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**Network and Computer Support  
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# PC MedEvac Monthly News

1 November 2005

Dear Theresa,

PC MedEvac will be closed on Veteran's Day, 11 November 2005! We will also be closed for Thanksgiving on both the 24th and 25th (Friday is recuperation day!).

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**Matt Carter**

Remember the good old days when disgruntled employees simply stole office supplies, faked being sick to take time off, or bad-mouthed the boss to vent their frustration? Not anymore. There is a growing trend of vindictive employees who are hacking their employers' networks to steal and destroy valuable electronic files and data.

## *Employee Sabotage*



### **60% Of Network Break-Ins Are Done By Disgruntled Employees**

Law enforcement professionals estimate that 60% of computer system break-ins are done by disgruntled employees. This sabotage can take many forms including stealing customer lists, accessing and distributing proprietary financial records and payroll information, committing business check fraud, or siphoning money from business bank accounts.

### **It's Not Just Unhappy Employees**

It's not just obviously disgruntled employees who become problems. Employees who are facing financial difficulties, have drug problems, or who might even be plotting to start a rival company or take a new job with a competitor pose serious threats. Then there are the well-intentioned employees who simply make a mistake. We know of one company that accidentally e-mailed their entire client database to a direct competitor because they didn't know how to use the "blind carbon copy" feature in Outlook.

### **How Much Damage Can One Employee Do?**

Lockheed Martin's e-mail system crashed for 6 hours after an employee sent 60,000 of his co-workers an e-mail with a request for an electronic receipt. They were forced to fly in a Microsoft rescue squad to repair the damage caused by this one employee. In another case, a disgruntled Forbes Inc. computer technician deliberately caused five of the publisher's eight servers to crash after he was fired. All of the information on the servers was permanently erased. As a result, Forbes had to shut down its New York operations for two days and sustained losses in excess of \$100,000.

### **Your First Line of Defense**

The first line of defense is, of course, to run a background check on every prospective employee before you hire them. Most employers still skip over this even though a background check can be obtained for as little as \$10.

Next, you need to draft an acceptable user policy that is included in every employee's contract and in your employee handbook. This should be signed and dated by both you and your employees. Be sure to include language stipulating that all work produced belongs to the company and not to the worker. You should also define what employees can and cannot do with work e-mail, Internet access, and data. Finally, we recommend installing employee monitoring software such as SurfControl's web and e-mail filtering products to enforce your acceptable user policy and prevent employees from accidentally sending inappropriate or confidential information to the outside world.

### **Need Help Securing Your Network From Employee Sabotage?**

Whether you need a simple acceptable user policy or a more comprehensive monitoring solution, we can help. Give us a call at 369-7800 or visit us online at [www.pcmdevac.com](http://www.pcmdevac.com)

### ***WARNING: Online Katrina Scam Alert!***

As you might have suspected, there has been a proliferation of online scams soliciting funds for the victims of hurricane Katrina. This is truly heartbreaking to see because it's stealing money away from people in desperate need of help. Unfortunately, the Internet makes it very easy for these scammers to fool people into giving them money. To protect yourself, only donate money to a legitimate, well-known charity such as the American Red Cross. If you find a charity or a group that you are not familiar with, ask to see their nonprofit tax ID. Also, be especially leery of solicitations using PayPal for payments. Scammers like PayPal because it is easier to set up an account there than at a recognized financial institution.



## *I Want To Buy Your Thanksgiving Turkey!*



To celebrate Thanksgiving, I've decided to give away a FREE 20 lb. Thanksgiving turkey to any client—new or old—who hires us for any repair, upgrade, or installation during the month of November and you don't even have to have the work done by Thanksgiving!

Maybe you are thinking about upgrading the PCs in your office. Maybe you're concerned about viruses, spam or losing data. Or maybe you just have a computer problem that is driving you nuts. Whatever the issue, simply give me a call to resolve it and I'll Buy Your Bird!

All you have to do is call me (or one of the technicians) today and let us know what problem you are experiencing. We'll give you a free, no-strings- attached estimate. We'll also gladly discuss your options and help you to choose the right solution for your situation, budget, and time frame. If you decide to let us do the work and give us the go-ahead BEFORE NOVEMBER 23rd, I'll buy you a 20 lb. Thanksgiving turkey, even if we don't do the work until after the holiday!

Get Your 20 lb. Turkey Now:  
369-7800  
Happy Thanksgiving! - Matt Carter

## *Know Someone Who Could Use Our Help?*



**Refer A New Client To Us In November And We'll Send You A FREE USB Thumb Drive**

We love getting referrals from our loyal clients and we're not afraid to show it! Refer a new business client to us during November and we'll give you a FREE thumb drive and give your referral 2 FREE HOURS of computer support with absolutely no strings attached.

### **Everybody Wins!**

You get a cool new wireless mouse and keyboard and the person you refer gets to "try before they buy" with 2 free hours of computer support (they also get introduced to an honest, reliable technician who is dedicated to solving their computer problems). Just tell your friends to mention your name when they call so we can reward your loyalty and make sure they get their 2 free hours of support.

### **Who Is A Good Referral?**

Any business owner you know that has 5 or more PCs is a great referral for us. Unfortunately, this offer does not apply to home users.

## *Creating Guest Accounts For Visiting Relatives*

The holidays are right upon us and there's a good chance some of your relatives will want to use your computer while visiting. If you want to give them access but don't want them viewing your personal files, then you'll need to set up a guest account.

This will give them access to your programs, but not to your personal files. Here's how

Click the "Start" button then "Control Panel". Double-click "User Accounts", then click the "Guest Account" button. On the next window, click "Turn on the Guest Account". That's it! The next time you log on, you'll be given a choice of your regular accounts or the Guest Account. Just have the in-laws select the Guest Account and your files are safe from their prying eyes. If they're really nosy, put a password on your account. Simply go back to the "User Accounts" window and click "Change an Account". Choose your account, then click "Create a Password". Enter the password twice, and a hint if you like. Finish by clicking "Create a Password" and repeat those steps for any account that you want to protect.

### *Did You Know PC MedEvac does.....*

You know what types of services we provide for you or your company, but did you know that PC MedEvac also provides these other services?

- General Network Repair and Troubleshooting
- Network Design and Implementation
- Disaster Recovery
- Virus Protection and Removal
- Network Security
- Remote Monitoring and Solutions
- Wireless Networking
- Thin Client Computing
- Storage and Backup Solutions
- and many, many more, just ASK!!!

### *Create and Send Eye-Catching HTML Email Campaigns in Minutes!*



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### *Favorite Links and Businesses We Recommend*

- [More About PC MedEvac](#)
- [Try an Electronic Newsletter Service free for 60 days!](#)
- [Great Gifts for Yourself and Others!](#)
- [Interested in Growing Your Business With Referrals?](#)
- [Errico's Ristorante and Catering By Design](#)

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