

# 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*

## The 5 Biggest Mistakes All Leaders Make

So, what is the No. 1 most common mistake that holds leaders back?

**The complete inability to remove underperformers.**

And why do we all struggle with this? Here are the top five reasons that we see:

1. You are an eternal optimist. You somehow believe that you will fix poor Mark in Finance or Emma in Marketing. Or, even better, perhaps they will magically fix themselves.

*See Mistakes Page 2*

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## Happy New Year To All

We hope 2016 brings you and your business prosperity and happiness. Best wishes in the coming year!

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## Windows 10 Show Me The Facts!

Microsoft has been pretty insistent about everyone upgrading to Windows 10. You may have seen notices appearing on your monitor prompting you to upgrade.

We have been running Windows 10 at the office for some time now and it certainly appears to us that this is going to be a winner for Microsoft. They put back some of the Windows 7 things (like the Start button) that were removed in Windows 8, so we think you are going to like it just fine.

But...

There is always a “But”.

- Not all software Vendors are supporting Windows 10 yet. So, unless you are dead certain that Windows 10 is supported on your Line of Business software, wait.
- Windows 10 upgrades are free until July 28, 2016, so there is plenty of time to worry about upgrading without having to pay.

*See Windows 10 on Page 3*

*Mistakes continued from Page 1*

2. You don't want to rock the boat. You believe in accepting the cards that you are dealt. You have been taught to make do. As kids learn at daycare today, "You get what you get and you don't get upset."

3. You dislike conflict. Difficult conversations are difficult. So it is easier to suffer through it even if your whole team can now get less done.

4. You will look bad. You may have hired or promoted them into the role. You don't want to just pass the buck.

5. You excel at procrastinating. Why do today what can safely be put off for another day? Besides, who knows? He or she might resign, and that would make it easier for everyone.

You may suffer from just one, or more likely a combination, of these reasons.

Panos Anastassiadis is one who does it very well. He was the CEO of Cyveilance, which grew over 1500% in five years. His secret? "I have simply been constantly averaging up who is on the team."

Yet how do you do that and still do right by the individual in question?

You can set them clear goals and craft the role to play to their strengths. But when it clearly isn't working, it's time to take action. Run a fair, objective talent management process, tell them that their performance isn't where it needs to be and give them 30, 60 or 90 days to turn their situation around.

If that doesn't work, it's time to have that tough conversation that deep down you know you should have had six, 12 or maybe 24 months ago.

Once done, yet only then, can you hire that "A" player you really need. ❁

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**Being the Business Associate (BA) of a Medical Practice carries some pretty important duties, the first of which is that all BAs must be HIPAA compliant. That means that they are required by Federal Law to have completed a Security Risk Analysis (SRA) just as you are; they are required to develop Policies and Procedures for dealing with PHI, just as you are; and that they are required to train their staff on HIPAA, just as you are.**

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## Your Time

Being busy doesn't always mean being productive. To win back big chunks of your time every day, avoid these three "busy-ness" traps:

1) Multitasking cuts your IQ by up to 40% and makes the two tasks you're working on take 25% longer.

2) Interruptions suck up your time because not only does it take up to 20 minutes to fully refocus on the original task, but we tend to get back to trivial rather than more important tasks at hand.

3) You're busy because technology wants you to be, not because you need to be. Must you really remain available to your boss, customers, family, friends and social networks 24/7/365? Take control again – it's your life! *Inc. Magazine* ❁

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***"One's objective should be to get it right, get it quick and get it out and get it over. You see, your problem won't improve with age." - Warren Buffet***



"What do I use to clean the bathroom?  
My husband."

# Disaster Recovery Questions

## You Need To Answer

A disaster recovery plan doesn't have to be complicated, time-consuming or expensive. Start by asking yourself the following questions...

1. Do you back up your company's data daily to both an onsite and offsite location?
2. Are you absolutely certain that your backup copy is valid, complete and not corrupt? How do you know for sure?
3. If disaster strikes, HOW would you get your data back, and how what would you do during that period of time?
4. Do you have copies of all the software licenses and discs in a safe location that could be accessed in the event of having to rebuild your server?
5. Would you and your employees have a way to access your network remotely if you couldn't get to the office?
6. Do you store important passwords in a secure place that company officers can access if you are unavailable?
7. Do you have a UPS (uninterruptible power supply) device in place to keep your network and other critical data operations running during a power outage?
8. If your phones are down, where will you forward your business calls so you don't lose that business?
9. If a more common "disaster" occurs, such as server hardware failure, do you have an onsite way to get back up and running the same day?

This is NOT a complete list, but it is a good start to get you thinking in the right direction.

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- Some of your hardware may not have Windows 10 drivers. Lack of drivers means that the device will cease to function until the manufacturer create the driver programs.
- Windows 10 sends a LOT of your personal information to Microsoft, UNLESS you opt out. According to Windows 10 terms of service, Microsoft can:

*“access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary to protect our customers or enforce the terms governing the use of the services.”*

So, the bottom line for most folks is probably wait for another 90 days or so, and then revisit the upgrade. ☹

## Data

### Find it, protect it...



## The Lighter Side:

### My Favorite Animal

Our teacher asked what my favorite animal was, and I said, "Fried chicken."

She said I wasn't funny, but she couldn't have been right, because everyone else laughed.

My parents told me to always tell the truth. I did. Fried chicken is my favorite animal.

I told my dad what happened, and he said my teacher was probably a member of PETA.

He said they love animals very much.

I do, too. Especially chicken, pork and beef. Anyway, my teacher sent me to the principal's office.

I told him what happened, and he laughed, too. Then he told me not to do it again.

The next day in class my teacher asked me what my favorite **live** animal was.

I told her it was chicken. She asked me why, so I told her it was because you could make them into fried chicken.

She sent me back to the principal's office. He laughed, and told me not to do it again.

I don't understand. My parents taught me to be honest, but my teacher doesn't like it when I am.

Today, my teacher asked me to tell her what famous person I admired most. I told her, "Colonel Sanders."

Guess where the \*\*\*\* I am now...☼

## IoT The Latest Gizmos Gadgets and Geegaws

If you have not heard of the term IoT yet, it is short for the **Internet of Things**. The predictions are that before too long *everything* will be connected to the Internet.

While it is a great concept, I remain somewhat skeptical. Do I really need my car talking to the Internet for the best route to work, the refrigerator telling me it is low on groceries, or my alarm clock talking to the coffee maker and starting a morning cup of coffee?

While there is a convenience side to the IoT, it also has a darker side. The problem with all this is security. Some of the manufacturers of these devices are in such a hurry to get them to market, that they sometime ignore the security of such devices.

According to [venturbeat.com](http://venturbeat.com), vulnerabilities lie in several places:

1. Improper authentication
2. End-to-end encryption
3. Scarce updates
4. Insecure web interface
5. Buggy software
6. Hardware failures

There are recent stories of hacked baby monitors, people taking control of a Jeep Grand Cherokee while it was driving down the highway, criminals turning on laptop webcams and spying on people, concerns about wireless medical devices...the list goes on.

Most IoT vulnerabilities are not new to the cyber-security industry. So far, we've seen experiments and proofs of concept, but it's just a matter of time until attackers start mining crypto-currencies via connected refrigerators or until smart TVs are locked by ransomware. That's why, going forward, security must be a forethought of every IoT application.

So, until the manufacturers of some of these "connected" devices get on the security bandwagon, I am just going to have to open the fridge door and stare inside, like in the old days, to see if I need groceries.☼