



This Issue:

- Packing Meals and Saving Lives
- Welcome Sharon McChesney to Total Networks!
- Create Envelopes For Your Whole Contact List With Word
- Here's How We Help You Avoid Tech Trouble
- 4 Tips That Can Help Your Business Better Manage IT Projects
- Data Backup isn't as Simple as You May Think
- What Happens to Your Data When You Delete It? The Truth will Surprise You

Create Envelopes For Your Whole Contact List With Word



Microsoft Office has many capabilities that aren't fully utilized by the majority of their users. Mail merges in Word used to be a time consuming, frustrating process. With each new edition of Word, Microsoft has refined the process to make it a lot more user-friendly. Take the...



Read the Rest Online!
<http://bit.ly/2wjtila>

About Total Networks

Locally owned and operated since 1986, Total Networks is the only firm in Arizona to receive CompTIA's Security Trustmark validating the firm's adherence to best practices for information security. Services include IT support, security & compliance assessments, document management, backup & disaster recovery and IT planning/CIO services.

Visit us **online** at:
totalnetworks.com

Packing Meals and Saving Lives



Total Networks' employees, spouses and children, along with several volunteers from Chandler Cardiology and Perkins Coie, packed meals for starving children in El Salvador on Saturday, September 9th.

Along with volunteers from other groups, the 44,712 meals packed will feed 122 children for an entire year! It was a heartwarming experience to work together to help children in need.

Share this Article & See More Photos of this Event!
<http://bit.ly/2xY71GZ>

Welcome Sharon McChesney to Total Networks!



Total Networks is excited to announce another member to our growing team! We'd like to welcome Sharon McChesney to our team as our Executive Assistant.

Sharon comes to us with over 20 years' experience in the Staffing VMS/MSP world. She also has 7 years' experience working in the IT Industry along-side Dave, Bill, Tony, Marc and Debbie. Sharon was born and raised in the San Francisco Bay Area and has a BS degree in Business Management.

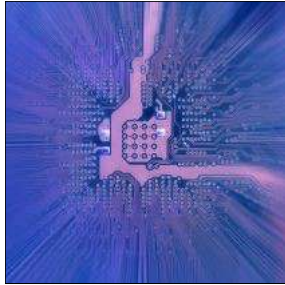
Outside of work, Sharon enjoys, walking, swimming, gardening, training her two puppies, Bailey a 1 year old Yellow Lab, and Maverick a 7 month old Lab/Heeler mix and playing with her 2 year old cat Margo. She was transferred to Arizona with her staffing company in 2001, along with her husband of 28 years' and her son. She was the Committee Chair for her son's Boy Scout Troop, and he successfully earned his Eagle Scout. She was also on the Executive Band Booster Board for the Chandler/Hamilton Huskies Marching Band. As a Bay Area Native, she enjoys rooting on her favorite teams: SF 49ers, SF Giants, Warriors, and the Sharks.

All of us at Total Networks are very excited about this new role and having Sharon join our team.

Share this Article!
<http://bit.ly/2xXEm53>



Here's How We Help You Avoid Tech Trouble



Wouldn't it be great to have a fully-trained and certified staff of IT professionals sitting in the corner

of your office, keeping your technology in line? Unfortunately, small businesses often don't have the budget required to hire an internal IT department filled with security analysts and network technicians. Even if they do, they don't have the workforce to handle all of the responsibilities of a full IT department. What's the best way to handle your organization's IT?

Two words: outsourced IT. By outsourcing your business's technology management needs, you can effectively eliminate the burden placed on your organization's employees and help them be more productive.

Network Assessment

First thing's first—you need a network assessment before you can know how

to improve the way you do business. A network assessment is designed to identify flaws in your current infrastructure, ranging from traffic bottlenecks to security flaws. It's best that a third party handle this responsibility so that it can be assessed with a clear, unclouded view.

Remote Network Monitoring

Implementing preventative solutions will only get you so far. You need to actively monitor your business' network so as to make sure that threats stay out as soon as possible. This is what remote network monitoring is for. An outsourced IT provider like Total Networks can monitor your network in real time, ensuring that any issues related to security or operations are resolved in a timely manner.

Security (Firewall, Antivirus, Spam Filter)

Security is one of those things that includes so many details that it can be difficult to prepare for every situation—especially if you're not particularly familiar with cyber security and its threats. There are all sorts of threats

that you have to worry about, including viruses, malware, ransomware, Trojans, spyware, and so much more that can cause trouble for your business. The best way to protect your business is through preventative measures like a firewall, antivirus, spam blocking, and content filtering. We can arm your business with these powerful solutions so that you never have to worry about online threats again.

At the end of the day, managed IT is meant to help your business focus on what matters most: running your business. You can't focus on keeping your operations moving forward with full force if you have to constantly worry about IT troubles.

This is where Total Networks can help. We can provide all of the above services, plus much more. To learn more about how managed IT can help your business, reach out to us at (602)412-5025.



Share this Article!
<http://bit.ly/2xXuWXd>

4 Tips That Can Help Your Business Better Manage IT Projects



Have you ever tried to manage a major IT project yourself? If you have, you know that it's a huge time

sink and that there's a lot involved with the process. We'll discuss four of the best ways that you can save time and resources while managing your latest technology implementation project.

Understand the Needs of Your Organization

What does the project do for your business? For example, are you implementing a new infrastructure design that makes data more easily accessed by your users? Maybe you found a better email system that you want to

use over your old one. Or, maybe you understand that the cloud is the future of your business and you need to migrate all of your data. Whatever the project is, make sure that you know exactly what you hope to gain from it.

You want to ask yourself how the change benefits anyone else involved, too. Will it help your employees better fulfill their duties? Will it make your services more readily accessible to anyone who buys from you? Basically, you need to understand if it's something that will be mutually beneficial for everyone involved. If it's not, then why are you doing it in the first place?

Budget for Unexpected Circumstances

When you're implementing a project, you have to follow the guidelines stated in the project's budget. However, this isn't always possible, as unexpected

circumstances would lead you to repeat certain tasks, which naturally leads to wasted assets and wasted time.

Furthermore, changes in the price of resources and labor could affect the timeline of a project. Suppliers may not be able to meet obligations, or prices may skyrocket to break your budget.

Basically, you should ask yourself what could go wrong when you begin implementing a new IT solution, and ensure that time is allowed just in case something happens which is out of your control. If you do this, the worst-case scenario is that your project is completed on-time and on-budget. If it's finished as intended, however, you have a lot of extra time and capital to spend on other tasks following the implementation.

(Continued on page 3)

4 Tips That Can Help Your Business Better Manage IT Projects

(Continued from page 2)

Find Ways to Judge Success

Key performance indicators should be a well-known part of your project implementation process. KPIs are what show how well your process works, and they can make or break the project implementation process in both the present and future. If you keep track of metrics like these, you can use them for future projects to make changes accordingly. Here are some of the KPIs that you should consider.

- Actual cost
- Cost Variance
- Earned Value
- Planned Value
- Return on Investment

Data Backup isn't as Simple as You May Think



The protection of your business includes many facets. Physical security, training, and network security get

most of the attention (and rightfully so), but does your business have a plan in place if those strategies fail? For the growing business, understanding that your data is an asset doesn't have to come after you lose some. If your management team prides itself on taking proactive measures to keep the business running smoothly, one element that has to be on the table is the practice of data backup and recovery.

Most small businesses do all they can to compete with larger companies. Some can, some can't. There's only one certainty, problems that other businesses have dealt with have to be considered before they cause problems for your business. Since data backup is a pretty straightforward process, you'd think that you could buy a backup system, set it, and if something goes wrong and your organization loses data, the data will be protected. Unfortunately, it isn't that simple. To properly protect your

Keep Everyone Informed

A project management team is generally made up of highly-skilled, specialized workers who are working together toward a common goal. Anyone involved in the project management process needs to stay in touch with the progress being made toward that goal so as to make sure that tasks aren't done more than once. Most importantly, though, is that it's important these tasks get completed properly so that they don't need to be done more than once.

You can keep track of all tasks and resources assigned to a project through the implementation of project management software. It creates a single point

of contact for all resources involved so that they can keep track of all progress made. It's just one of the ways that project management solutions can help you keep your projects on-track and on-budget.

Firewalls

Your firewalls, both hardware and software, are there for a reason: to safeguard your business. They keep threats from entering your network. Be cognizant of the presence and status of your firewalls, and remember that they need to be monitored and maintained like any other piece of your network infrastructure.

Antivirus

One major reason backups need to be accessed in the first place is when files get corrupted by malware. Your backup strategy has to start here. If you don't have a centrally managed antivirus in place, it is important that you get one. Creating reasonable procedures to ensure that your backup system is your last measure is as important as having data backup in the first place.

Backup Trials

The thought behind your backup and recovery system must be more than just taking for granted the system will work on command. You wouldn't put in a

new accounting system for your business without knowing whether it is going to work for you or not. The same can be said about your backup and recovery system.

Test your backups frequently to ensure that the system is working in the manner you need it to because if a real-world data loss situation were to present itself, you wouldn't want to depend on a system that is in place, but not functional. Again, test your backup!

To learn more, reach out to us at (602)412-5025.



Share this Article!
<http://bit.ly/2xXmuqM>

Leverage Automation

By automating your backup system, you remove the risk and uncertainty of depending on people. People make a business run, but how many times during the course of business has something not got done when it was supposed to get done? Business owners and managers that understand that data can be lost as a result of human error, have to understand that backups can be neglected for the same reason. With automation, backups run at specific times to collect predefined information and mitigate the downtime that is often prevalent with some backup solutions...



Read the Rest Online!
<http://bit.ly/2xXq1VX>

What Happens to Your Data When You Delete It? The Truth will Surprise You



When you delete a file off your PC, or your hard

drive becomes corrupted, you just take for granted that the data is gone in perpetuity.

That isn't the case at all, and it can present problems for businesses and individuals alike. The thing is that it's deleted, it's gone, it ceases to exist, because you deleted it with your own hands.

However, depending on the method of deletion, your files may still be intact and ready for a hacker to steal. We'll walk you through what happens when you delete a file so that you're more aware of the way your computer stores data on its hard drive or network.

Deleting a File

When you delete a file from your computer, it will be moved to your Recycle Bin. You might think that the files are gone forever, but that's absolutely not the case. The only thing that changes is the location of the file. You can still open it and everything included with it is intact.

Even deleting the file from the Recycle Bin isn't going to be enough. Deleting the file simply eliminates the file's link to a name. After this, the space once held by the file is labeled as "free," but it's not overwritten.

The file data is still available, but since it's marked as free by the system, it can be overwritten and used to store other files.

The data from your previous files won't be truly gone until you replace it with other data—which, if you're using a large amount of storage, will take a long time to fill up. The reason for this is simple: you don't want to ever be anywhere close to maxing out your available data storage.

"The reason for this is simple: you don't want to ever be anywhere close to maxing out your available data storage..."

What About Cloud Storage?

Let's say that you use Google Drive or Microsoft OneDrive for your data storage needs. What happens when you delete a file from your account's drive? You might

wonder if the cloud provider stores information that you delete behind your back. Well, the truth is that these cloud providers do keep your deleted files for a few days after the initial deletion, mostly just in case you have made a mistake and need to correct it. After that, if you are a consumer-grade cloud customer, you're likely out of luck for getting any deleted data back.

Business cloud storage solutions are another story altogether, though. If you are a business customer of any notable cloud provider, it's likely that your deleted data will be stored for as long as you would like it to be—assuming you want it deleted at all. Depending on your business's needs, you may have other plans in mind.

Total Networks can equip you with a data storage system that can help you keep your business's data under control, whether you want to store it forever or keep it from being recovered, even when it's deleted.

To learn more, reach out to us at (602)412-5025.



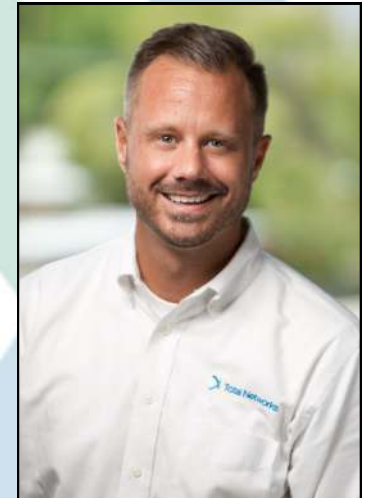
Share this Article!
<http://bit.ly/2xXFyFq>

We work together with our IT Managed Services clients to jointly create and maintain an up-to-date, effective written technology plan and budget.

If you would like to receive an electronic version of our newsletter please email skinsey@totalnetworks.com



Dave and Stephanie Kinsey
Owners



Bo Brown
Business Development Manager

Total Networks

4201 North 24th Street
Suite 230
Phoenix, AZ 85016
Voice: 602-412-5025

Visit us **online** at:
totalnetworks.com



info@totalnetworks.com



[facebook.totalnetworks.com](https://facebook.com/totalnetworks.com)



[linkedin.totalnetworks.com](https://linkedin.com/company/totalnetworks.com)



[twitter.totalnetworks.com](https://twitter.com/totalnetworks.com)

