

TECHNOLOGY TIMES

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

RPO, RTO And MTPOD, Oh My!

Most businesses make the HUGE (and costly) error of mistaking a “backup” with data recovery and business continuity. NOT true! Simply having a copy of your data stored somewhere does not automatically guarantee you’ll be back up and running again like you were before. To give our readers a better idea of this concept, we’ve included a diagram (below and also available on our website) from the BCM Institute explaining three key concepts: Recovery Point Objective (RPO), Recovery Time Objective (RTO) and Maximum Tolerable Period Of Downtime (MTPOD). In order to choose the RIGHT type of backup for your company, you need to know what these three acronyms mean.

First, the RPO is the point to where you want your data restored. So, if you can’t afford to lose a day of work, your RPO may be practically “instant” requiring a snapshot of your workstation or server every 15 minutes. If you can afford to lose a day of work, you only need a backup every night. Next, the RTO is the length of time you will be down after a disaster while your workstation or network is restored. Again, different backups will provide shorter (or much longer) RTO depending on what it takes to restore the data. For example, many business are shocked to discover it could take 5-7 days or more to restore all their data from a Carbonite or Mozy backup, plus another couple of days to rebuild everything; and since most businesses cannot afford to be down that long, another type of backup is needed.

And finally, MTPOD is the “code red” point in time where you MUST have your data, operations, email, and applications back online and functioning before it would severely threaten your company’s survival. In some cases, businesses cannot afford certain processes to be down for more than a couple of hours, such as payroll processes for a HR company.

The key is to know WHAT data and business processes are MOST critical to you so the proper backup and disaster recovery solution can be put in place now before everything goes kaput. To get your data recovery handled properly, call us to discuss a Disaster Recovery Review or join us for a Webinar on February 19th to learn more. 228-284-4951 or www.agjsystems.com/prevention



“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!”

- Ryan Giles, AGJ

February 2015

The Gulf Coast

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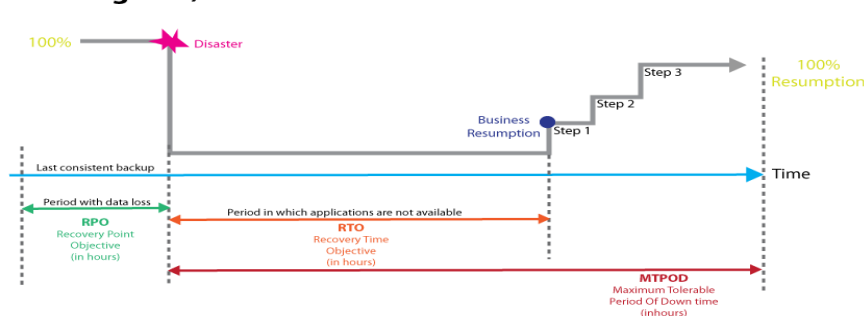
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“Sure, it’s all fun and games until someone loses an iPhone.”

Defining RTO, RPO and MTPOD



<p>RPO</p> <p>is the maximum acceptable level of data loss following an unplanned "event";</p>	<p>RTO</p> <p>is defined as the length of time that a business process could be unavailable before the business unit's operations are significantly impaired.</p>	<p>MTPOD</p> <p>is defined as the "duration after which an organization's viability will be irrevocably threatened if product and service delivery cannot be resumed."</p>
<p>MTPOD can be calculated on the following factors:</p> <ul style="list-style-type: none"> > The maximum time period after the start of a disruption within which each activity needs to be resumed > The maximum level at which each activity needs to be performed after resumption > The length of time within which normal level of operation need to be resumed 		

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 e-mail, investment web site or bank account, or buy something online, and they are recording your keystrokes.

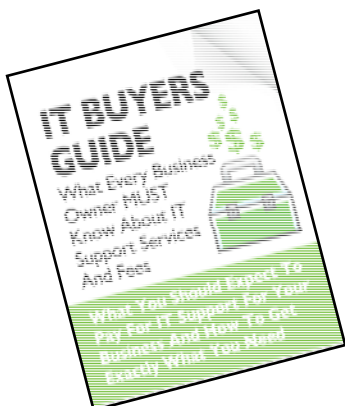
You may be asking, “How do I protect myself at WiFi hotspots?” First you need to make sure the hotspot is legitimate. You can do this by asking someone who works at the WiFi location; in fact, some businesses will give you printed instructions that include the hotspot name. Even here you need to be careful. 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. Of course, with many new phones, you can carry your own hotspot around with you.

Give us a call at 228-284-4951 to find out more about VPN access.

FREE Report: The Business Owners’ Guide To IT Support Services And Fees



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.

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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 five 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 five additional star performers? You don't find them. You develop them.

The Bell Labs study identified nine 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) **Follower-ship:** 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/>

Is Your Computer Keyboard Making You Sick?

Now that we're at the height of cold and flu season, you might want to take a closer look at what's living on your keyboard. A series of studies called "Germs in the Workplace," found that the following four office surfaces had the most bacteria (in this order):

- Phones
- Desks
- Computer keyboard
- Computer mouse

Obviously these are items you touch all day, everyday. Germs and dirt from your hands and mouth get transferred easily onto these items, and vice-versa, making them breeding grounds for harmful bacteria. To lessen your chances of picking up colds and flu, we recommend cleaning your mouse and keyboard regularly with disinfecting wipes. It's also smart to clean these items before a new person uses them.

Do You Like Windows 7? Need A New PC?

With Windows 10 on the way from Microsoft, we've just seen announcements from almost every large computer manufacturer. They're no longer building Windows 7 computers. Fortunately, they have all stockpiled quite a few PCs.

This means that if you're using an old PC, or if you're just in the mood to upgrade, act now if you'd prefer to have Windows 7. After the current stock has been sold (by Dell, HP, Lenovo, etc...), you'll be stuck with Windows 8.

Nerd Herd Movie Review: American Sniper

We usually avoid recommending "R-Rated" movies, but after seeing **American Sniper**, we felt compelled to review it.

This movie is based on the autobiography of U.S. Navy Seal Chris Kyle. Kyle came from humble beginnings in Texas to join the U.S. Navy in 2009. He went on to become the most lethal sniper in U.S. history.

Directed by Clint Eastwood, this movie is not for the faint of heart (due to violence and strong language). **We rate it 4 out of 5 stars!**



The Lighter Side:

Mardi Gras Facts



- ◆ It is illegal to ride on a float in New Orleans without a mask.
- ◆ New Orleans was not the first American city to host a parade on Mardi Gras, that was Mobile Alabama.
- ◆ Purple, green and gold are the standard Mardi Gras colors but do you know their meaning?
 - Purple = Justice
 - Gold = Power
 - Green = Faith
- ◆ Because of Mardi Gras, LSU's colors are Purple and Gold. This only left Green (which became Tulane's color).
- ◆ Along the Gulf Coast, most businesses are closed for Mardi Gras Day!
- ◆ Mardi Gras is French for Fat Tuesday. This is the day before Ash Wednesday (the first day of Lent).
- ◆ Carnival Season begins on January 6 each year (which is King's Day) and ends on Fat Tuesday.