



Ribb"IT" Review

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably" Issue 2 Volume 05 February 2015



"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!"

- Jennifer L. Bleam, Frogworks

Inside This Issue...

How To Keep Yourself From Becoming A Victim Of A Data Breach..... Page 1

Stay Secure While Using Public Wifi Page 2

The Business Owners' Guide To IT Support And Services..... Page 2

Shiny Gadget: Meet Prizm Page 3

How To Grow Star Performers..... Page 3

Protect Yourself From Online Credit Card Fraud..... Page 4

Punch A Painting, Go To Jail Page 4

Broken Hearts And Stolen Data

While many people buy their significant other a box of decadent chocolates, a dozen red roses, or an oversized teddy bear for Valentine's Day, there are a few people who are going to go home with a broken heart after their personal information is stolen right from under them. It's a harsh reality, but both individuals and businesses are constantly targeted by fraudsters and hackers who want to steal any bit of data that will make them money.

You may have taken all the precautions to protect yourself and your business – but what do you do if it does happen? Just as when a lover breaks your heart, you have to move on, get back on your feet, and work your way through this unfortunate circumstance.

Once your data is stolen, it's gone. Credit cards can be cancelled, but other information, such as your name, address, social security number, and more, can be more difficult to control.

In 2014, social media accounts, such as Twitter, became more valuable to hackers than credit cards. These types of accounts are hot commodities on black markets.

Does that mean you should be worried with all the information you have stored online? Not necessarily, but you do need to keep up with current security recommendations.

If you do fall victim to a data breach, you can still protect yourself!

Contact your credit card companies. Let them know you suspect your credit card information has been compromised. They will work with you to ensure you don't face financial losses.

Keep a close eye on all your accounts. Watch for suspicious activity, and report it when you see it.

Change your passwords. This is particularly critical if you used a single password for multiple services.

Use a credit-monitoring service. They aren't designed to prevent data from being stolen, but in the event of a breach, you'll be notified immediately so you can take action.

Call us today at 240-880-1944, and we'll put together a plan to keep your company's data secure!



"Sure, it's all fun and games until someone loses an iPhone."

Attention Rapidly Growing Business Owners:

**If You Are Looking To
Outsource IT Support for
Your Company,
**Don't Do Anything **
Until You Read This
Important Free Report**



You will learn:

- √ The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- √ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is, and why you need to avoid agreeing to it.
- √ Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- √ How to make sure you know exactly what you're getting to avoid disappointment, frustration, and added costs later on that you didn't anticipate.

Request Your FREE Copy Now:

Request this free report by emailing us at Info@GetFrogworks.com and putting "IT Support Fees" in the subject line.

How To Keep Your Laptop Secure When Using Public Wifi Hotspots

They are everywhere these days. Wifi hotspots for checking e-mail and hopping on the Internet can be found in airports, coffee shops, and even most fast-food joints. But have you ever wondered, just how safe is it to connect? With the proliferation of hackers, viruses, and identity theft at an all-time high, you are smart to be concerned.

Unfortunately, it is easy for a hacker to set up a Wifi spot to access your laptop, called an "evil twin." An evil twin is a wireless hotspot that is used to lure people from a nearby, legitimate hotspot. For example, when logging in at your favorite coffee shop, you may have inadvertently logged in to an evil twin Internet connection set up by the person working on a laptop at the next table.

Just like legitimate sites, evil twins allow you access to the Internet, but in the background they record everything you are typing. Log on to your email, investment web site, or bank account, or buy something online, and they are recording your keystrokes.

Tip: Do you want an easy way to securely access your network and the Internet from anywhere?

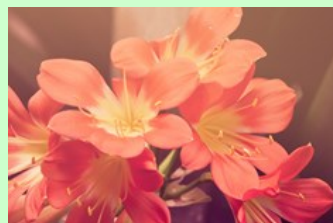
You may be asking, "How do I protect myself at Wifi hotspots?" First you need to make sure the hotspot is legitimate. You can do this by asking someone who works at the Wifi location; in fact, some businesses will give you printed instructions that include the hotspot name. Even here you need to be careful.

Many times, in an attempt to make you feel comfortable, the hacker will use an evil twin name that mimics the legitimate hotspot and, on some occasions, the fake site may even show up at the top of your network list by having a stronger signal than the legitimate site.

The best protection you can have is connecting via your company's VPN (virtual private network).

A VPN protects your online information by encrypting your data and activity even if you're connected through an evil twin. If you don't have a VPN, the best protection is to surf the net, but never type in password, credit card, social security, bank account, or other sensitive information when connected to a public Wifi hotspot.

Call us today at 240-880-1944 about setting up a VPN for your office!



Monthly Spiritual Spark:

"Live a life worthy of the calling you have received."

—Ephesians 4:1

Shiny New Gadget of the Month:



Prizm

This month's gadget is so new, it isn't even off the assembly line. Meet Prizm — a small, pyramid-shaped device designed to make your home-audio experience as hands-off as humanly possible. The device was recently backed on Kickstarter this past November. The French company behind the audio device wanted to create an intuitive music experience that brings users new music, while learning what they really love to listen to.

The device streams music from cloud services such as Deezer, Spotify, and SoundCloud, with more services planned in the future. It works by accessing your Wifi network. It doesn't contain any speakers, so you'll have to supply your own. (It connects via Bluetooth, 3.5 mm stereo jack, and optical audio.) And despite being called hands-off, the device sports buttons to let you like or skip songs to customize your listening experience.

It can currently be pre-ordered from www.MeetPrizm.com for \$139.

How To Grow Star Performers

A study of computer programmers at Bell Laboratories showed that the star performers outperformed moderate performers by a margin of 8 to 1. If that holds true in your organization, the conversion of 5 of your moderate performers into star performers would be the equivalent of adding 35 moderate performers to your workforce. Where are you going to find the 5 additional star performers? You don't find them. You develop them.

The Bell Labs study identified 9 work strategies that characterize star performers. All of them are qualities that can be inculcated through a good corporate education system. According to researchers Robert Kelly and Janet Caplan, these qualities are:

- 1) **Taking initiative:** accepting responsibility above and beyond your stated job, volunteering for additional activities and promoting new ideas.
- 2) **Networking:** getting direct and immediate access to coworkers with technical expertise, and sharing your own knowledge with those who need it.
- 3) **Self-management:** regulating your own work commitments, time, performance level, and career growth.
- 4) **Teamwork effectiveness:** assuming joint responsibility for work activities, coordinating efforts, and accomplishing shared goals with workers.
- 5) **Leadership:** formulating, stating, and building consensus on common goals, and working to accomplish them.
- 6) **Followership:** helping the leader to accomplish the organization's goals, and thinking for yourself rather than relying solely on managerial direction.
- 7) **Perspective:** seeing your job in its larger context and taking on other viewpoints, like those of the customer, manager, and work team.
- 8) **Show-and-tell:** presenting your ideas persuasively in written or oral form.
- 9) **Organizational savvy:** navigating the competing interests in an organization, be they individual or group, to promote cooperation, address conflicts, and get things done.

Star performers considered initiative, technical competence, and other cognitive abilities to be core competencies. Show-and-tell and organizational savvy were on the outer edge of their circle of importance. Middle performers placed show-and-tell and organizational savvy at the center. While star performers were focused on performance, middle performers were focused on impressing management.

Star performers and middle performers also showed marked differences in their attitudes toward networking. The middle performers waited until after they had encountered problems before looking around for someone who could provide help and support. The star performers built a network of helpers and supporters in advance, so they could call on them immediately when needed.

The study concluded that "Individual productivity... depends on the ability to channel one's expertise, creativity, and insight into working with other professionals."

Star performers emerge from educational systems tailored to the individual company and the individual job. They don't want to become clones. Too many companies today are content with training programs that provide people with knowledge and expertise, but skimp on educational processes that teach them to apply what they learn. You can't train them to seek excellence. You change that attitude through consistent input that appeals to an individual's self-interest and organizational spirit.



Dr. Nido Qubein is president of High Point University, an undergraduate and graduate institution with 4,300 students from 40 countries. He has authored two dozen books and audio programs distributed worldwide. As a business leader, he is chairman of the Great Harvest Bread Company, with 220 stores in 43 states. He serves on the boards of several national organizations, including BB&T (a Fortune 500 company with \$185 billion in assets), the La-Z-Boy Corporation (one of the largest and most recognized furniture brands worldwide), and Dots Stores (a chain of fashion boutiques with more than 400 locations across the country). As a professional speaker, Dr. Qubein has received many distinctions, including the Golden Gavel Medal, induction into the International Speaker Hall of Fame, and as the founder of the NSA Foundation in Arizona.

To learn more about Dr. Qubein, go to: <http://www.nidoqubein.com/>

*The Lighter Side:
Punch A Painting, Go
To Jail*



In 2012, Andrew Shannon punched a Monet painting valued at \$10 million. The incident occurred at the National Gallery of Ireland, located in Dublin. The painting, entitled *Argenteuil Basin with a Single Sailboat*, painted in 1874, apparently represented something much greater to the man who decided to attack it.

Right after his initial arrest, Shannon said the attack represented his way of “getting back at the state.” Later on, when he appeared in court, he changed his tune. Instead of an “attack against the state,” he said the whole thing was just a big misunderstanding. He said he didn’t punch the painting, he “fell into it.” He told the court he had felt faint and fell. The painting just happened to be in his way.

Fortunately, the National Gallery has plenty of CCTV cameras and the whole thing was recorded. What did those cameras see? Andrew Shannon very deliberately thrusting his fist through the Monet painting. In December of 2014, he was sentenced to five years in prison, and *Argenteuil Basin with a Single Sailboat* is back on display after being fully restored.

Protect Yourself From Online Credit Card Fraud

The past couple of years have been a rough ride for anyone who relies on a credit card to make purchases. Data breaches have plagued retail stores in the U.S. and Canada. Credit card providers are set to roll out new, more secure credit cards to consumers this year, catching up to Europe and much of Asia in terms of credit card security. The U.S., in particular, has lagged behind in credit card security due in part to the cost of upgrading both the cards themselves, and the pay terminals.

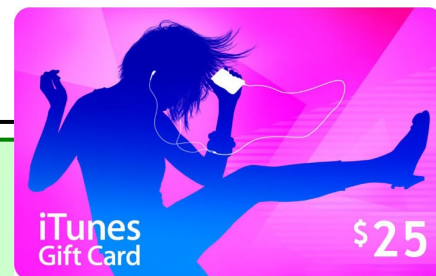
If you are concerned about your credit card information falling into the wrong hands, there are several steps you can take to protect yourself:

Only give your credit card information to secure and trusted web sites. Never enter any personal or financial information on a non-secure web page. If you don’t see “https” in the web address, move along.

Monitor all activity. Regularly check your credit card and bank statements. The simplest way to spot fraud is to monitor all your financial activity. Many credit card providers have custom alerts you can set to notify you if certain purchases are made.

Never save credit card information. Many websites now ask if you would like to save your credit card information for future use. While it may seem convenient, skip it.

Delete your cookies and auto-fill data. When you enter information on a web page, that data is stored in your web browser. After you complete a transaction, go into your browser’s options, settings, or history tab, and delete the data.



Your Chance To WIN A \$25 Gift Card To iTunes!

The Grand Prize Winner of last month’s Trivia Challenge Quiz—and Best Buy gift card—is Carol Jones-Ramirez, of Inova Medical Group Neurology in Alexandria, VA! She correctly answered my quiz question from last month:

To ring in the New Year in Spain, it is traditional to do what on each chime of the clock?

- a) Eat a grape b) Take a sip of wine c) Clap your hands
d) Light a candle

The correct answer was A) Eat a grape. Now, here’s this month’s trivia question. The winner will receive a gift card to iTunes!

Take my monthly “Trivia Challenge,” and you could win too!

Send me an email with Trivia in the subject line and your answer: Jennifer@GetFrogworks.com

Which country consumes the most chocolate per person at 26 lbs., or 11.9 kg., per year?

a) Belgium
b) Switzerland
c) United States
d) Germany
e) Brazil