

What are your digital assets worth?

Where would you be without your Network Security...



correct
solutions

that's correct

The latest in Smart IT Solutions by The Smart IT Company

November 2007

Off The Press:

We are hosting a Security Summit! Leading Vendor in Authentication to present technology that will toughen up your Network...see page 3 for details.

This month...

- It is scary to think, but many servers that hold critical and confidential information are not adequately protected. We invite you to find out more about beefing up your Network security.
- Before you go three rounds head-to-head in a one-sided boxing match with your computer, check out how to get the most out of a support call.
- Have you met our new Field Technician yet? We welcome Derek to the Correct Solutions team...

Questions? Comments? We value your feedback!

Call us (02) 8831 8200 to discuss any matter further...

Checking the Locks

Picture yourself at home one sunny Saturday afternoon. You are snoozing idly on the couch, feeling safe and secure. Your home is, after all, your proverbial castle.

Now imagine someone sneaking in the back door, which you forgot to lock. This intruder spends some time sifting through your filing cabinet, reading all your important and identifying letters and documents, making plans to steal or destroy them. Picking up the phone, he makes hundreds of prank phone calls, running up your bill and getting your number barred from making any legitimate ones. He changes the locks on every door so your keys don't work anymore. He generally threatens the security of your environment; you can't be sure what he'll do next...and all the while, you don't even realise he's there.

Are you wishing now you'd locked that back door?

This is a metaphor for what goes on in thousands of servers every day. Without adequate security, your files, your identity can be surreptitiously stolen. Spammers can hijack your domain and send unsolicited

mail, effectively getting you black-listed. Security is not just about defending against virus attacks; there are a host of measures that nowadays needs to be taken.

When the environment of a server is in a state where the risk of this kind of theft, tampering or disruption is not kept low, it is like having the back door unlocked. So what should be done to ensure the well-being of your network?

The first thing that needs to occur is the formation of a detailed, written plan. An integrated approach to protection is essential for success. This plan will involve both short term and long term goals and should pave the way for company policy on how security is implemented and maintained.

But before you work out what you need, you must first work out what you've got. Step one of the planning is to take an inventory of your current security. Do you have a Firewall? Are you running a Virtual Private Network (VPN)? What virus protection do you have and is it receiving regular updates? What anomaly detection exists and how do you initiate such reporting? Is there any intrusion prevention? Do you back up regularly and is this kept off-site?

Other questions that will help your planning involve identifying your digital assets and everybody who has access to them. Considering their value will help determine the potential impact of a security breach. Looking at how access is validated and monitored will help determine how secure those digital assets are.

Next month we are going to look more closely at some steps you can take to help keep your business secure, but if you would like more details regarding this topic, or you would like a consultation with our Technical Specialists to help you formulate a Network Security Checklist, please call us today.



Keeping intruders out of your Network is imperative for good security

Contact Us!

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Your network supports your business and is a foundation on which you rely for your email, internet access and storage of your business critical data.

Just like a car needs regular maintenance to ensure optimum performance, so too does your server! Contact us now to find out more about our **special rates for scheduled maintenance** over the Christmas Period.





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How to lodge a good support call...



Minimise the frustration of computer issues

questions, the answers to which point us in the direction we need to go to find the solution. Knowing what these questions are and having an idea of how best to answer them will go a long way towards getting the most out of a call to our Help Desk, in the shortest possible time.

What is the problem?

Telling us that your computer is broken is like saying to the Doctor, "I feel sick". We need to know pretty precisely what the problem is. Telling us "Word will not print to the network printer" is more specific and will allow us to quickly figure out a plan of attack to help solve the problem.

When did it start?

Did the problem start just now, or has it been bugging you for a while? This is important because often we can look at various log files to determine what is going on. Knowing that a problem started on Tuesday last week gives us the clue that it did work before. Often there are other changes that take place and have unexpected side effects later in the day or week.

Has it ever worked before?

Believe it or not, we often get told that things don't work, when in fact they have never worked before. Knowing this one fact will change how we troubleshoot a problem.

What do you expect to happen?

Sometimes people think that things should happen a certain way when it's not actually designed to work like that. Understanding how you think things should work gives us an insight into the issue too.

How quickly do you need it fixed?

It might feel like you need it fixed RIGHT NOW and certainly we try to fix things quickly, but knowing that we are trying to deal with many clients issues including yours and the priority we need to assign to it allows us to work more efficiently.

Shortly we will be implementing a new system with in Correct Solutions that will allow you better visibility into any support calls you place with us. As part of that you can more easily lodge non urgent issues via a web page on Correct Solutions site. We anticipate that this will improve our ability to respond to you in a timely manner and allow us to focus on providing increased customer service to you.

Meet Derek Tse

Some of you have already met our new Field Technician, Derek Tse.

Before joining Correct, Derek had a number of roles which have helped to prepared him for his current vocation. Derek gained valuable experience as a contractor for Unisys Australia, further polishing his skills as a field engineer for Dell and in an IT support role for Multiplex Construction.

He enjoys taking the time to explain any facet of your computer problems and needs.

Derek brings four years of IT experience and has received Certificate IV in

Telecommunications and MCSA in Windows 2000; he is undergoing training in Microsoft and Cisco at this present time.

Outside of work, Derek enjoys taking care of his wife and 2 dogs (Mastiff/Ridgeback & Labrador/Keeshond), going out to cafes and restaurants tasting new dishes. He enjoys cooking at home and whenever he gets the chance, immersing himself in a video game.

We are very pleased to welcome Derek to the Correct Solutions team. He looks forward to getting to know you all!



Contact the editor for more information

Would you like to subscribe or unsubscribe? If you wish to find out more about any of our stories or you have feedback regarding our Newsletter, you can email

Melissa Richardson
mrichardson@correct.com.au

We would love the opportunity to discuss your IT requirements further. Please call on (02) 8831 8200



Presenting...

The Security Summit

This FREE seminar will change the way you think about the security of your digital assets. Come and join us for an enlightening session on Identity Verification and Network Security.

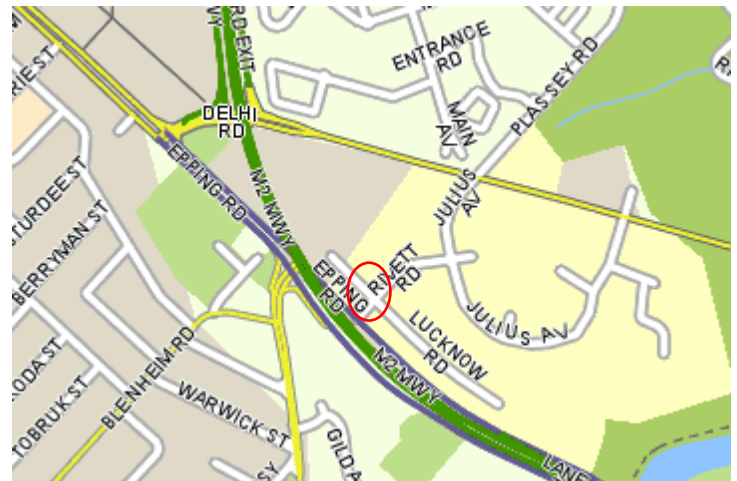
With an international guest speaker who has key knowledge about the threats associated with Network access privileges and solutions which aim to mitigate the risks involved in keeping critical information on a server, this event will arm you with the information you need to protect your business.

Details of the Event:

- Wednesday 21 November 2007
- Registration 12.45pm for a 1.00pm Start
- Duration 1.5 - 2 hours
- Refreshments will be served

Location:

Microsoft Head Office:
1 Epping Road,
North Ryde NSW



RSVP:

Booking is essential!

Contact Melissa Richardson on 02 8831 8200 to confirm your seat. Please RSVP no later than Monday 19 November 2007, or e-mail your confirmation to info@correct.com.au