



# Total Networks

Business IT Done Right

## NETWORK NEWS

Summer Edition

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### Security Awareness Tips for Your Business

By Stephanie Kinsey



A recent study of 330 global IT professionals, sponsored by Sophos<sup>1</sup>, found that 77% of IT professionals received regular reports of phishing attacks from the end-users they support. While anyone in the office may be the target, the study indicates that Accounting and Finance are targeted in nearly 60% of attacks and that a majority of respondents experienced attempted impersonation of senior managers. This particularly dangerous combination is commonly done to request a fraudulent wire transfer. Even a single click on the wrong link by a single employee can create a substantial problem, such as a ransomware infection or data breach.

Despite these threats, the report indicates that 62% of businesses fail to implement a security awareness testing program. Additionally 62% of respondents do not use data loss prevention (DLP) software to search for, classify and manage particularly sensitive data.

*Here are some ways to build a security awareness program for your office:  
(Continue reading on page 3)*



### Customer Service

Total Networks welcomes the newest member of our RiNO team...Nick Redwine



### Company Culture

Friday, June 1st, Total Networks hosted its first Chili Cook Off. See how our staff brought the heat...



### Modern Business Communications

Stay in the loop with Modern Business Communications powered by 3CX...learn more!

## Total Networks Welcomes Nick Redwine

By Adrienne Marshall



Nick joins Total Networks as the newest member of our RiNo (Right Now) team. Nick is a rare Arizona native – born & raised in the Valley of the Sun. A Lumberjack alumni, he graduated with a Bachelor's degree in Information Technology from Northern Arizona University. Previously, he worked as a support representative for a legal technology platform before coming over to Total Networks.

Nick is an animal lover. In his free time he enjoys helping stray cats and foster animals. We are very excited about having him on our team, and he looks forward to WOWing our clients with his customer service skills.

## TN's First Employee Chili Cook Off

By Adrienne Marshall

Here at Total Networks, while we are serious about technology, we also believe that all work and no play is just...*no fun*. What better way to bond as a team than by hosting a friendly Chili Cook Off amongst our employees.

It was great to see the different varieties of chilies that were prepared. There were beef and turkey chilies, but also on the healthier side, there was vegan chili and salmon chili. We set up a poll for everyone to vote on their favorite chili. The beef chili prepared by our IT Director, Tony Fiorentin and the turkey chili by Mike Ziegler were clear favorites. The surprise winner for everyone, was the salmon chili. One employee commented, "The salmon chili was delicious and had a delicate flavor with a spiciness that increased as I ate it." We must mention the great corn breads that were brought in and the amazing dessert tray that our engineer, Paul Miller's wife prepared for us. The event was a great success. We look forward to more relationship building events like these with our team and with our customers.



# GEEK OUT!



# UNPLUG. AND WIN!

Take a quick break and answer our geek'd out trivia question to win cool prizes.

**QUESTION:** In what year was Nintendo founded? Thanks to Linley Williams, our Account Coordinator for this issue's trivia question. Send your responses to [wow@totalnetworks.com](mailto:wow@totalnetworks.com). The first correct response\* will win a pair of tickets to see the D-Backs v. Angels on August 21st at Chase Field. \* Responses must be received by August 1st.

Last issue's question: What device, that you likely use many times per day, was originally called the "X-Y Position indicator for a display system"? CORRECT ANSWER: A mouse.

## Security Awareness Tips for Your Business (Continued from Cover)



### Educate your staff on IT security best practices

The common thread in the vast majority of cyber-attacks point to the weakest link in your IT network – *your employees*. The foundation is recruiting and thorough background checks. On an ongoing basis, comprehensive IT security training and awareness programs help establish a culture of security and compliance. All new hires should complete an IT security training course. Train all of your employees with fresh content annually. Post security awareness posters around the office. Additionally, consider providing short training opportunities throughout the year, such as weekly videos or scheduled newsletters for constant reminders. A continuous cycle of assessment, education, reinforcement, and measurement

maximizes learning and lengthens retention.

### Conduct periodic simulated phishing campaigns

A simulated phishing campaign is a great tool to test, assess and educate your staff about the latest phishing tactics hackers are using. Most tools offer on-the-spot training that is required for anyone who mistakenly clicks on a “malicious” link. Management can review reports of the campaign activity to make adjustments to the firm’s security policies and see if employee awareness improves over time. This is critical for all employees, and pay extra care to accounting and finance staff. An FBI report from 2017<sup>2</sup>, reports over \$5 Billion Dollars in Wire Transfer fraud over a little more than 3 year period. The report lists several scenarios, including foreign wire transfers (which can be extremely difficult to prosecute). The risk of financial loss via wire transfer is high, even for domestic wire transfers, as they are difficult to trace or reverse.

### Perform a dark-web breach assessment of your employees

You might be surprised to learn how many of your employees have compromised usernames, passwords or other personally identifiable information (PII) being sold on the dark web. Reviewing a report of dark web activity could help identify employees who may need extra training.

### Develop a culture of healthy skepticism & multi-step verification

Scenarios often involve phishers masquerading as trusted business executives, vendors, or lawyers. Implementing at least a two-stage approval process for significant financial transactions can go a long way to prevent wire or check fraud. Encourage your staff to question any message that seems out of place, and have a policy for how they can report suspicious emails. If possible, include job roles that require a separation of duties and job rotations for personnel who manage access to sensitive data. If your firm size is too small to rotate job duties, business owners can periodically audit who has access to sensitive data and perform regular reconciliation review.

Expect the criminals to be extremely convincing. Every day they are crafting emails that are harder to identify. In fact, people are far more likely to click on phishing emails than genuine marketing emails. We live in dangerous times. Start implementing practical steps to train your staff and reduce your risk.

For more information on Security best practices or if you are interested in a *FREE Security Assessment*, please contact Total Networks today.

<sup>1</sup>“Phishing Temperature Check - Freeform Dynamics.” [https://freeformdynamics.com/wp-content/uploads/2018/02/2017\\_So\\_long\\_and\\_thanks\\_for\\_all\\_the\\_phish.pdf](https://freeformdynamics.com/wp-content/uploads/2018/02/2017_So_long_and_thanks_for_all_the_phish.pdf)

<sup>2</sup>“Internet Crime Complaint Center (IC3) | Business E-mail Compromise ....” 4 May. 2017, <https://www.ic3.gov/media/2017/170504.aspx>



# Modern Business Communications

**Communication is vital to the success of every business.** Having technology that helps you to meet that need in the office and when you are on the go can be challenging. But it doesn't have to be.

Total Networks Modern Business Communications plan provides the proactive services necessary to maintain a secure, compliant, productive and efficient communications infrastructure. When combined with our **Modern Business Communications Client powered by 3CX** on your Android or iOS device, we can help you:



- **Use your office extension from anywhere**
- **Make free VoIP calls with your smartphone**
- **Automatically transcribe voice messages to text and deliver them via email**
- **Integrate Video Conferencing...and many other cool features!**

Never be left out of the loop again. Contact us for more information or a demo of the 3CX Phone system today!

*Total Networks—Business IT Done Right*

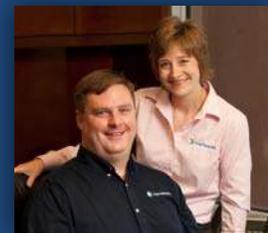
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Give us a call for more information about our services and products

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