Logical
COMPUTER SOLUTIONS

Exceeding Expectations

At Your Service: The President's Message

There are many ways to describe what we do for our clients, but perhaps none more accurate than our name: Logical Computer Solutions. We are celebrating our 25th anniversary of providing businesses with technology solutions that increase productivity, improve efficiency and reduce cost. In addition to providing fast reliable response times from our professional engineers to address network issues, we deliver services for the entire technology life cycle: from the consulting and design stage of your network to hardware and software procurement, installation and setup through continuing, proactive management and 24/7 monitoring of the completed network infrastructure.

In this issue of Exceeding Expectations we examine some of the ways that companies can lose valuable data and lose control of data by being hacked. We look at cybercrime in terms of a few statistics and in more practical ways; providing security approaches for you to consider as you beef up your data security. We stand ready to assist you in any area of technology including data security. Give us a call at 661-3111 or via Email: Sam@Logicalus.com

Protecting Business Data by Troy Gill with Appriver   (paraphrased)

Data theft is occurring at alarming rates these days and custodians of sensitive information are rightfully concerned about protecting their customers and clients. Incredibly, "Malware kits" are now available on the internet for those without sufficient technical expertise. In 2011, U.S. companies are estimated to have spent more than $130B resulting from data breaches. This is a whopping 500% increase over 5 years. There are two main areas of risk: weakness inside the organization and threats from outside. An outside threat can inadvertently be helped by an inside weakness.

Inside weaknesses include, **EMAIL:** Despite the known risks, it is still common for emails containing sensitive information to be sent completely unencrypted. The Fix: Use an Email encryption service. **STORAGE:** Hackers often get information stored on local machines as opposed to an encrypted or protected server. The Fix: Employee education and a strong corporate policy. **LOST HARDWARE:** Typically stolen laptops or lost Smart phones. The Fix: Strong passwords for all devices, data encryption and remote wipe software. **WEAK PASSWORDS:** Most passwords are easily guessed (1,2,3,4) or "Password". The Fix: Upper and lower case alphanumeric with at least 8 characters, at least one symbol (%, $,!) and one numeric character (Example: **C**olumbu**S**!1492)

Outside threats include, **MALWARE VIA EMAIL:** Thousands of unique attempts are made daily to infect email. The Fix: Desktop anti-virus software and employee education for clicking on attachments or links in unsolicited email. **WEB BASED MALWARE:** If you get to an infected site, infection can occur instantly and invisibly. The Fix: A policy based web filtering product.

Logical's Data Hosting Center located in Cottage Hill

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Tech in the News

E-WEEK Senior Writer, Fahmida Rashid, warns of more advanced attacks on intellectual property, financial data and other sensitive data in an edition of eWEEK. "Hacktivist" groups… demonstrated how much damage they can cause by employing fairly well-known techniques against the application layer.

He went on to say that security experts warn that cyber-attackers will target applications, mobile devices and social networking sites.

Attackers targeted applications (through the use of special scripting tools) to get access to sensitive data, said Lori McVittie, Senior Technical Marketing Manager at F5 Networks. Forrester, a global research and advisory firm, estimated that 76 percent of enterprises allow some access to social networking sites, from within the corporate networks and 41 percent allow "unfettered access" to these sites. Many of the data breach and cyber-attack headlines were social engineering (see vocabulary article) attacks that exploited email and the Web as an attack vector, according to Rick Holland, a Forrester analyst. Even though only 5 percent of total social engineering attacks were actually social network attacks, Forrester expect that to increase significantly in 2012.

Malware for mobile platforms also grabbed headlines in late 2011, starting with Google removing apps infected with Droid Dream malware from Android Market and then remotely removing them from user devices.

Mobile device adoption is still on track to reach 60 million tablets and 175 million smart phones in the workforce by the end of 2012. The majority of these users will not be using these devices secured within the corporate environment as they will be working from home offices, public hotspots and third party networks. Organizations will increasingly shift their content security operations to the cloud to better protect mobile users.

Logical Computer Solutions can help you manage the security of your data and enhance security for your mobile network and remote users. Call Sam or Nathan at 251-661-3111.

System Intrusion Vocabulary

Social Engineering - In the context of security, this is understood to mean the art of manipulating people into performing actions or divulging confidential information. Typically, this involves trickery or deception for the purpose of gathering confidential information, for fraud or for computer system access; in most cases the "attacker" never comes face-to-face with the victims.

Cybercrime- The most prominent form of cybercrime is identity theft. Most of this occurs through Phishing and Pharming (see below) activities on websites, but many identity thefts can be traced to an unauthorized security breach at a business or government entity, wherein vital information is hacked and used to re-create a person's identity, thus stealing it from the rightful owner.

Phishing– Like fishing on a lake, phishers send out emails that appear to come from legitimate websites or institutions, such as your bank, your local department store or your local utility. The emails state a need for you to verify your identity by entering your user name and password. If this information can be tied to information from an unauthorized security breach, phishers can often gain even more information just by logging into your account.

Pharming– While phishing attempts to capture personal information by getting users to visit a fake website via fake emails, pharming re-directs users to fake websites without them even knowing it. This is accomplished by manipulating the IP addresses set into motion by email viruses that poison the true website's host files often destroying the record which ties the website name to its web address on the internet.

At Logical, we believe the best way to prevent data <u>loss</u> is a good, clean, verified backup. Give Sam a call 251-661-3111. Note: In the July issue we will examine Disaster Preparedness.

Did you know?

♦ Logical can back up your data and even complete servers off-site every thirty minutes and confirm the success of the backup for your peace of mind. The cost is less than you think and may be less than what your backups are costing now—- then there is the peace of mind in knowing it worked!

♦ We can keep your weekly, monthly, end-of-month and end-of-year backups in our secure data center.

♦ We can help you select your phone service, carrier and equipment at no extra cost to your business. Why put yourself in the middle?

♦ We can manage your servers 24/7, install patches, updates and virus signatures so we can solve issues before you even are aware of them.

♦ We can also monitor and manage your individual workstations just like your servers– all remotely.

Call Sam or Nathan at 251-661-3111 if we can put our services to work for you or lighten the load for your IT staff.

Ten iPad Apps for summer from E-Week

TurboScan - Imagine a document that should not be outside the office goes on vacation with an employee. This application allows users to take a scan with their iOS-based device, and send it off via email, quickly and easily.

Outlook Email Express - Professionals can access their business email and calendar, housed in Outlook, without having to access it in the browser. Note: this is not a Microsoft product.

Splashtop Remote Desktop - an application that lets users access their computers while away from the office. Splashtop's application is one of the more popular business tools in the App Store.

File App Pro - One of the biggest issues with working while away from the office on an iPhone and iPad is that those devices lack file managers. FileAppPro allows users to organize documents, files and folders. It's a nice tool to have handy.

HoursTracker - Working while on vacation? HoursTracker is an application that's designed to keep track of all the time a person spends on a particular project. This app lets them go back in time to set something up.

Dragon Dictation - Vacation time often yields a clear head. Thoughts, ideas and inspiration can hit anybody at any time. If you are on the beach or in the office, you can turn on Dragon Dictation and speak your thoughts. From there, it can be sent off to an administrative assistant to draft a letter or email. You can also send it as a text message or paste into an email right on the device. Not bad.

GoToMeeting - Sitting on a beach you can attend a meeting with help from GoToMeeting's iPhone and iPad applications. Users can log in to meetings and see up to six participants with help from the platform's HDFaces feature. In addition, GoToMeeting provides support for presentations, and mock-ups.

Citrix Receiver - For companies that use Citrix: Both iPhone and iPad users can use Citrix Receiver, that lets users check their email, review documents and log in to project dashboards. Note: users must have a URL.

Quick Office Pro HD - Although editing documents is possible on the iPad with iWork and other products, Quick Office Pro HD, lets users edit documents, spreadsheets, and presentations as well as view PDFs. It works quite well.

Jump Desktop - is designed with enterprise users in mind. Users can access their desktop and perform tasks on their office PC without ever leaving their mobile device. Best of all, it works on both Windows and Mac.

Coolest App for note takers:

NoteShelf – App lets you take notes and draw diagrams with a stylus pen or your finger and allows you to save them into a notebook that stays on your NoteShelf. Think of it as a mini filing system. With paper style choices, a host of ink colors and "notebook" cover styles; it is a breeze to stay organized.

Protecting Business Data (continued from page 1)

VULNERABLE SYSTEMS: If software is not updated then patches are never installed. Note: This is the organizations responsibility. The Fix: Uninstall software that is not currently in use and implement a management system to force updates and patches on current software.

THE BEST PROTECTION: A layered approach: Audit your network, assess risks and mitigate them immediately. Many companies insist on hardening the outside of their networks but IT personnel are forced to neglect securing internal systems. True protection comes from both.

Logical Computer Solutions can propose compliance standards that must be addressed by management, develop proposals for securing sensitive file storage on network drives, implement password standards on portable devices and implement email, spam and virus filtering on your network. We can monitor and patch your servers and workstations remotely. Additionally, we can assist with employee education and consult with management for the purpose of providing realistic yet effective technology policies and standards. If your network security needs "beefing up" or if you think a security audit is in order, call David, Sam or Nathan at 661-3111 (Don't Wait!)

This article from Legal Management magazine was used with permission by the Association of Legal Administrators

iPads as Business Computers

An article from last week examined the usefulness of iPads as business computers in law firms. We felt that certain of those concepts can be related to nearly any type of business:

Working with Files - Document management systems such as Worldox and net documents offer apps that provide access on your iPad to all documents stored on those systems. Some companies have issues with storing documents with cloud service providers and tools like Dropbox and Box may not be an option. Remote desktop services like GoToMyPC and LogMeIn access files right from the iPad. The Citrix Receiver app also provides remote access for companies that use Citrix.

Taking Notes and Creating Documents - There are literally dozens of note taking apps in the App Store and are relatively cheap running from 99 cents to $5.99. NoteShelf neatly organizes your notebooks on a bookshelf, and you can create as many notebooks as you want. You can also save notebooks in PDF and format for Dropbox and Evernote or email the notebook to yourself. You can type in a note notebook are write your notes and draw diagrams with a stylus (or your finger!) If you want to review and annotate PDF files created on your iPad, PDF Expert and iAnnotate PDF are currently the best apps for dealing with PDF files as they have strong annotation tools for writing notes, highlighting text adding comments , stamps or even signatures. Scanner Pro can take a picture of a document and scan it directly to your computer, effectively removing paper on your desk.

Conducting Meetings/Presentations - The portability of the iPad gives it an advantage over the laptop in that you are not tethered to one spot. The main app you will need is Keynote, Apple's version of PowerPoint. Another interesting app is Prezi which will display the presentations you create online. If everyone in the meeting is using an iPad, Idea Flight allows the presenter (the Pilot) to lead the discussion while attendees (passengers) follow along on their own device viewing the same documents as the Pilot. If your company uses GoToMeeting or WebEx, both companies have companion iPad apps for their meeting services. At present you can only use these apps as an attendee.

Human Resource Apps - Whether you want help with interviewing and hiring, managing payroll or keeping track of employee activity, "there's an App for that." If you have a full featured HR system already in place do a quick search of the App store and do a quick search for apps developed specifically for your HR system. If that is not the case check out ResuReader, a candidate database and resume acquisition tool that is compatible with Taleo. To manage your workforce, take a look at Employee Tracker Pro or Direct Report.

Other Apps - In addition to these business tool Apps other business areas are equally represented. You can locate apps for Time & Billing, Legal Research, Finance & Accounting and marketing. The iPad is not just a device for reading email, surfing the web, shopping or playing games. It is a serious productivity device that has a definite place in most businesses. Apps are generally not expensive so it is easy to experiment and customize iPads to make everyone more productive.

If the iPad can play a larger role in the technology solution for your company, give David, Sam or Nathan a call at 661-3111, as Logical has significant experience integrating iPads into networks for nearly full functionality with complete portability.

Your New Legal Pad by Tom Mighell, used with permission from the Association of Legal Administrators.

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Logical Computer Solutions: The best possible solution.