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Micro/Outlook

How to Lose $31,000

It's incredibly difficult to build and run a profitable company, so how would you feel about losing $31,000 of hard-earned revenue? This month I want to show you how easily *CEO Fraud* can clean out your bank account.

But aside from perhaps making you cringe a bit, I want you to understand that **good security awareness from management improves an organization's overall security culture**. It's owners, CEOs, and upper level employees that set the tone of awareness for their organization. So let's look at an actual example of CEO fraud.

Four Eyes and Avoiding CEO Fraud

CEO fraud, or *Business Email Compromise* (BEC), occurs when a cybercriminal spoofs the email address of an executive and uses it to email employees specific requests for wire transfers of money. Here's a real example that cost a company $31,000.

From: John Smith

Sent: Monday, 13 November 2017 11:27 AM

To: Susan Brown

Subject: Urgent Attention

Are you available to handle an international payment this morning?

Have one pending, let me know when to send bank details.

Regards
John Smith
Sent from my iPhone

_____

On Mon, Nov 13, 2017 at 1:33 AM,

Susan Brown wrote:

Hi John,

Sorry was caught up with a project - I'm here now - can I still help?

Susan Brown
Director

Still Using Windows 7? Upgrade to 10 for $99

Windows 7 is end-of-life at the end of the year (January 14th to be exact) which means after that date there will be no more security updates or support. So don't wait until the last minute to do something about it as there's sure to be a crush.

To assist with the transition, MicroData if offering a special upgrade solution. There are two options available:

- $99 Windows 7 to 10 upgrade.

- $199 Windows 7 to 10 upgrade + a new Solid State Hard Disk (SSD)

The basic upgrade option can be performed remotely and takes about 2-3 hours. Replacing your old mechanical hard drive with a SSD typically requires a service visit.

You can reserve a position in our service calendar now by signing up online. Visit www.microdata.com/W10

To learn more, contact us today at 978.921.0990 or on the web at microdata.com

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This monthly publication is provided courtesy of Glenn Mores, President & CEO of MicroData of Beverly Massachusetts.

Our Mission: To Provide Phenomenal IT Support to companies throughout the Eastern Massachusetts/Southern NH area.

On Mon, Nov 13, 2017 at 4:29 PM,

John Smith wrote:

Can you still handle this right now? was very busy earlier.

Regards
John Smith
Sent from my iPhone

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On Mon, Nov 13, 2017 at 6:01 AM,

Susan Brown wrote:

Hi John,

Just back - can do it for you now if that will help.

Susan Brown
Director

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On Mon, Nov 13, 2017 at 5:48 PM,

John Smith wrote:

Yes it seem to be a very busy day. The amount is for $30,120 i am guessing it is very late already for the transfer or can you still get it done today?

Regards

John Smith
Sent from my iPhone

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On Mon, Nov 13, 2017 at 6:50 AM,

Susan Brown wrote:

Hi John,

Is it set up ready to go in PC banking? I can't see it there to authorise under international?

Cheers,

Susan Brown

—————————————————————-

On Mon, Nov 13, 2017 at 5:56 PM,

John Smith wrote:

Oh ok, please find a way around it, my day is really tied. Can i send you the bank details today still? Can the payment still go out?

Regards
John Smith

—————————————————————-

On Mon, Nov 13, 2017 at 6:58 AM,

Susan Brown wrote:

Hi John,

I can do my best but will do it from home tonight as have to leave now. Think they still go to 8 pm or so.

Send me all the details and I'll try but usually Mary sets them up and we just authorise them. Will see what I can do - it's no trouble as I know I can ask Mary from her home if necessary.

Leave it with us.

Regards

Susan Brown
Director

On Mon, Nov 13, 2017 at 7:02 AM,

John Smith wrote:

Ok then. Thanks

NAME: Acme

SORT CODE: 12341234
ACCOUNT: 123412341234IBAN: ABCD123412341234123412341234
SWIFT ABC:ABCD1234BANK: SOME BANK ADDRESS: 3 Somewhere Place

Send me payment slip once it is completed.

Regards

John Smith
Sent from my iPhone

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On Mon, Nov 13, 2017 at 7:14 AM,

John Smith wrote:

Please use this IBAN number for the account.

IBAN: ABCD123412341234123412341234123412341

Ensure to send me the slip once its done. Thanks

N.B: confirm receipt of the new IBAN number.

Regards
John Smith

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So What to Do?

There are 4 key actions to combat this type of attack:

1. Empowering employees with awareness training so they can identify when they're being scammed.

2. Implementing a *Four Eyes* principle, which simply requires two people to authorize certain transactions.

3. Limiting the amount of personal info you make public in order to deter social media data mining.

4. Thinking before you click. Scammers use advanced phishing techniques that target high profile individuals.

Habits of Secure Senior Employees

Participating in the organization's awareness training program.

When executives participate in training, they positively reinforce the importance of the organization's security and how it applies to everyone from the front desk to the CEO. They also keep their awareness skills honed, which bears added importance considering that upper-level employees are top targets for cybercriminals.

Following organizational policies.

There may be managers who feel that certain policies don't apply to them. Perhaps that's true in some cases. But not only does following the same policies required of all employees set a great example, it also aids in eliminating unnecessary risks.

Holding all employees to the same security standards.

It's important to ensure that every employee in your organization is held to the organization's security standards. Allowing certain employees or departments to circumvent policy (in order to complete a project on time, for example) sets a dangerous precedent.

MicroData offers complimentary end-user security awareness training for all our Managed Service customers.

To learn more or to get assistance with any IT security challenge, contact us at 978.921.0990 or visit us online at **microdata.com**

The First Cell Phone

Somewhere in either Chicago, Baltimore or Washington, someone plunked down $3,995 to buy the *Motorola DynaTAC 8000X*, the first handheld cellphone, on March 13, 1984

Raise Your Leadership Ceiling, by Luke Crane

Anyone can steer the ship, it takes a leader to chart the course.— John Maxwell

When I think about leadership, I think about satellites. At any given time a satellite can be flying above us. Some that are camera capable can take stunning photos of entire continents at night and show the lights of the city. At other times those same cameras can zoom in to capture incredible detail... sometimes scary amounts of detail.

So why do I think about satellites and leadership? As a leader, you must be able to zoom in and have a 10 foot view with your people. This might look like getting your hands dirty, doing project work, checking time lines, and answering emails. At other times a leader can zoom out and look at it from a 10,000 foot view. They can ask the questions: What am I missing? What will this look like in 12 months? What obstacles are in the way to get us where we need to go? This is the sweet spot for a leader.

I chose the John Maxwell quote above because it is so true. Leadership, at times, requires you to be at a 10 foot level and in the weeds. It requires you to steer the ship. The problem with staying there is your team needs someone to navigate the course. They need someone who can think at a 10,000 foot view. They need a leader.

In order to raise your leadership ceiling to 10,000 feet, you need to release and trust your people to do the job you hired them to do.

This is often hard for leaders. You might feel like you aren't connected with the team. You might feel like you are losing control. But if you are steering the ship...who is navigating the course?

Let's look at some ways to release and trust your people so you can lead.

1. The Quick Release - List out 5 things that you are doing that you need to give to a team member. Now communicate with your team members what you are giving them and your expectations.

2. Operating View Review - Write out the last four weeks of events from your calendar on a piece of paper. Now write the "feet view" number of where you were operating for that event. Now you have a visual idea of where you need to trust and release others. A bonus is you can add them all together and divide by the number of events to get your average operational level.

3. Butcher the Sacred Cow - I love the quote "sacred cows make gourmet burgers". Ask your team or a trusted adviser what they think you hold too closely and should let go. It might hurt for a time, but ultimately it is about the team, not about you as the leader.

When you trust and release your people, you will begin to operate at new levels. You can see things others don't. You can chart the course for new and innovative projects.

Luke Crane is the Owner of the Leadership Cohort (www.leadershipcohort.com), a leadership coaching, speaking and training group that looks to help any person in their leadership journey.

Tech Tips

Windows 10 Tips

Microsoft has told everyone that they won't release a Windows 11 but instead, continuously develop Windows 10 and make updates available to users for free. So there's always something new—here are some tips you may not be aware of.

Secret Start Menu

If you're a fan of that old-school (i.e. non-tiled) Start menu experience, you can still have it—sorta. If you right-click on the Windows icon in the bottom-left corner, it will prompt a textual jump menu with a number of familiar popular destinations (Apps and Features, Search, Run). All these options are available through the standard menu interface, but you'll be able to access them quicker through this textual interface.

Shake

This feature actually debuted in Windows 7, but we've found a lot of people don't know about it. If you have a display full of windows, clear the clutter by grabbing the top of the window you do like and "shaking" it to minimize all the other windows. Shake again to put everything back.

Silence Notifications w/Focus Assist

Formerly known as *Quiet Hours*, **Focus Assist** is a redesigned April 2018 Update features that gives you greater control over the notifications that pop up on your PC. Head to Settings > System > Focus Assist.

Pin Your People

You can now pin your closest contacts to your task bar the same way you would your most-used apps. Just tap on the People icon, and at the bottom of the pop-up box will be an option to find and pin contacts to your taskbar.

"It's not so much that your smart speaker is broken as it is that this is a jar of mayonnaise."