

# CONTINUOUS NEWS

Tips, & Expert Advice From Your Trusted Cyber Advisers

Jason Silvergate & Ross Brouse, CEO and CTO of Continuous Networks, LLC



## This Month in Tech History:

November 12, 1990

Conception of the World Wide Web



Tim Berners-Lee submits a proposal for a **hypertext project he calls "WorldWideWeb"**. In this proposal he lays out his vision for what will, of course, become the modern web. In about three months, **he will have a web browser ready**. And in only another three months, **the first web server will go online**, marking the launch of the world wide web.

## NOVEMBER 2020



We provide this free monthly publication because as a business owner we know you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!



## 4 Questions Your IT Services Company Should Be Able To Say "Yes" To

Out with the old and in with the new! For far too long, small businesses have taken an old-school approach to IT services and security. In other words, they wait until something goes wrong before they call an IT services company and request help.

Back in the day (think 1990s and 2000s), this approach worked, more or less. External threats, such as hackers and viruses, were still few and far between. A data breach wasn't on anyone's mind. So, it made sense to wait until something went wrong before taking action.

In IT circles, this is known as the "break-fix" approach. Something breaks, so someone has to come in to fix it. And they charge for their services accordingly. If something small breaks and it takes a short time to fix, you could expect a smaller bill. If something big breaks, well, you can expect a pretty hefty bill.

The break-fix approach is 100% reactive. As many businesses have learned, especially in more recent years, as the number of threats have skyrocketed, it can get very expensive. IT specialists are an in-demand field. With just about every business relying on the Internet and Internet-connected devices in order to operate, there's a lot of opportunity for something to go wrong.

This is exactly why you can't rely on the reactive break-fix model anymore. If you do, you could be putting your business at serious risk. In some cases, the mounting costs and damages done could put you out of business.

If you're hit by a data breach or if a hacker infiltrates your network (which is a common occurrence), what's next? You call your IT services partner – if you have a partner – and tell them you need help. They might be able to restore lost or stolen data.

Continued on pg.2



You don't want to find yourself in this position.

And you don't have to.

Instead, take a proactive approach to your IT support and security. This is the new way of doing things! It's also known as managed services – and it's a far cry from the break-fix approach.

If you work with an IT services company that only comes out when something breaks, it's time to get them on the phone to ask them four big questions. **These are questions they absolutely need to say "yes" to.**

- 1. Can you monitor our network and devices for threats 24/7?**
- 2. Can you access my network remotely to provide on-the-spot IT support to my team?**
- 3. Can you make sure all our data is backed up AND secure?**
- 4. Can you keep our network protected with up-to-date malware solutions, firewalls and web filtering?**



**"When things go wrong, and these days, things will go wrong, you'll be left with the bill – and be left wishing you had been more proactive."**

If your IT services partner says "no" to any or all of these questions, it might be time to look for a new IT services partner. If they say "yes" (or, even better, give you an emphatic "yes"), it's time to reevaluate your relationship with this company. You want to tell them you're ready to take a proactive approach to your IT support, and you'll be happy to have them onboard.

Far too many small businesses don't bother with proactive support because they don't like the ongoing cost (think of it as a subscription for ongoing support and security). They would rather pay for things as they break. But these break-fix services are more expensive than ever before. When things go wrong, and these days, things will go wrong, you'll be left with the bill – and be left wishing you had been more proactive!

**Don't be that person. Make the call and tell your IT services provider you want proactive protection for your business. Ask them how they can help and how you can work together to avoid disaster!**



## **FREE Report: 12 Little-Known Facts Every Business Owner Must Know About Data Backup, Security And Disaster Recovery**

### **You will learn:**

- ❖ The single most expensive mistake most business owners make when it comes to protecting their company data.
- ❖ The universal misconception business owners have about their computer networks, and how it can end up costing between \$9,000 to as much as \$60,000 in damages.
- ❖ 6 Critical security measures every business should have in place
- ❖ How to greatly reduce – or even completely eliminate – frustrating crashes, slow performance, and other annoying computer problems.
- ❖ How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

**Download for FREE Today** <https://www.continuous.net/resources/protect-your-network/>



## Shiny New Gadget Of The Month



### Arlo Pro 3 Floodlight Camera

In the era of porch pirates, more people are investing in outdoor security cameras. The Arlo Pro 3 Floodlight Camera delivers security and practicality. It features an ultrahigh-definition camera delivering 2K HDR video and color night vision combined with a 2000 lumens light. Nothing goes undetected!

Plus, the Arlo Pro 3 is wireless. It connects to WiFi and doesn't need a power cord (it just needs to be plugged in for charging periodically). Because it's on WiFi, you can check the feed anytime from your smartphone. You can even customize notifications so you're alerted when it detects a car or person. And it has a speaker and microphone so you can hear and talk to anyone near the camera.

Learn more at: [arlo.com](https://www.arlo.com).



As the founder of Petra Coach, Andy Bailey can cut through organizational BS faster than a hot knife through butter, showing organizations the logjams thwarting their success and coaching them past the excuses we all use to avoid doing what needs to be done. Andy learned how to build great organizations by building a great business, which he started in college. It then grew into an Inc. 500 multimillion-dollar national company that he successfully sold and exited.

"Everyone has a plan until they get punched in the mouth." – Mike Tyson

## 4 Steps To Move Your Business From Defense To Offense During Times Of Disruption

As business leaders, we've all been punched in the mouth recently. What's your new game plan? Since COVID-19, the annual or quarterly one you had is now likely irrelevant.

You have two options:

1. Sit and wait for the world to go back to the way it was, a place where your plan may have worked (and let's face it, that's not happening).
2. Create and act upon a new game plan. One that's built to overcome disruption and transform your business into something better and stronger.

Option Two is the correct answer! AND, we at Petra Coach can help.

At Petra Coach, we help companies across the globe create and execute plans to propel their teams and businesses forward. When disruption hit, we created a new system of planning that focuses on identifying your business's short-term strengths, weaknesses, opportunities and threats and then creates an actionable 30-, 60- and 90-day plan around those findings.

**It's our DSRO pivot planning process.** DSRO stands for Defense, Stabilize, Reset and Offense. It's a four-step process for mitigating loss in your business and planning for intentional action that will ensure your business overcomes the disruption and prepares for the upturn — better and stronger than before.

**Here's a shallow dive into what it looks like.**

**Defense:** A powerful offensive strategy that hinges on a strong defense. Identify actionable safeguards you can put in place. The right safeguards act as the backbone of your company, giving you a foundation you can count on.

**Stabilize:** The secret to stabilization is relentless communication with everyone. That includes internally with your teams AND externally with your customers. Streamline communication and eliminate bottlenecks through a visual dashboard.

**Reset:** By completing the first two steps, you'll gain the freedom to re-prioritize and focus your efforts on the most viable opportunities for growth.

**Offense:** Don't leave your cards in the hands of fate. Shifting to offense mode gives you the power to define the future of your business. Equip yourself with the tools and knowledge to outlast any storm.

Interested in a deep dive where a certified business coach will take you (and up to three members from your team) through this process? Attend Petra's DSRO pivot planning half-day virtual group workshop. (We've never offered this format to non-members. During this disruptive time, we've opened up our coaching sessions to the public. Don't miss out!)

When you call a time-out and take in this session, you'll leave with:

- An actionable game plan for the next 30, 60 and 90 days with associated and assigned KPIs
- Effective meeting rhythms that will ensure alignment and accountability
- Essential and tested communication protocols to ensure your plan is acted upon

I'll leave you with this statement from top leadership thinker John C. Maxwell. It's a quote that always rings true but is crystal clear in today's landscape: *"Change is inevitable. Growth is optional."*

Let that sink in.



## Is Working From An Office More Secure Than Working Remotely?

It may come as a surprise, but working remotely can be just as (or more) secure than working in the office. If done right.

Those are the three operating words: if done right. This takes effort on the part of both the business and the remote employee.

Here are a few **MUST-HAVES** for a secure work-from-home experience:

**Secure networks.** This is non-negotiable. Every remote employee should be connecting to a secure network (at home, it should be WPA2 encrypted), and they should be doing so with a VPN.

**Secure devices.** All devices used for work should be equipped with endpoint security – antivirus, anti-malware, anti-ransomware and Firewall protection. Employees should also only use employee-provided or approved devices for work-related activity.

**Secure passwords.** If employees need to log in to employer-issued programs, strong passwords that are routinely updated should be required. Of course, strong passwords should be the norm across the board.

Entrepreneur, 06.17.20

## Top Tips On How To Prevent Your Smart Cameras From Being Hacked

Smart cameras have been under attack from hackers for years. In fact, one popular smart camera system (the Amazon Ring) had a security flaw that allowed hackers to get into homeowners' networks. That issue has since been patched, but the risk of being hacked still exists. Here are three ways to keep your camera (and your network) safe from hackers:

**1. Regularly update your passwords.** Yes, passwords. This includes your smart camera password, your WiFi network password, your Amazon password – you name it. Changing your passwords every three months is an excellent way to stay secure. Every password should be long and complicated.

**2. Say no to sharing.** Never share your smart camera's login info with anybody. If you need to share access



with someone (such as a family member or roommate), many smart camera systems let you add a "shared user." This will let them access the camera, without the ability to access the camera's configuration or network tools.

**3. Connect the camera to a SECURE network.** Your smart camera should only be connected to a secure WPA2 encrypted, Firewallled WiFi network. The more protection you put between the camera and the rest of the digital world, the better.

Digital Trends, 05.07.20

## Who Wants To Win A \$25 Amazon Gift Card?

### Trivia Challenge Quiz

**What do we call a collection of two or more computers that are located within a limited distance of each other and that are connected to each other directly or indirectly?**

- A) Internet
- B) Interanet
- C) Local Area Network
- D) Wide Area Network

Call us right now with your answer! 201.775.9222 and be the first person to correctly answer our quiz question, and we will send you a \$25.00 Amazon Gift card.

