



Executive IT Insider

The *Exclusive Edge* to Today's Technology

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Computer Joke



What is a computer's favorite Christmas carol?

“Up On The Desktop”

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Owner of IT Support RI

Happy Holidays!



With the end of the year upon us, now is the time to wrap up loose ends and any end of year projects!

Don't forget to take advantage of the **Section 179 Tax Deduction**. Remember, any equipment purchased in 2019 qualifies for the deduction.

Finish this year strong and get a head start on **2020!**

Contact your IT Consultant or give us a call to learn more!



This is Your Brain on Social Engineering

In the context of information security, **social engineering** is the psychological manipulation of convincing people into divulging confidential information or performing specific actions. **Phishing emails** are the most common form of a social engineering attacks.

What makes us susceptible to social engineering attacks?

Unfortunately, no one is immune to social engineering attacks and anyone can be a victim under the right conditions. In Christopher Hadnagy's *Science Behind Human Hacking*, Hadnagy states that “social engineering takes the way humans are wired to make decisions and exploits the vulnerabilities in those processes.”

Oxytocin and dopamine are two chemicals that are released in the brain during moments of trust and happiness. The combination of these two chemicals can leave a target thinking less rationally and act impulsively.

Social engineers leverage these natural chemicals to increase the success rate of their attacks. They will often pretend to be an authority figure or someone with professional expertise in their industry. They will say or do whatever to gain your trust, and get you to *act first and think later*.

Social engineering attacks are dangerous because they rely on **human error** instead of vulnerabilities in the software or operating systems.

What should I do if I suspect a social engineering attack?

- Disconnect your system from the network by turning off your Wi-Fi or unplugging the ethernet cord.
- If you're not sure about your internet connection, completely turn off your computer.
- Forward the email to your IT department from your mobile device.
- Immediately alert your supervisors and notify fellow employees.

You can also use these tips if you clicked on a link or downloaded an attachment in a suspicious email!

When it comes to social engineering attacks, awareness and education are key. Informing your fellow employees of a social engineering attack can mean the difference between a compromised network and nothing harmful happening!

Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com

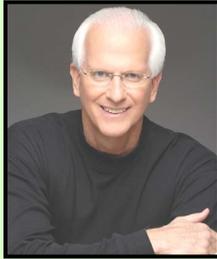
(401) 684-3036

Who Is Responsible For Your Corporate Culture?

“Corporate Culture” is the fundamental character or spirit of an organization that influences the **loyalty** and **general behavior** of its employees.

When you learn how to combine the right

Corporate Culture with the right core values, your organization will begin to thrive regardless of the challenges it faces.



Today, most companies create a mission statement only because it's fashionable to do so, but they stop there. Some may even go so far as to create a list of core values to help guide their leadership and employees but they fail to follow them.

A recent Gallup poll found that **only 34%** of workers are committed to their company and enthusiastic about their work. That means **66% are NOT engaged**; they are just going through the motions, collecting a paycheck. As you look to the future, recognize the principles that are instrumental to your success must be communicated throughout your organization on a constant basis. They should not only be part of your new employee training ... they should also be part of every meeting, deeply rooted into every decision you make.

When your Corporate Culture is right, employees working for you no longer have jobs, in their minds, **they have careers.**

Robert Stevenson
www.robertstevenson.org

Expert of the Month: The Team at High Purity New England

Founded in 2002 by Mark A. Sitcoske, **High Purity New England** has become the *leader* in manufacturing, importing, and exporting products for the biotechnology and biopharmaceutical industries. High Purity New England is based in Smithfield, RI, a short distance from one of the largest biotech hubs in the world. The entire company heavily focuses on their customers' needs, the quality of their craftsmanship, and their products, which is why they're our new *Expert of the Month!*



High Purity New England supplies and manufactures single-use products, connectors, tubing, components and systems to the biotech, biopharma and pharmaceutical industries. At HPNE they believe their best asset to their customers is their customer service and the level of customization which is reflected in their product line. This includes items such as single-use products, pumps, bioreactors, sensors, tubing, connectors, electric tugs and more! Some of their services also include filtration process development and optimization, GMP disposable assembly services, technical seminars, product demonstrations and hands-on training programs. Their vast list of offerings is as unique as their customer's individual needs!

They provide value to their customers by ensuring the highest quality products are used and created as well as adhering strictly to internal policies and procedures. Their customers range from smaller start-up biotech companies to big Pharma for a reason!

High Purity New England is a distributor for more than 20 brands, and a manufacturer for their own product line. While HPNE's customer base is centered right here in Rhode Island, they now have customers as far as Australia. Additionally, they continue to maintain two overseas distributors in Ireland and the United Kingdom.

High Purity New England contacted us as they were planning to move to their second location. Marketing Manager, Mark D. Sitcoske explains that “throughout the opening of our second building, IT Support RI was instrumental in keeping the building wired, set-up and ready to go, allowing our growing teams to keep working.” Mark continues, “whether its Outlook issues first thing in the morning or a hosting problem with our website in the evening, IT Support RI is always quick to respond to all our IT needs.”

High Purity New England has seen a surge of growth in the past 6 years, becoming a leader in the high purity industry! To keep up with their continued growth, they're undergoing a major digital and brand transformation, so expect to hear more about HPNE in 2020!

To learn more about High Purity New England and their list of products or services, visit www.HP-NE.com/ or give them a call at **401-349-4477**.

Take Advantage of the Section 179 Tax Deduction!

Are you looking for a way to **save money on your taxes and computer hardware**? We can help but you must act fast! How can we help you save money on your taxes this year? We want to make sure that you take advantage of the **Section 179 Tax Deduction!**

The Section 179 Tax Deductions allows businesses to deduct the full purchase price of qualifying computers, hardware, and software during the tax year from their gross income. You can get a *significant* tax write off and a substantial boost to your bottom line.

You must act fast because this deal won't be around for long!

Your new equipment **must** be **scheduled and invoiced before the end of December!**

Simply call us at **401-522-5200**, e-mail us (support@ITsupportRI.com) or fill out the form on www.ITsupportRI.com/section-179.



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