

# TECHNOLOGY TIMES

*Insider Tips To Make Your Business Run Faster, Easier, And More Profitably*

By Computer Networks of Roanoke, Inc.  
Serving Roanoke and surrounding areas since 2006

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“As a business owner, 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!”

**Hank Wagner, Owner/Founder  
Computer Networks of Roanoke**

*IT Guru, Published Author, and Trusted  
Advisor to Medical Practice Administrators  
and Business Owners*



## Meet Creepy Barbie

You decide for yourself...

Mattel has released a new Barbie doll called “Hello Barbie”. The doll listens to your child speaking and asking questions, sends that voice capture over the

*See Creepy Barbie Page 2*

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## Is Your IT Consultant HIPAA Compliant?

Effective with the Omnibus changes to HIPAA in September 2013, every Business Associate that you do business with is required to be HIPAA compliant.

Some examples:

### Examples of Business Associates.

- A third party administrator that assists a health plan with claims processing.
- A CPA firm whose accounting services to a health care provider involve access to protected health information.
- An attorney whose legal services to a health plan involve access to protected health information.
- A consultant that performs utilization reviews for a hospital.
- A health care clearinghouse that translates a claim from a non-standard format into a standard transaction on behalf of a health care provider and forwards the processed transaction to a payer.
- An independent medical transcriptionist that provides transcription services to a physician.
- A pharmacy benefits manager that manages a health plan’s pharmacist network.

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Internet to some Mattel servers where your child's speech is analyzed, then a response is crafted and sent back to the doll.

I don't know about you, but, that is just a little too big-brotherish for my tastes.

<http://www.washingtonpost.com/blogs/the-switch/wp/2015/03/11/privacy-advocates-try-to-keep-creepy-eavesdropping-hello-barbie-from-hitting-shelves/>

On a similar note, Samsung is selling a TV that does something similar. If you turn on the voice command feature, everything you say may be getting transmitted back to Samsung. Who knows what they may be doing with that info.

<http://www.cnn.com/2015/02/11/opinion/schneier-samsung-tv-listening/>

Amazon has released their "Amazon Echo" product which is touted as a hybrid speaker with voice recognition to answer questions and perform certain tasks. Another device that "phones home".

<http://www.forbes.com/sites/patrickmoorhead/2014/11/11/amazon-echo-what-you-need-to-consider-before-buying/>

So, you may consider taking a little time before your next purchase to see how "connected" the device you are planning to buy really is.

If it reports all of your behavior back to some place on the Internet, you may want to rethink the need.

Caveat Emptor – Let The Buyer Beware! ❖



## Predictable Results For a Predictable Fee

We do it all...HIPAA Risk Analysis, Backup and Disaster Recovery (required for HIPAA Compliance), Network Administration, Help Desk, Hardware Sales/Service, Hardware Refreshes/Installs, IT Consulting.

And, we do that for businesses with as few as 10 PCs.

We are looking for a select number of new clients in the medical and professional services fields. (Legal, accounting, engineering, architecture, etc.)

If you are dissatisfied with the level of service you are getting from your current IT Vendor, pick up the phone, call me, Hank Wagner, at 757-333-3299 extension 232. Or, feel free to email me anytime at: [hank.wagner@computernetworksinc.com](mailto:hank.wagner@computernetworksinc.com) and let's chat a bit about your needs. ❖

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## Uber Transportation Usernames and Passwords Available For Sale

<http://arstechnica.com/tech-policy/2015/03/dark-web-vendors-offer-up-thousands-of-uber-logins-starting-at-1-each/>

Two vendors on a relatively new Dark Web marketplace are selling active Uber usernames and passwords.

On Saturday, **ars technica** verified that "Courvoisier" is claiming to sell these logins for \$1 each on the AlphaBay Market, which launched in late 2014. Another vendor, "ThinkingForward," sells the same items for \$5 each.

According to the listing (Tor, AlphaMarket login required), he or she has sold 131 such logins since March 18.

In a statement e-mailed to **ars technica** on Saturday morning, Uber spokeswoman Trina Smith said that the company did not find evidence of a breach. ❖

# I Can't Do It Anymore

There comes a time when your plate is so full of things to do that if anyone adds just one more thing, they are going to have to carry you off in a straight jacket.



Today's modern computers and networks have grown more complex than ever before. It remains harder and harder to stay on top of all of the changing trends and threats to the typical business. A Business Office Manager or Practice Administrator no longer has the time to run the business and fool with the

computers. At some point, you have to come to the realization that **you are NOT the best candidate to act as your firm's IT expert.**

What then? If your business is not large enough to afford a full-time IT person (that is about 150 users or so), you look to outsource your IT. Most reliable firms these days are called Managed Service Providers, which is a fancy way of saying "on retainer". You pay a set monthly fee and in turn receive a set monthly amount of service. The higher end plans where **everything** is provided for you should run **between \$120 and \$150 PER USER**. Yep, that is what I said, \$120 - \$150 per user for an "everything provided" plan.

Now, if you want to reduce that expense, you might find some companies in the \$75 - \$95 per user price range. At that level you will be getting a separate bill for your anti-virus, anti-spam, and any other "subscriptions" such as UTM firewall renewals, server warranties, Disaster Recovery and the like.

Be forewarned...an IT company cannot, over the long term, deliver the level of service you want at a price below \$75 per user. Anyone who prices below that level is losing money on you and once they figure it out, your service is going to suffer or your price is going to increase.

I am a member of a mastermind group of my peers that meets via phone every Thursday morning. We had a discussion about pricing last Thursday and here is an example of the pricing of one of my peers in Delaware:

2 servers  
67 desktops  
2 locations  
1TB of Disaster Recovery (onsite only)  
20% discount for 3 year contract  
5% discount for auto pay by credit card

**\$9,284.25 per month or \$138.57 per user per month.**

*See What to Pay on next page*

- An IT firm that manages the computers and network infrastructure of a Covered Entity.

All of these folks are Business Associates and all are required by law to have performed all of the training and other legal requirements that used to be only for the Covered Entity.

Do you have proof that your IT firm has completed all of the legal requirements, such as staff training, performing a Security Risk Analysis, and developing written Policies and Procedures?

If not, you have committed a Data Breach that is reportable to the Office for Civil Rights. ❖

Call us today at: 757-333-3299 x232

Or, you can email us at:

[hank.wagner@computernetworksinc.com](mailto:hank.wagner@computernetworksinc.com)

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## All This Postage Is Expensive

I have been writing and mailing this newsletter going on 8 years now. Our mailing list is growing, but, some of you reading this are not doing business with us. I am OK with that, because we are not the right firm for everyone. However, it is getting more costly to print and mail this newsletter, in color, every month. So, we are going to be calling those of you who are not customers to give you a chance to receive the newsletter via email, so that we may continue to provide you with this information. Please be so kind as to take our call, so that we do not drop you from our list. ❖

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### *What to Pay continued*

So, do the math on your own network. If you are paying less than this, then you are getting a deal. If you are happy with the responsiveness and level of service you are getting, then great. If you are OK with paying for those subscriptions yourself, then that is probably saving you some money and allowing your IT Vendor to give you a reduced price. But, the floor is at about \$75 per user. Less than that your IT Vendor is struggling to deliver top-notch service to you on a consistent basis.

*If you are getting superior service at a price less than this, you should be going to your boss and telling him/her what a great deal you are getting from your IT firm.*

Ready to hire an IT firm? Give us a call. It doesn't cost anything to talk. 757-333-3299 x232. ❖

### The Lighter Side:

Fred was in the fertilized egg business. He had several hundred young pullets, and ten cockerels to fertilize the eggs.

He kept records, and any cockerel not performing went into the soup pot and was replaced.

This took a lot of time, so he bought some tiny bells and attached them to his cockerels. Each bell had a different tone, so he could tell from a distance, which cockerel was performing. Now, he could sit on the porch and fill out an efficiency report by just listening to the bells.

Fred's favorite cockerel, old Butch, was a very fine specimen, but this morning he noticed old Butch's bell hadn't rung at all!

When he went to investigate, he saw the other cockerels were busy chasing pullets, bells-a-ringing, but the pullets, hearing the cockerels coming, would run for cover.

To Fred's amazement, old Butch had his bell in his beak, so it couldn't ring. He'd sneak up on a pullet, do his business and move on.

Fred was so proud of old Butch, he entered him in the Brisbane City Show and he became an overnight sensation among the judges.

The result was the judges not only awarded old Butch the "No Bell Piece Prize," but they also awarded him the "Pulletsurprise" as well.

Clearly old Butch was a politician in the making. Who else but a politician could figure out how to win two of the most coveted awards on our planet by being the best at sneaking up on the unsuspecting populace and screwing them when they weren't paying attention.

**Vote carefully in the next election, you can't always hear the bells. ❖**

# Culture of Security

I can talk about this until I am blue in the face. It is imperative that you develop a culture of security and train your staff to think before they act.



We just this minute got a bunch of alerts from a client network about a Virus/Trojan. It seems that one of the employees was opening and reading resumes from job applicants, she clicked on one asking her to run a macro, (and she did) BAM!, within seconds the Trojan flew around the network infecting every PC and Server it found.

Now, they are running an antivirus/anti-malware program that we keep up to date every hour, so the antivirus program detected and eliminated all of the Trojans, but, we still have a duty to scan each machine to insure that the network is safe to use. And that is going to take some time and cause some interruption of their business.

***If you do not know the sender of an attachment, do not open it on the network!***

The biggest threat to security is always the end user with Internet access. One mistake, one slip up, one thoughtless moment and the whole network goes up in smoke.

Is your IT firm looking after you this well? Are they capable of detecting and eradicating this type of infection?

Call me. 757-333-3299 x232 ❖