



Executive IT Insider

The Exclusive Edge to Today's Technology

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Contents:

Microsoft & the NSA Need You to Update Your Computers!1

Business Briefing: Raise Your Praise2

Expert of the Month: The Team at Pugliese Family Eye Care2

Special Offer! Refer-a-Friend & Get a Gift!...2



Computer Joke



What do you call a hacker that sends phishing emails?

A prawn artist!

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Happy 4th of July!

With the dog days of summer around the corner, everyone wants to beat the heat and keep cool.

Are any of the devices in your office sweating to keep up with your workload? Don't let the productivity level in your office get **burned**. We can help keep things **cool**!

We can perform a **IT benchmark** of your business and get an improvement plan in the works! Give us a call to schedule your benchmark!

Microsoft & the NSA Need You to Update Your Computers!

Microsoft discovered a *potentially* dangerous vulnerability, exposing older versions of Windows to cyber-attacks. This flaw, known as **BlueKeep**, is so severe that the National Security Agency (NSA) issued an advisory. It is estimated that over one million older Windows computers are vulnerable and can be exploited by this flaw!

What is BlueKeep?

BlueKeep, or CVE-2019-0708, is a new security vulnerability discovered by Microsoft. The flaw can affect Windows 7, Windows XP, Windows Vista, Windows 2003, Windows Server 2008 R2, and Windows Server 2008. The vulnerability can be exploited remotely using Remote Desktop Protocol (RDP) without any user interaction.

BlueKeep is a "wormable" flaw; meaning if the computer is connected to the internet, viruses or hackers can exploit this vulnerability and rapidly spread from computer to computer. This flaw can be utilized to remotely run malware on the system level, which has **full access** to the computer. Because of this worm-quality, **any unprotected or unpatched computer connected to the internet can be at risk**.

How to Keep "BlueKeep" Out?

The NSA is worried a crippling, global attack like **WannaCry** could happen again.

While Microsoft officials say they haven't seen the BlueKeep flaw exploited **yet**, it's *only a matter of time*. It is very likely that attackers are learning how to *weaponize* the flaw to execute large-scale attacks in the coming months.

Microsoft released patches to repair the vulnerability. In fact, the BlueKeep flaw is so dangerous, that Microsoft published a patch for Windows XP, despite discontinuing updates for the system in 2014.

To prevent future attacks, it is **vital** that any vulnerable systems are patched. Users should ensure they are allowing and updating their systems regularly. Users are also encouraged to migrate to a newer Windows operating system. All Windows 8 or Windows 10 systems are already protected and are not susceptible to BlueKeep.

Are You on Office Solutions?

If you're one of our Office Solutions clients, **you're protected** against BlueKeep!

We've been proactively working to apply the latest patches to protect your systems and network. With our Behavioral Antivirus & Malware Protection and Software Patch Management, we're your **best defense** against the latest threats!

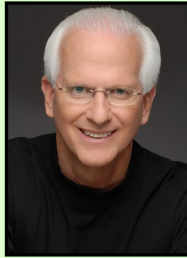
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(401) 684-3036

Business Briefing: Raise Your Praise

Are there ways to raise spirits, raise self-esteem, raise awareness, raise interest, raise self-confidence, raise happiness, and raise productivity other than just giving people a raise in salary?

Yes, there are. Here is a simple acrostic to help remind you how to do it. You can publicly:



- R** - Recognize their ability & talent
- A** - Appreciate their effort
- I** - Include them in decisions
- S** - Show sincere interest
- E** - Empower & encourage

The key word in all of this is “**publicly**.” Behavioral psychologists believe public praise is every bit as powerful as money. Public praise also increases our interest in the work we do because it gets infused with social significance. These experiences, and not money, are what makes people want to return to their place of work day after day.

Employees respond to appreciation expressed through recognition of their good work because it affirms their work is valued by others. When employees work is valued, appreciated and praised, their productivity rises.

Be someone’s reason to have a better day. Better yet, be their reason to succeed. And, there is added benefit to this: by raising someone else up you will also **raise yourself up!**

—Robert Stevenson, robertstevenson.org

Expert of the Month: The Team at Pugliese Family Eye Care



For over 40 years, Dr. John Pugliese has been providing quality eye care to each of his patients. At Pugliese Family Eye Care they don’t believe in packing the practice full of patients and rushing people out. Dr. Pugliese and the team treat **every** patient with respect and give them the time they need, which is why they’re our latest *Expert of the Month!*

At Pugliese Family Eye Care their basic philosophy is that they’re a **family business**. His wife Jane has taken care of optical and office management for the past 30 years, and his son Dave joined as an optometrist 3 years ago. Dr. Pugliese loves being a family business because they treat generations of families who have been going there for years. As Dr. Pugliese states, “I want to build a relationship with my patients. I don’t want them to come in, have the exam, and then never see them again. I want to have a conversation with my patients and make sure they’re okay.”

The entire team knows that their *focus on the patients* sets them apart from other practices. Dr. Pugliese believes “we’re all optometrists and we all learn the same thing—it’s the level of **personalization** and **relationship building** that matters most.” In fact, Dr. Pugliese puts his personal cell phone number on his business cards in case his patients have an after-hour emergency. In the event of an emergency, he’ll answer patients’ calls, help over the phone, or even come into the practice on a weekend to help.

The doctors are experts when it comes to routine eye exams, contact lens fittings, glaucoma treatments, diabetic eye exams, and much more. They even follow diabetes and work with patients’ physicians and endocrinologists, offering diabetic counseling to ensure patients stay on the right track.

We’ve known Dr. Pugliese ever since we had a storefront in the Lincoln Mall. Dr. Pugliese enjoys the level of personalization we continue to deliver. He reflects on our long relationship, saying “over the years you’ve grown into a bigger company, but I love knowing that I can still call anyone and that you’re there when I need you.” Dr. Pugliese also loves how we’re able to help his practice with HIPAA compliance. “When it comes to HIPAA, you guys take a load off my plate,” he continues “there’s so many rules and regulations that it’s hard to keep up. I’m here to take care of my patients and the team helps me do exactly that.”

If you’d like to learn more about Pugliese Family Eye Care, visit their website www.pugliesefamilyeyecare.com. To schedule an appointment with Dr. Pugliese and his team, give them a call at **401-349-4791** or send an email to pugliesefamilyeyecare@gmail.com.

Refer-a-Friend & Get a Gift!

We love having you as a customer and honestly, we wish we had more just like you! This month, we’re bringing our “**Refer-a-Friend**” event back!

Refer any company with **5 or more computers** to our office to receive a **FREE** Computer Network Assessment. Once we’ve completed our initial appointment with your referral, we’ll send you a **\$50 Amazon gift card** and a **gift basket full of goodies!**

As an added bonus, if they join and become our client, we’ll send you a **\$500 Amazon Gift Card** for introducing your friend to us.

Simply call us at **401-684-3036**, e-mail us (support@ITsupportRI.com) or visit www.ITsupportRI.com/referral and send us their contact information!



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