



THE

COMPUTER NEVER WINS

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Broken Hearts and Stolen Data

While many people buy their significant other a box of decadent chocolates, a dozen red roses or an oversize teddy bear for Valentine's Day, there are a few people who are going to go home with a broken heart as their personal information is stolen right from under them. It's a harsh reality, but both individuals and businesses are constantly targeted by fraudsters and hackers who want to steal any bit of data that will make them money.

You may have taken all the precautions to protect yourself and your business – but what do you do if it does happen? Just as when a lover breaks your heart, you have to move on, get back on your feet and work your way through this unfortunate circumstance.

Once your data is stolen, it's gone. Credit cards can be canceled, but other information, such as your name, address, social security number and more, can be more difficult to control.

In 2014, social media accounts, such as Twitter, became more valuable to hackers than credit cards. These types of accounts are hot commodities on black markets.

Does that mean you should be worried with all the information you have stored online?

Absolutely not!

If you do fall victim to a data breach, you can still protect yourself!

Contact your credit card companies. Let them know you suspect your credit card info has been compromised. They will work with you to ensure you don't face financial losses.

Keep a close eye on all your accounts. Watch for suspicious activity and report it when you see it.

Change your passwords. This is particularly critical if you used a single password for multiple services.

Use a credit-monitoring service. They aren't designed to prevent data from being stolen, but in the event of a breach, you'll be notified immediately so you can take action.

Give us a call at 765-742-3440 and we'll put together a plan to keep your company's data secure.



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Business System Solutions specializes in providing management level responsibility for all the technology in your business.

This includes support for your computer network and working with other hardware and software vendors whose technology you use.

We do this with friendly, proactive, and responsive service.

Our services can lower your costs, and we guarantee our work!

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. Followership: 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.

FACT FILE

DID YOU KNOW?

- A raisin dropped in a glass of fresh champagne will bounce up and down continuously from the bottom of the glass to the top.
- Guinea pigs and rabbits can't sweat.
- Deer can't eat hay.
- The lifespan of a squirrel is about nine years.
- The mask used by Michael Myers in the original "Halloween" was a Captain Kirk mask painted white.
- The word "queue" is the only word in the English language that is still pronounced the same way when the last four letters are removed.
- An ostrich's eye is bigger than its brain.
- Coca-Cola would be green if colouring weren't added to it.
- Cats sleep up to eighteen hours a day, but never quite as deep as humans. Instead, they fall asleep quickly and wake up intermittently to check to see if their environment is still safe.
- The average person laughs 10 times a day!
- There is a city called Rome on every continent.
- Beetles taste like apples, wasps like pine nuts, and worms like fried bacon.
- Astronauts are not allowed to eat beans before they go into space because passing wind in a space suit damages them.
- Slugs have 4 noses.

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.

Tip: Do you want an easy way to securely access your network and the Internet from anywhere? Call us today at 765-742-3440 about setting up a VPN for your office!

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.

Who Wants To Win A \$5 McDonalds Card?

This month we will do a random drawing from all correct responses received by February 15th and will give away (4) \$5 McDonald's Gift Cards.

Which country consumes the most chocolate per person at 26 lbs. or 11.9 kg per year?

a) Belgium b) Switzerland c) United States d) Germany e) Brazil

E-mail Us Right Now With Your Answer!

Trivia@BSSConsulting.com

Last month Betsy Jones, Chalone Robbins, Carla Dillon, and Mary Brooks were drawn as the winners of the free large TNB Noble Romans pizza. The question was **To ring in the New Year in Spain, it is traditional to do what on each chime of the clock? The correct answer was** eat a grape.





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GENIUS PHONE REPAIR

Genius Phone Repair has opened its newest location at 2049 Veteran's Memorial Parkway South next to Wings Etc. and Levee Tan in Lafayette.

Has your screen cracked? Battery won't charge? Buttons not working properly? Don't worry, Genius Phone Repair is the Midwest's leader in cell phone and tablet repair. You can trust Genius Phone Repair for all of your device repair needs: iPhone, iPad, iPod, Samsung, HTC, Motorola...Genius Phone Repair repairs it all, and best yet, **all repairs come with a 90 warranty and at affordable rates!**

Looking to buy, sell or trade your device? Genius Phone Repair is your source for a quick, easy, and safe transaction.

Stop in to the new Genius Repair location or visit them online at www.geniusphonerepair.com

Genius Phone Repair, "We're Genius For The Times You're Not."

From Bill's Desk:

BSS is growing and adding some great team members! In November Binoy Pavagadhi joined us as our Business Development Manager, coming from Verizon and Comcast he really understands the needs of business. Then in January Toby Wilson joined us. Toby has experience with HP and extensive help desk experience. He will be assisting our support team with all those solutions our clients need to keep productive and working!

I also want to give an outgoing thanks to our marketing assistant, Jeff Ooms! Over the past year he has created some amazing marketing material for us and we will miss his creativity! Jeff and his brother John are opening the Genius Phone Repair business and this is a great opportunity for him.

