Campfire Tales
Scary Stories
from the IT Crypt

# Agenda

Welcome & Panel Introduction

The Data Man
*Lies & Crime are no match for Data*

Lost Data
*A Story of Remote Work Catastrophe*

The Michigan Data Massacre
*Small Busines...Big Problems!*

Dial H for Hackers
When your phones become your worst enemy!

Giveaway & Q&A

# MASTERS OF IT HORROR

**SPENCER BROOKS**
*SENIOR IT ENGINEER*
XMC, INC.

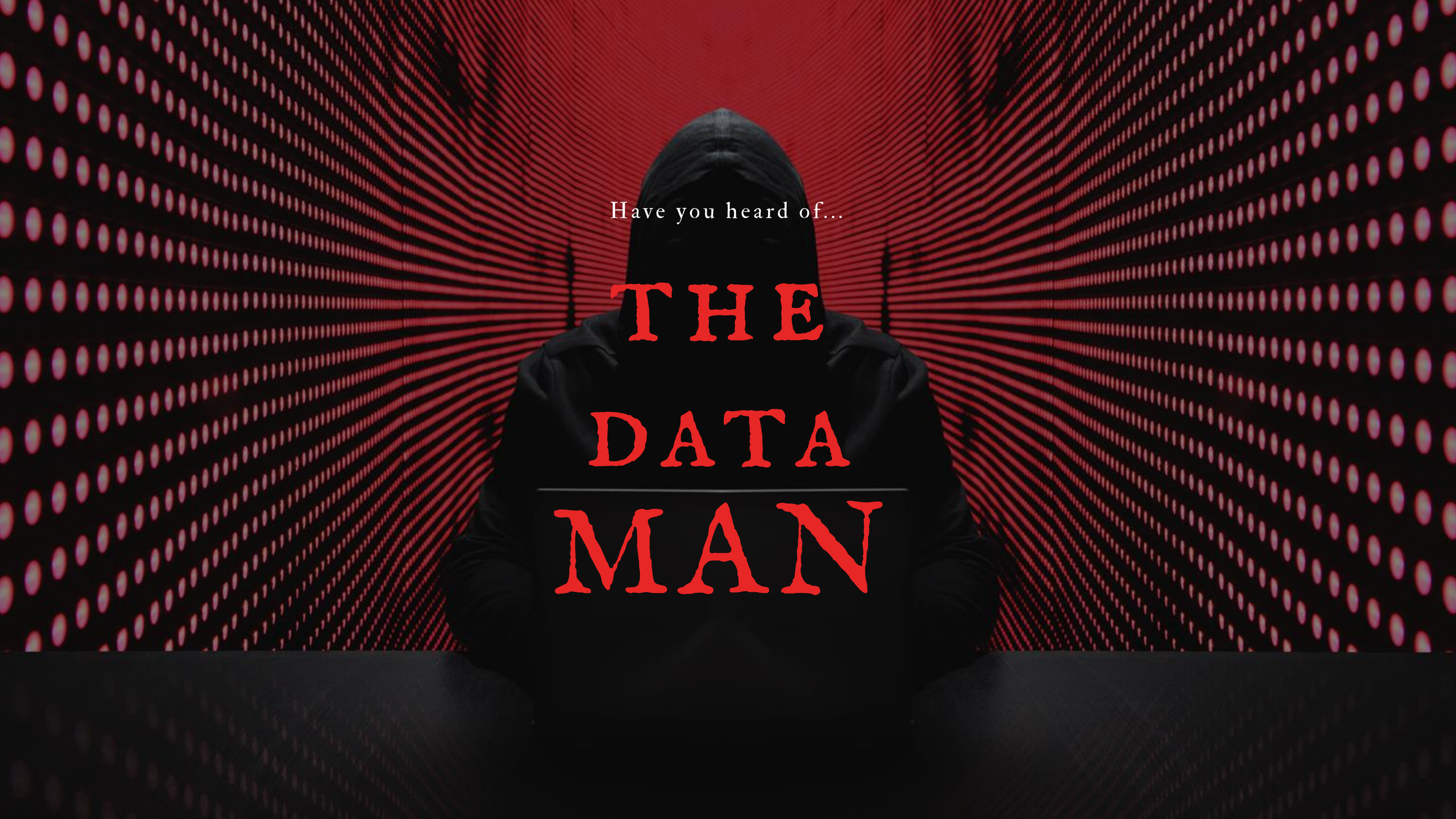
**PETER AVERY**
*NATIONAL FIELD SERVICES DIRECTOR*
*VISUAL EDGE IT*

**BEN MCCAGHREN**
**CHIEF TECHNOLOGY OFFICER**
*XMC INC*

**NICK PERRELLE**
*MITS SPECIALIST*
*TECHNOCOM*

**EDDIE GOFF**
*MITS SPECIALIST*
*COMMONWEALTH TECHNOLOGY*

**CHIKE OKEY**
*SENIOR IT ENGINEER*
*COUNSEL & MOA*


Have you heard of...
THE
DATA
MAN

## PROBLEM

Employee Misconduct

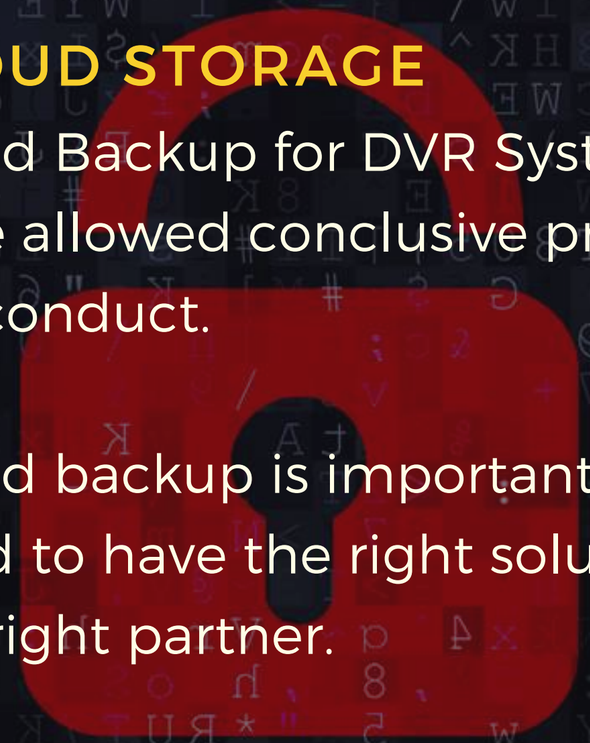
Device Storage alone can easily be destroyed.

## RESULT

Evidence of misconduct can "disappear"

The average business would not have a way to recover important evidence or data.

# How to Prevent this IT Horror Story...



## CLOUD STORAGE

Cloud Backup for DVR System would have allowed conclusive proof of misconduct.

Cloud backup is important, but you need to have the right solution and the right partner.

# Microsoft Gold Partners

Microsoft Azure

Microsoft Gold Certified Partners are Microsoft's most highly accredited members and demonstrate best-in-class capability within specific Microsoft solution areas.

- Cloud Productivity
  Microsoft 365 and all inherent applications
- Small & Mid Market Cloud Solutions
  Microsoft 365 and Azure Solutions

The Microsoft 365 and Azure advanced specializations that all of these engineers & all of the organizations hosting this session have earned allows them to help their customers modernize their infrastructure and migrate applications and data to the cloud.

lost
data

## PROBLEM

IT Director needed to work remotely

He opened up remote access on a firewall

## RESULT

Ransomeware through Brute Force Attack

Data Breach

Ransomed

# How to Prevent this IT Horror Story...

## UNDERSTANDING

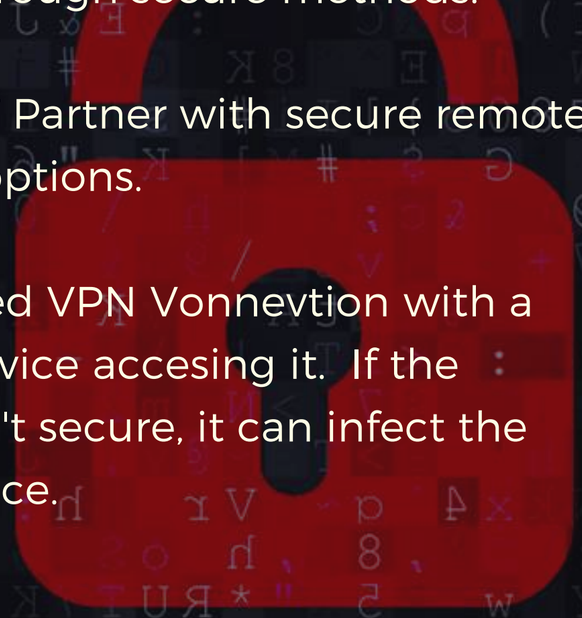
Never open up a remote desktop port on a firewall

## SECURE CONNECTIONS

Only connect into the office or to servers through secure methods.

Find an IT Partner with secure remote working options.

A Managed VPN Vonnevtion with a secure device accesing it.  If the device isn't secure, it can infect the whole office.



## EMPLOYEE EDUCATION

Educate Employees on how to securely work remotely.

THE
MICHIGAN
DATA
MASSACRE
SMALL BUSINESS. BIG DISASTER.

## PROBLEM

The company fell victim to a social engineering attack

The Company had no backups for their data.

## RESULT

Business was halted for 1.5 weeks.

Paid a Ransom of $15,000 to get their data back.

# The Evil Email

**From:** Ben Ransomed <b.ransomed@company.com>
**Sent:** Thursday, June 25, 2020 8:15 AM
**To:** Jane Doe <ja.doe@company.com>
**Subject:** URGENT: Review order

**Attachment:**


This is from a trusted sender

Jane,

Please review the included order, it is for a large transaction with an overseas company - XYZ Holdings.

Please make this a top priority as we need it to hit the books this month. If the attachment does not work, you can access it through our online portal here to review.

Thanks,

**Ben Ransomed**
President
O 888.555.5555
C 555.555.5555

# How to Prevent this IT Horror Story...

## BACKUPS

Use the "Rule of Three":

3

Have at least three copies of your data.

2

Store the copies on at least two different media types.

1

Keep at least one of those copies offsite.

## IMAGE BASED BACKUPS

Not only do you have your data backed up, but your minimize downtime substantially when you use image backup instead of file backup.

## EMPLOYEE EDUCATION

This is important in your professional & personal life! Avoid Social Attacks that can impact you in every facet of your life through education

# DIAL H FOR HACKERS

## PROBLEM

No Patching lead to Hacking

Phone Systems were not incorporated into a managed services plan and were not secure.

## RESULT

Phone System Hacked

Loss of Confidence in Business Security

Hackers racked up a $9000 phone bill that had to be paid.

# How to Prevent this IT Horror Story...

## MAKE PHONES PART OF YOUR IT SOLUTIONS

Partner with a provider that is always patching your equipment

## USE A CLOUD BASED SYSTEM

This offers up to date protection & versatility for Remote Work or Disaster Situations

## REDUNDANCY & DR

Multiple redundant servers in geographically dispersed data centers provide redundancy for all Cloud IP PBX instancesMul
99.995% up-time reliability

# The Evil Phone Bill

Unsecured Phone Costs:

Calls made by Hackers

$9,000

Employees could go to your competitor and they're using their personal phones...

Cost of Lost Clients

Downtime/Business Interruption

Cost of Multiple Days of Revenue

ALL OF THIS COULD COST YOU YOUR BUSINESS!

WHAT HAPPENS
WHEN YOU CLOWN AROUND
WITH CYBER SECURITY?

THE ANSWER
WILL TERRIFY YOU.

I.T.

# You Survived Campfire Tales!

Thank you for joining us today!

You've braved the Scary Stories from the IT Crypt now let's give away some prizes and take your questions!