time and money. Stopping things from going wrong can also increase your team's motivation, improve your security, and help with future planning and budgeting.

Do you know how proactive your

current IT Support really is?

Take our Proactive Strength Test to find out.

Visit:
www.WCITech.net/strength-test
right now.



Let's talk on a video call A big question for you:

Do you currently have an IT support company? And if so, how happy are you with them?

If your answer isn't "I'm so delighted, they will be named in my will" let's jump on a video call.

Visit wcitech.net and schedule a consultation with us.

Shiny New Gadget of the Month

'Peep' The World Around You

Peeps by CarbonKlean is the ultimate cleaning tool for glasses - far better than your traditional rag, spray or T-shirt. It's compact, easy to use and, most importantly, revolutionary in its ability to not only clean smudges off your glasses but also protect them from the next smudge.

Peeps uses state-of-the-art carbon molecular technology to remove smudges and dirt at a microscopic level as well as keep your lenses clear of contaminants long after you use it.



To clean your lenses with Peeps, simply brush them to remove dust and particles, wipe them between the heads of the tongs and enjoy your crystal-clear vision!

Who's Responsible for Protecting Our Data?

Over 60% of people reuse passwords across multiple sites, which goes to show how non-

security-minded people are with their online data.

Regardless, the onus for protecting consumer data online still falls on the big tech companies that make the devices and applications people use.



Big tech companies are the ones making money off of consumers' data, so it's in their best interest to keep it safe. Plus, if they make devices and applications that connect people 24/7, it's their responsibility to keep that connection safe. They're the ones with the expertise on how to do so, not consumers.

Even though consumers could do better to protect their data online, it's still the big tech companies that have the best reason and means to better protect their customers' data.

How to Succeed in Business and Life in Just 8 Hours Per Week

Do you want to know my secret to success - how I'm able to live the way I do after growing up in a dysfunctional family, lasting half a semester in college and possessing no special skills, talents or intelligence? Well, I do two things that most people don't do: I study and I plan.

I pull these two levers once every day (and twice on Sunday), and that's what has led to three decades of success. You can follow my example. Like all fundamentals of success, the daily disciplines of studying and planning are easy to understand, but hard to maintain in practice. Most people don't have discipline, and therefore, they do not succeed. What's more is that in total, you only have to study and plan for eight hours every week! Curious about how that works? Let me break it down for you.

Early each morning, I give myself an hour to study and plan as needed. No matter how early the rest of my day starts, I always start with this hour - no exceptions. I devote the first 30 minutes to studying. When I say "studying", what that basically means is that I'm reading a book to grow one of my core skills. Don't spend that first 30 minutes reading useless crap; only focus on books that will help you grow in some way.

If your response to that idea of studying was that you don't have time to read, then I would say you're lying. Bill Gates, Warren Buffett, Oprah Winfrey, Elon Musk and Jack Ma are all voracious readers. Do you think you're busier than them? Yeah, thought not. They're not the only ones either - the average multimillionaire reads at least two books a month. And guess what? I can get through that many books in a month by reading just 30 minutes a day.

I spend the remaining half of the first hour of my day planning. That means I review my MVPs (most valuable priorities) and walk through my day in my head. Thinking about how I might interact and empathize with people helps me grow my emotional intelligence.

It's also during my planning time that I identify my spotlight moments - the moments when I know my example is on display, where I need to maximize my excellence. Want to know a little secret? Being excellent isn't about trying to be incredible at everything all the time - it's about picking the right moments to maximize your effort and be disproportionately excellent.

So, altogether, if you do those two things for an hour each day, that's seven hours. The eighth hour happens on Sunday afternoon, when I plan out my week. And that's it. That's how you get a massive edge over your peers in whatever you're doing. Too few do it and stick with it, and that will make it all the easier for anyone who does stick with it to succeed.



Darren Hardy is the former publisher of *SUCCESS* Magazine, and he has written several best-sellers, including *The Entrepreneur Roller Coaster*, *Living Your Best Year Ever* and *The Compound Effect*. He is also the recipient of the "Master of Influence" designation from the National Speakers Association (NSA), which honors his professionalism and public speaking ability.

What repeat tasks could you automate?



Do you often find yourself performing the same actions over and over again?

Perhaps they're important tasks that need to be done on a regular basis. But, ugh, they're so tedious.

Think of the time you could save if you didn't have to do them. And the collective time your team would save if they didn't have to do repeat tasks.

Removing boring, repetitive tasks is great for morale - both yours and your staff's. So why not automate as many of these as you can?

When you look at task lists with an attitude of "remove it by automating it", you'll spot loads of repeat jobs you never need to do again.

Tasks in payroll; parts of your HR; customer support; management - and even your marketing.

There are hundreds of tools available that will integrate with your current apps and systems. Like Teams, Outlook, and your CRM. They'll speed things up and save you time and effort.

Want to see how automation could help your business? Talk to us. We can suggest the apps and tools to use with your current systems to automate more, faster.

If you need a hand, don't forget that a trusted MSP (like us) can guide you.

Did You Know?



Most people use the same 3 (weak) passwords for everything

A recent survey showed two thirds of people use the same three passwords across up to 50 different services and accounts.

Street names, pet names, and memorable dates make for the most popular choices. These, however, make terrible passwords. As they are easy to automated hacking software to figure out using something called brute force hacking. This is where the computer tries thousands of different passwords until it finds the right one.

Then answer is a password manager. It will generate a random string of characters for your password, then remember it for you, and automatically fill it in when you login.

Technology Update

We're really looking forward to the launch of Windows 11 in the next few months. But, are your *devices* ready for it?

Microsoft has changed the minimum system requirements needed to run its operating system if you're upgrading from 10 to 11. And that's created a headache for a lot of people.

On the plus side, the changes mean you'll get increased security, reliability, and compatibility. But it does mean that some of your devices might not be up to spec to upgrade.

Here are the minimum hardware requirements to the new OS system:

- An Intel Core processor from 2017 onwards, or AMD Zen processors from 2019 onwards
- 4GB of RAM
- 64GB of hard drive storage

- Oh, and it all hinges on having a TPM (Trusted Platform Model) 2.0 chip

While Windows has required all its devices since 2016 to have the TPM chip, many of them haven't been activated. And that process is ... technical, to say the least.

If that's all nonsense to you, contact us and we can check your devices for you. Just give us a call or drop us an email.

Question

I've noticed a new administrator on my network, but don't know who it is

ANSWER

If you've checked around the business and no one has created the new administrator account, speak to your IT support partner immediately. This may be a sign that you have an intruder in your network, just waiting to launch an attack.

Question

A really important document has disappeared from my network. Can I get it back?

ANSWER

Hopefully you have a working daily or continuous backup in place. If so, it's simply a case of retrieving a copy of your document. If you don't have a backup then it may be trickier. First, you may want to establish how the file has disappeared. A good IT support partner should be able to guide you through this (also, get them to sort out your backup).

Question

Teams notifications are distracting me from my work, can I stop them?

ANSWER

Yep, just turn them off! You can set your status to Do Not Disturb, which will stop anything bothering you. Alternatively, you can now make yourself invisible, by appearing offline when you really just want to get your head down and work.

Fun Tech Quiz

Round up the team, it's time for another tech quiz

Can your crew get 5 out of 5?!

1. What does a Geiger counter measure?
2. What's the maximum character count for a tweet since 2017?
3. What is the name of Elon Musk's aerospace company?
4. What did Amazon start by selling?
5. What unit of length is equal to around 5.8 trillion miles?

The answers are on page 8.

Tech Fact #1

No-one knows who created Bitcoin. The inventor has gone to great lengths to keep their identity a mystery.

Tech Fact#3

Photos of Apple's products always show the time as 9.41 AM. That was the time that Steve Jobs showed the first iPhone to the world. The only exception is the Apple Watch, which adheres to timepiece advertising practices.

Tech Fact #2

The computer bug was named when an actual bug got stuck in a very early computer - a moth, to be precise

Tech Fact#4

In 1956, 5 megabytes (5MB) of data weighed a ton.

Bill's Favorite Tech Story of September 2021

Everything Apple announced at its big iPhone 13 event

It's that time of year again: Apple announced the iPhone 13... and a bunch of other stuff. It wasn't the most shocking or exciting Apple event ever - it was largely in line with leaks and rumors - but there was still plenty of interesting news to note. We've gone ahead and made a summary of the most important announcements below.

New entry-level iPad

Apple today announced its latest iPad, this time around using Apple's A13 processor. It's not the fastest chip Apple has made, but Apple claims it's still '3x faster' than the best-selling Chromebook and 5x faster than the top

Android tablet.

[...]

iPhone 13 and iPhone 13 Mini

The rumors were true! The new iPhones feature a smaller notch. Barely, but hey, it's something.

The new iPhones feature a slightly tweaked design in 5 colors, including a snazzy light pink. The display gets brighter now - up to 1200 nits when watching HDR content.

More notable is the new A15 processor. Apple claims it is "up to 50% faster than the leading competition," which is a shot across the bow to (presumably) the Snapdragon 888. It also claims to be 30% faster at GPU tasks as well. [...]

This is an excerpt from an article of the same title published on TheNextWeb.com Sept. 14, 2021.

This really should be called Zoë's (my daughter and WCI employee) favorite tech story. She's elated at the return of pink to the iPhone lineup. But, truly, we both get excited every year to hear about the new Apple products hitting the market.



Inspirational Quote of the Month:

"Imagination is more important than knowledge. For knowledge is limited, whereas imagination embraces the entire world, stimulating progress, giving birth to evolution."

Albert Einstein

QUIZ Answers

1. RADIATION
2. 280 CHARACTERS
3. SPACE X
4. BOOKS
5. LIGHT YEAR



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Authorities Seize Largest Stolen-Login Marketplace Site on the Dark Web

Earlier this year, the Department of Justice announced that they, along with other international authorities, had seized Slilpp, the largest site for stolen login credentials on the Dark Web. The site had over 80 million user credentials lifted from 1,400 service providers.

Authorities from four different countries all helped the FBI seize servers that hosted Slilpp. They also arrested and/or charged 12 people involved with operating the site.

Eighty million user credentials from 1,400 sites is a lot of sensitive information. That said, though, the Department of Justice still hasn't ascertained the full impact of the illegal activity on Slilpp. In the U.S., activity on the site led to almost \$200 million in losses - and that's just a tiny fraction of the total activity.

The fight isn't over, but this case is a big win against illegal login sale marketplaces. The Department of Justice hopes for more seizures like this one in the future.

The Best Tips for Training New Hires

The hiring process is stressful. You put in a considerable amount of work training someone for their role and hope they'll become a responsible employee. As difficult as this process is, however, you can streamline it with these tips.

Create a Scalable Guide for New Hires to Follow

Document all the responsibilities of the role and put them together in a concrete guide for new hires. This documentation will work especially well for visual learners, for recent graduates who are used to learning through guides and for non-native English speakers. In truth, though, anyone can benefit from having a set of principles to refer to.

Draw Examples From Real Life

When training someone in what to do in a specific situation, provide actual examples of what you did in that particular situation in the past. New hires will have an easier time completing their work if they have a previous example that shows them what to do.

Develop Your Interview Skills

Like great teachers, great leaders ask great question to surmise if new hires are understanding their role. This will ensure that nothing gets lost in translation throughout the onboarding process.