



“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!”

- Rick Johnston  
Information Mgmt. Systems

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"I didn't have time to get you anything, but you can download some Mother's Day wishes off my web site."

# Technology Times

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

## The Most Shocking Security Threat To Your Small Business

Hopefully by now you realize you need to keep a close watch over the security of your PC and other devices (or you’re smart enough to hire us to do it for you). Either way, cybercrime is BIG business, and small business owners are seen as the low hanging fruit by attackers who are looking for easy-to-steal financial data, passwords and the like. Some do it for profit, others do it for fun.

But there’s a much bigger threat to small business data security that can not only portend to leak your information out to the masses, but can also corrupt or erase data, screw up operations and bring everything to a screeching halt. What is it? Surprisingly, it’s your employees.

“Human error” is the #1 leading cause of data loss, system failure and virus attacks. In some cases, it’s an innocent “Oops! I deleted it.” Other times it’s a malicious act of revenge from a disgruntled employee who didn’t get the raise they wanted or simply feels taken advantage of. Recently, a disgruntled employee working for oDesk, a third party content management firm, leaked Facebook’s highly detailed rulebook for flagging inappropriate posts. This document contained shocking guidelines regarding sexual content, death and disfigurement as well as racially charged content. Apparently, sexual acts should be blocked, but crushed heads are okay.

The above incident, while a problem, is a mild case. Often employees seeking revenge will steal and post client data, financials or other competitive information online. In some cases, they sell it. Other times, employees delete critical files to either cause harm to the organization or to cover their tracks. And when it’s your client’s data that gets stolen or compromised, you have a major PR nightmare to deal with aside from the costs and problem of recovering the data.

At a minimum, make sure you back up all critical data remotely. it’s worth a little bit of money to find a good employment attorney to help you craft various policies on using and accessing confidential information.

Want to Lock-in your IT Costs for the Next **THREE** Years? Sign up for IMS Total Care Services **TODAY!**

## Shiny New Gadget Of The Month



### Route All Your Calls From Various Phones To One Device:

Whether it's a standard desk phone, mobile device or Skype, fumbling between phones can be a thing of the past with the Plantronics Calisto 835.

At about \$200, this desktop speakerphone device uses Bluetooth to connect to your cellphone, USB to hook up with your computer, and the wall socket to link to your phone line. When a call comes in from any of your devices, it's instantly routed to this easy-to-use speakerphone that sits on your desk.

The backlit screen is bright and responsive, giving the Calisto a flashy, futuristic feel. It comes with a clip-on microphone that allows you to take calls while freeing your hands to type or to walk around your office.

"The bathtub was invented in 1850 and the telephone in 1875. In other words, if you had been living in 1850, you could have sat in the bathtub for 25 years without having to answer the phone."

~Bill DeWitt, 1972

## Can't Stand The Thought Of Losing Your Smartphone's Data? (Then Here's How You Back It Up)

Seems like just yesterday phones were simple devices for making and receiving phone calls. These days, smartphones are as functional as full-fledged desktop PCs and hold valuable applications, e-mail messages, photos, videos, documents and, of course, phone numbers and contact information. If losing the data on your phone would be a true disaster, then you'll want to back up your phone as regularly and carefully as you do your other devices.

Major smartphone platforms can back up their data to a computer or to a cloud backup via the Internet. Here are a couple of resources you can use with popular Android smartphones to ensure that all of your data is properly backed up.

### iPhone

iCloud is Apple's new service for backing up your iPhone and other media you purchase through iTunes. When you sign up, iCloud will automatically backup the mail, calendar and contacts on your iPhone, as well as any music, books, apps, videos or media on your iPad, Mac or even your PC. iCloud uses the power of cloud computing to sync your devices automatically, so you don't have to dock your device to keep things in sync.

### Android

Start with the settings on your phone; go to "Settings > Privacy" on your phone and make sure the "Back up my settings" and "Automatic restore" options are checked. Next, go to "Settings > Accounts" and sync, open your Gmail account, and check off all options. With these settings in place, your contacts, system settings, apps, calendar, and e-mail will be restored whenever you set up a new Android phone with that same Gmail account. However, this is only a basic backup; it won't save the photos and text messages on your phone.

For a more complete backup, you might try VIPRE Mobile. The program runs automated scheduled backups, supports a wide range of Android phones and will back up app install files that do not have copyright protections programmed into them. If your phone is rooted, you might consider VIPRE Mobile Premium, which backs up all apps, all data associated with them and the Android Market links that show you've paid for them.

## *The Lighter Side...*

### In Honor Of Mother's Day

A mother is a person who, seeing there are only four pieces of pie for five people, promptly announces she never did care for pie.

~Tenneva Jordan

Being a full-time mother is one of the highest salaried jobs in my field, since the payment is pure love.

~Mildred B. Vermont

A suburban mother's role is to deliver children obstetrically once, and by car forever after.

~Peter De Vries

The phrase "working mother" is redundant.

~Jane Sellman

The moment a child is born, the mother is also born. She never existed before. The woman existed, but the mother, never. A mother is something absolutely new.

~Rajneesh

Some mothers are kissing mothers and some are scolding mothers, but it is love just the same, and most mothers kiss and scold together.

~Pearl S. Buck



## **The Book End**

By: John Wobbema

### **Abraham Lincoln Vampire Hunter** By: Seth Grahame-Smith

Walking through the isles at Barnes and Noble for the next "good read" and I

committed a major faux pas. I judged this book solely by its cover. I picked it up and was immediately interested. I did not read the back for the reviews. I did not read behind the front cover for a synopsis of the book. I wanted the entire experience to be a complete surprise. And it was...pleasantly so in my opinion.

If you are a history buff and enjoy the occasional vampire novel, this is the book for you. It accurately follows the life of Abe Lincoln from the time of a young boy until his death, with a soupçon of vampires thrown in for good measure. It is gripping and a very interesting read.

#### Review from **Publishers Weekly**:

"Following the success of his bestselling *Pride and Prejudice and Zombies* with another mélange of history and horror, Grahame-Smith inserts a grandiose and gratuitous struggle with vampires into Abraham Lincoln's life. Lincoln learns at an early age that his mother was killed by a supernatural predator. This provokes his bloody but curiously undocumented lifelong vendetta against vampires and their slave-owning allies. The author's decision to reduce slavery to a mere contrivance of the vampires is unfortunate bordering on repellent, but at least it does distract the reader from the central question of why the president never saw fit to inform the public of the supernatural menace. Grahame-Smith stitches hand-to-hand vampire combat into Lincoln's documented life with competent prose..."



## **Does Your Company's Backup Meet "The Incredible Hulk" Standards?**

For the month of May we will come onsite and make sure your backups are working properly for FREE (\$140 Value!). Hurry, this offer is only good for the first 5 callers!

To reserve your spot call us at 701-364-2718 or email [info@imsnetworking.com](mailto:info@imsnetworking.com).



Rick Johnston met Lou Ferrigno "The Incredible Hulk" at a conference in Nashville this past April.



## How To Spring Clean Your PC And Other Devices



Just like your house needs some freshening up for the spring months, your computers and other devices can also use a good sweeping from time to time.

For only \$99, we will have a trained expert perform a "Spring Cleaning" of your computer or network to make it run faster and with fewer problems. For only \$99, we'll come onsite to perform a system maintenance check to:

- Detect and remove hidden spyware
- Check your privacy settings, firewall and network security
- Perform various system checks and maintenance to speed up your computer and network
- Block annoying pop-up ads and check your online security settings
- Check for system errors, conflicts, or other problems
- Clean the dust bunnies from your computer

Normally we charge \$395 for this maintenance service, but it's yours for only \$99. But you have to hurry...this special is only good through the end of May, so call today!

# 701-364-2718

## How Do We *Really* Make Decisions?

By Jim Camp

Neuroscience has made unprecedented discoveries in the last 10 years with scientific studies pointing the way to how we really make decisions. It turns out that decision making is not intellectual. It's emotional. For someone who's involved in business transactions and other types of negotiation, this is a critical piece of information that can give you an enormous advantage.

The neurologist Antonio Damasio demonstrated in scientific studies that patients with damage to the part of the prefrontal cortex that processes emotions struggle with the making of even the most simple decisions. A patient named Elliot was among the first to raise this weird possibility in Damasio's mind. Elliot had been an exemplary husband, father, and businessman. But he began to suffer severe headaches and lose track of work responsibilities. Soon his doctors discovered an orange-sized brain tumor that was pushing into his frontal lobes, and they carefully removed it, along with some damaged brain tissue. During his recovery, family and friends discovered that, though his language and intelligence were fully intact, at work he became distractible and couldn't manage his schedule. Faced with an organizational task, he'd deliberate for an entire afternoon about how to approach the problem. He could no longer reach a decision. In spite of repeatedly being shown the flaw and how to fix it, he could not. His emotions were gone and so was his ability to make decisions.

This is important in the context of negotiations because a negotiation is, after all, about making one decision after another until an agreement is reached, including an agreement to disagree and go our separate ways. How many times have you watched someone who had a no-brainer decision do exactly the wrong thing—and you just couldn't believe they did that? Decisions are 100% emotional until they are made, and then they are approved or rejected by our intellect based on knowledge, practice, training, or lack thereof.

In your next negotiation, try this. Before you go into the negotiation, try to wipe your mind clean of all emotions. I call this "blank slating." Get rid of all neediness, fear, hope, excitement, anger, or worry. If you can maintain this emotionally neutral place, you will automatically have the advantage. That's because your respected opponent is angling, fretting, manipulating, and acting from his emotions. You, on the other hand, are keeping your emotions in check and training your brain to relax and not be needy in any way.

If you can learn to blank slate, you will be better able to focus on your actions, words, thoughts, and behavior during the negotiation. It will enable you to ask the right questions, and answer in a smarter way. And you'll avoid revealing too much or inflaming your opponent's emotions. Negotiating from an emotionally neutral place plays a key role in how well you'll be able to show your opponent that accepting what you propose is to his benefit.

Jim Camp is the leading global expert on negotiations. Over the last 25 years, he has trained and coached over 100,000 people to negotiate better, more profitable agreements in more than 500 multi-national organizations. He is the best-selling author of both, **Start with No®** and **No: the Only System of Negotiation You Need**



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