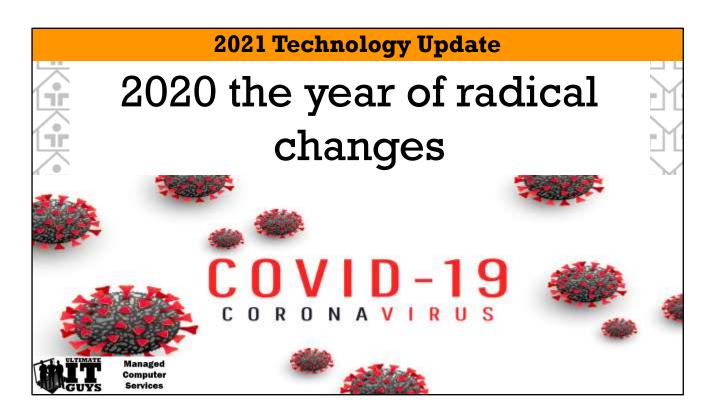


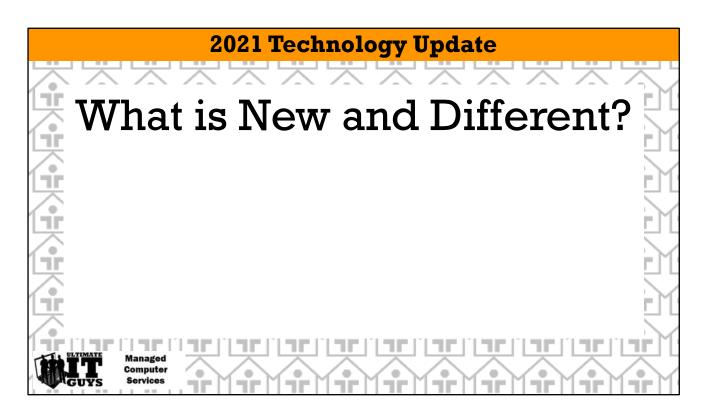
Good Afternoon, This is Cleatus Davis from Ultimate IT Guys

Welcome to the 2021 MONAHRO Let's Get Technical Session





We saw so much change during 2020. Businesses, schools, and churches shutdown. Wearing masks became the norm. Working from home increased drastically.



Solomon said that there is nothing new under the sun. He didn't live in 2020. While most things today are not necessarily new, they are very different.

2021 Technology Update

What is New and Different?

- •Online Meetings
- •Working from Home
- •Websites
- •Other Technology to Consider
- •Cyber-Crime

Managed Computer

Services

•New regulations and more penalties



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2021 Technology Update



Services



It seems like every software vendor has decided to be an online meeting platform now.



We can't possibly cover all of the possible online meeting platforms, so I decided to focus on the 3 most used.



New kid on the block that benefited greatly from the Covid Shutdowns of 2020. They are now one of the most used online meeting platforms. They had a few security bumps in the road early in 2020, but responded well.



Go To Meeting has been around for a long time and works very well.

2021 Technology Update Online Meetings Teams Official Website - microsoft.com/en-us/microsoft-teams Imaged Computer Services

Pieces of the Teams platform have been around since the 1990's and have been renamed many times. Teams' acceptance also benefited from the Covid Shutdowns of 2020. Has some usability quirks compared to Zoom and Go To Meeting.

2021 Technology Update Online Meetings Other types of Meeting Apps • Remote Control Apps (Splashtop, TeamViewer, etc..) • Video Calling Apps (Facetime, Duo, etc) • Video Calling Apps (Facetime, Duo, etc)

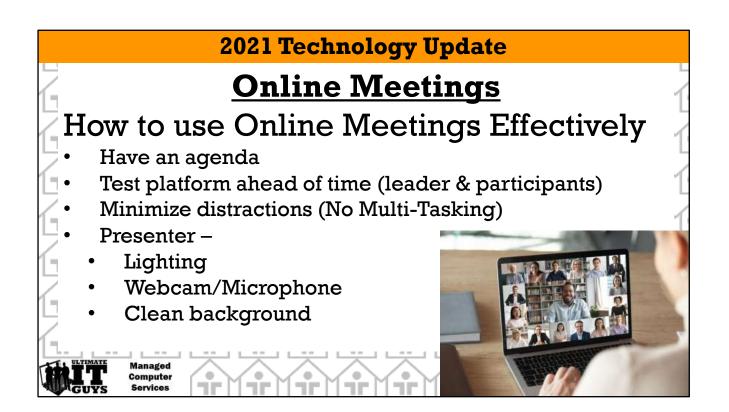
These other types of online meeting apps are more specialized, but many times are a better fit for what you need to accomplish. These apps tend to work well when there are only 2 devices, such as in one-on-one training or remote tech support.



Every app is a little different, but typically you can access by going to your account, then either settings or privacy/security.



Both presenters and attendees will have a better experience with meetings if you follow some good meeting practices. Platforms are always making changes and upgrades. It is a good idea to review changes before your meeting.

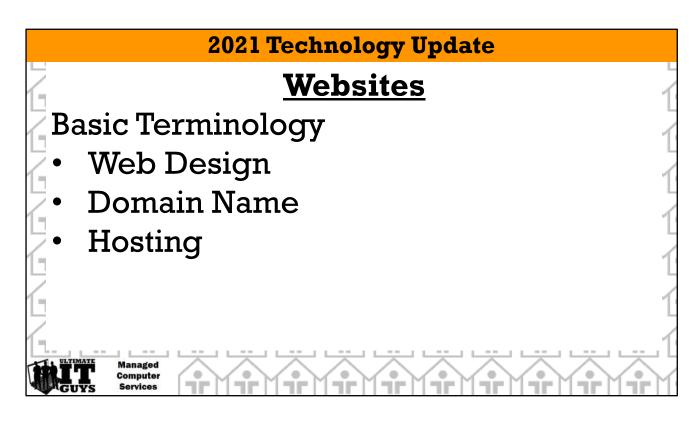




Working from home can be very rewarding and can be a productivity boost, but not for everybody. Every person, personality, and circumstance are different.

2021 Technology Update **Working From Home** •Remote Access vs VPN •Secure file sharing Good Internet •Remove Distractions •Set work hours •Go to work (get dressed, eat, etc) •Take a break/Get out of the house Managed Ť ir ------Computer • -----ir • 717 Services

2021 Technology Update **Websites** A place for: Information **Notifications** Announcements **Newsletters** Form Downloads Managed i ir ir ir ir ir ir ir ir -Computer Services



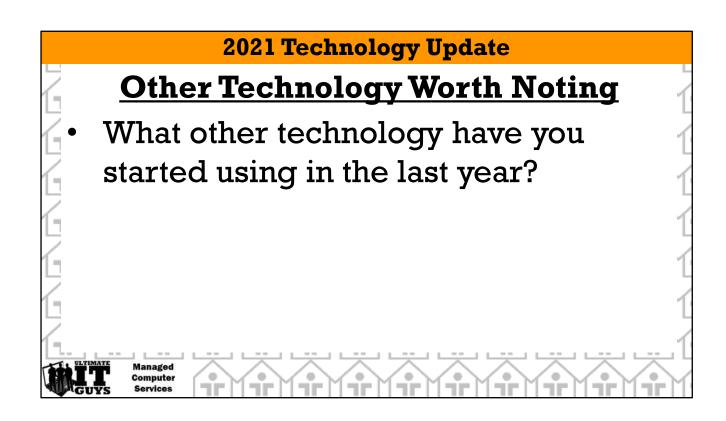
Web Design –Creating the look and feel of the website. This includes elements like size,

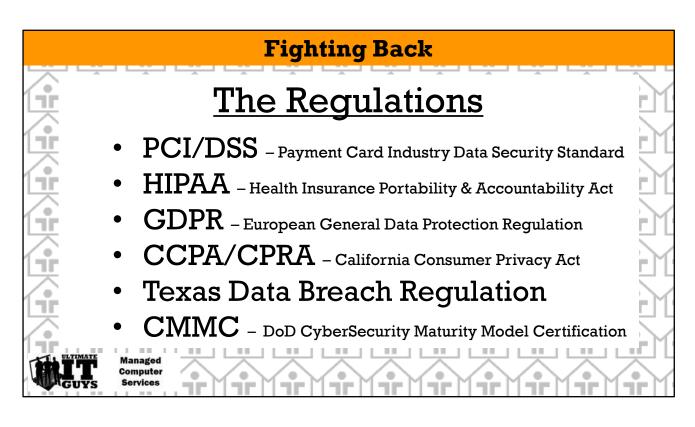
colors, responsiveness, image sizes and where to put your content.

Domain Name – The name that people type in to locate your website.

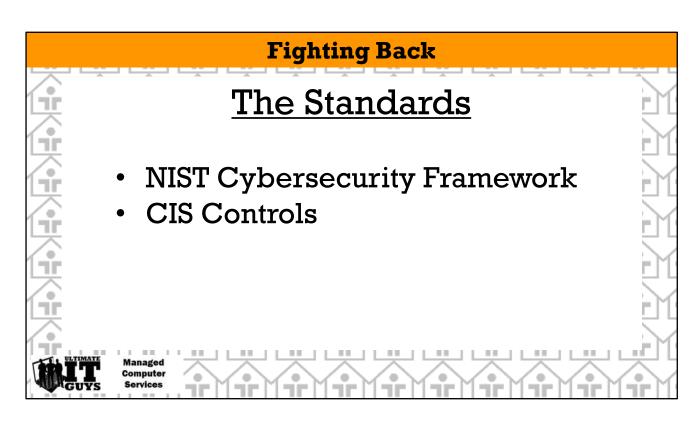
Hosting – Where your website lives. Think of it like renting an apartment for your website.

2021 Technology Update **Other Technology Worth Noting Electronic Signatures Electronic Forms Public Internet Access** Video Doorbells Internet of Things (other connected gadgets) Managed Ť Ť Ť -----Computer ------12 Services

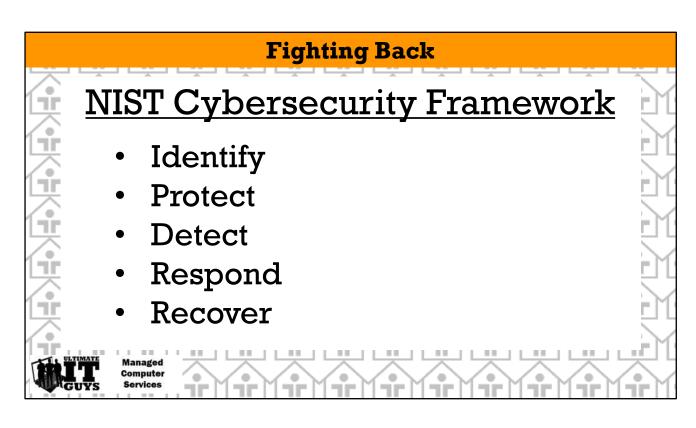




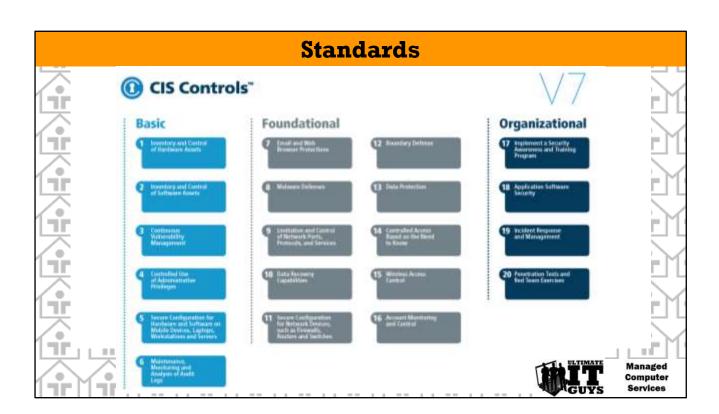
More regulations



Security is much more than just basic anti-virus. It is a process. There are 2 frameworks that are used for creating a more secure business. These 2 frameworks are referred to in many of the new regulations and cyber insurance documents. NIST is the National Institute for Standards and Technology. They develop standards across many industries. The CyberSecurity Framework from NIST is at a high-level view of security. The CIS Controls framework is from the Center for Internet Security and is also referred to as the CIS 20. It is a more detailed set of controls than the NIST Framework. Together they define a very good way to structure your security processes. Adopting, following and documenting your use of these framework will not only help you stay safe, but could help you stay compliant with insurance requirements and regulations.



Security is much more than just basic anti-virus



Much more detail around specific processes that you need to put into place.



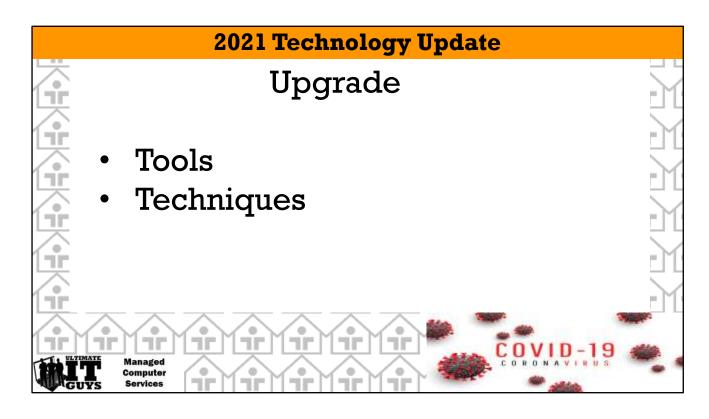
Attacks have changed from direct quick money goals to longer term goals



The Covid-19 Pandemic and the rush to work from home caused a perfect storm of uncertainty that hackers were able to capitalize on.



Uncertainty and fear made it easy for hackers and scammers to not only make a quick dollar, but also allowed them better access to install more tools for understanding how to attack you and your business. As users moved to work from home, they were able to get inside of corporate networks easier by attacking your home computers. They gathered mountains of data that they analyzed and used to find new ways to attack you.



Hackers have upgraded their tools and techniques for attacking you. Hacking is a big business and they have developed tools and services to help other hackers. Much like you pay for a software subscription for Microsoft Office or Adobe, hackers have built subscription-based tools that other hackers can use to attack you quicker and more efficiently than ever. We saw major supply chain attacks during the last 12 months where hackers were able to get inside of large companies and government agencies using legitimate software that had been compromised.



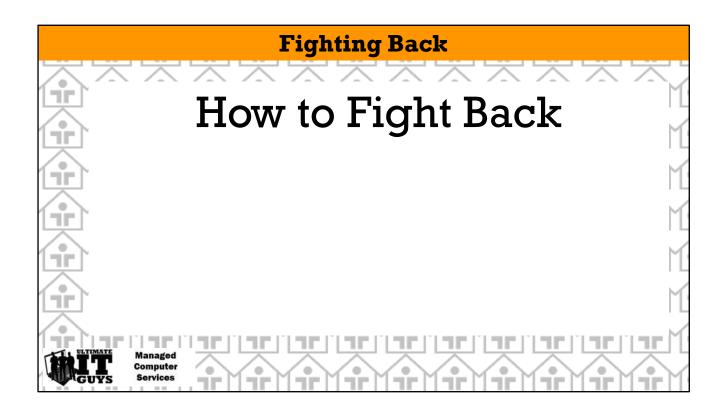
We saw a shift to several new ransomware varieties and some new attacks that used some older tools. One interesting twist was the move to extortion type scams as part of ransomware attacks. This type of attack encrypts your files, but as part of the ransom demand they threaten to release your files on the internet or threaten to post incriminating pictures or documents on social media. Deep fakes is a scam that use technology to take real photos or video, usually from your social media and combine them with pornography to blackmail or cause reputation damage to someone.

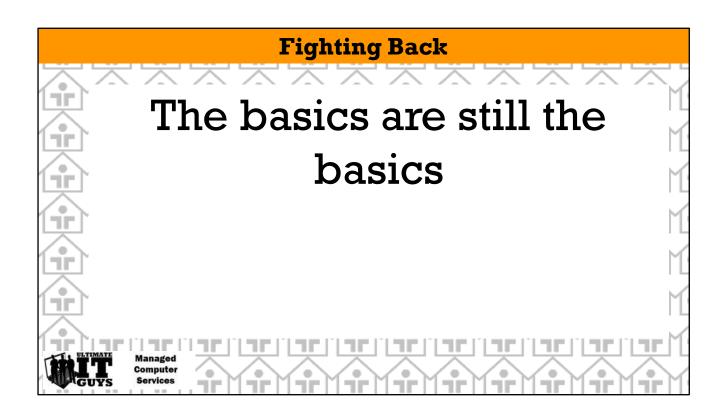


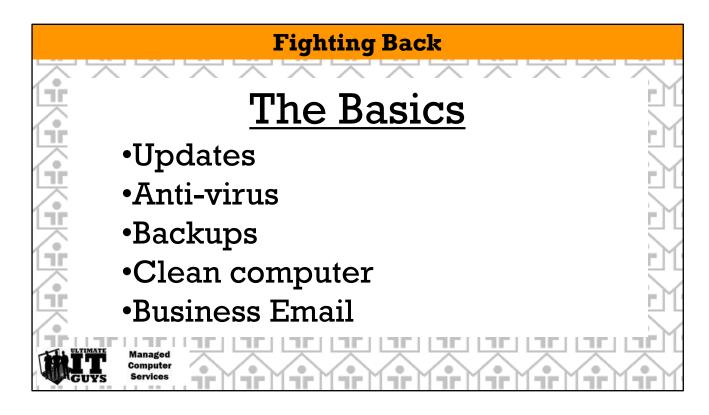
You can't get by doing what you have always done. Attacks are 24/7/365. Because so much information about you is readily available, it makes it easy for hackers to make very personalized attacks. This makes the attack much more believable. We are constantly bombarded with these attacks on Email, social media, advertisements, and websites. They are getting more complex and more dangerous every day.



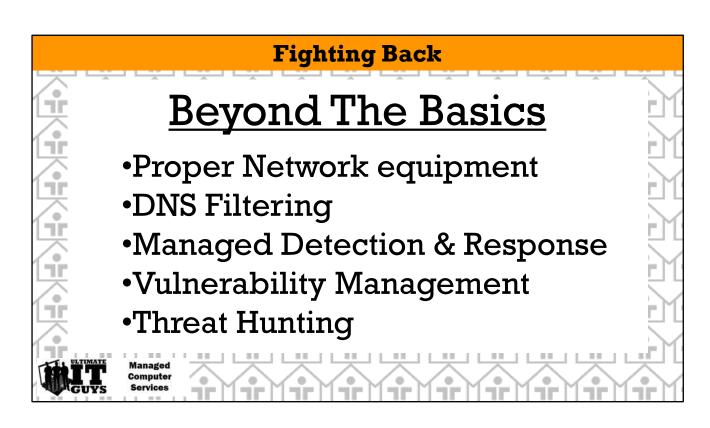
Let's switch from talking about the hackers, to talking about you and your housing authority



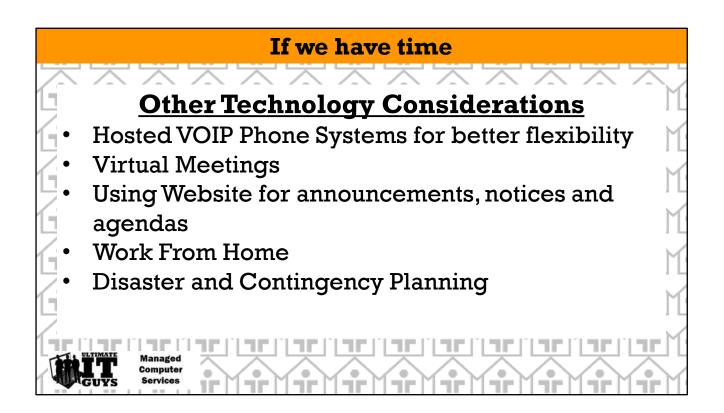




Most people aren't even doing the basics



Security is much more than just basic anti-virus





Business Email Service is one of the big keys to stopping the attacks Also if you are a housing authority you need to create a proper email account for using eLOCCS



Give us a call or email



Managed Computer Services



Give us a call 580-782-2266 or send an email to cdavis@ultimateitguys.com We will check to see if you have information on the Dark Web and help you clean up the mess.

We can run a security assessment at your business to help you understand your level of risk and what needs to be done to make it better.