M6

Digest IT

We Take "IT" Seriously

Acronyms, Specifically BCDR - by Bill Mulcahey

IT folks love acronyms! In fact, our non-technical staff often indicate that their heads begin to spin during our Team meetings when the technicians start rattling off all sorts of acronyms. It is almost like a foreign language. One acronym that is often misinterpreted is BCDR. Most people believe it means "backup & data recovery." Our clients might say that "M6 takes care of all of our backup and data recovery," which is partly true, but mostly wrong. BCDR stands for Business Continuity and Disaster Recovery. It has more to do with your business's policies and procedures than your backup appliances and cloud backup tools.

Business continuity can be affected by many things. Data loss is certainly a biggie, but it can also be affected by a fire at a place of business, a natural disaster, a furnace dying in the middle of the winter or an air conditioner taking a "break" during a hot summer week. The extended or permanent loss of a key individual or individuals, a cyber attack on your business or a single point of failure of a key network device are other occurrences that might affect business continuity. What about an under-trained or disgruntled employee? A medical emergency of a team member! What would happen if your business's key application, email or online service was unavailable. Wow, now my head is spinning!

Every business should have a Business Continuity and Disaster Recovery plan that is supported by clearly defined and documented policies and procedures. These documents should detail key business contacts, the steps that need to be followed in the event of an incident and answer the following questions. Who notifies staff? Is your team prepared to work remotely? Do you have an alternate or "reserved" emergency office space? Should clients or customers be notified? If so, who determines this and how is it to be communicated? What members of your team are tasked with handling the response to the incident. Your plan should have "Preparation," "Communications," "Operations" and "Closure Meeting" sections detailing steps and referencing policies. In addition to these sections, a "Cyber Attack" incident response should contain "Identification," "Containment," "Remediation" and "Recovery" sections. These documents should be living and breathing. They should be reviewed periodically and modified and updated accordingly.

The thought of developing a BCDR plan is daunting to say the least. I am sure many of you reading this newsletter have received a "Cyber-Security"

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Special Points of Interest

- BCDR

- Check out M6 News and Updates on Page 2.

- See page 3 for Our Employee Spotlight.

- Our "refreshed" Core Pillars appear on page 4.

M6 News and Updates

20th Anniversary Bash Recap

On October 22, 2021, **M6 Technologies was joined by approximately 50 clients and friends** to celebrate its 20th anniversary. Most guests were greeted by Sandy Dorsch's contagious smile at the front door of our office. Sandy ensured that our guests received the proper name tag and that each and every attendee's name (M6 staff and family excluded!) was entered into the "thank you" drawing. She remained at her post for more than two hours but was kept warm by the dozen or so Apple Mules that Don Angel, our stellar bar keep, fed her from the side door by the bar!

A big thank you to all who attended, and we hope that you enjoyed your visit. We also hope you were able to check out the surroundings where the M6 team plies its trade! Our team did a great job of tidying and decorating the office for the event. At one point in the evening, both the first and second floors were full of partiers. Our event planner was quite stressed and indicated that she would never again plan nor work the anniversary party celebrating our next 20 years. To that, we all agreed!

Our client base was well represented. Some retirees even came out of hibernation to join us as did some of our key partners that assist in providing services to our clients. Clients and guests in attendance were Don Dulac & Chuck Watkins, Chaney & Associates, Colleran & Company, Imani Christian Academy, McElhinny Insurance, Ohio Valley Waste, Seneca Landfill, Lego V, Tri-County Industries, Valley Waste Service, Vogel Disposal, Vuono & Gray and Wolbert Auto Repair. Retirees and guests in attendance were Joyce Vivio and her husband Jeff, Marie Kozik and her husband Jon and Cathy Hulick. Key partners represented were members of Legal Software Connection, Sisters Floral and Your Neighborhood Nerd.

Several of our vendors chipped in with SWAG (acronym that stands for "something we all get") that allowed us to create a "Swag Bag" for all attendees! There were cool socks, pens and other odds & ends. It was certainly something we all got but maybe not something we all wanted. By the way, if anyone can identify what the heck the Webroot SWAG was, you will win a $25.00 Amazon gift card. (M6 staff and family excluded!). Of course your guess has to be verifiable! First correct response wins. And no, we have no idea what it is!

Prize Drawing Winners:

1st Prize - A dinner for two at Monterey Bay Fish Grotto - **Don Dulac**

2nd Prize - A chocolate dipped bottle of wine and homemade chocolates from our favorite chocolatier, Nina Kelman - **Michael Quatrini**

3rd Prize - A $100 Pennsylvania Lottery ticket tree - **Joyce Vivio**

Tidbits About the Evening

Shelly Mathieson of Tri-County Industries impersonated Sally McPherson of Vogel Disposal without even knowing it. Someone, not to be named, issued the wrong name tag. When Sally arrived she was promptly turned away for trying to enter the gift drawing twice. Our Sandy is one tough character.

Your Neighborhood Nerd's Sean Nangle and M6 have partnered for almost as long as M6 has been in business. However, the 20th anniversary party was the first time that Sean and Bill have met in person. In his spare time, Sean enjoys working with folks having issues with home PCs and networks. What a godsend! Unfortunately, with his new position, we are not certain he'll be able to continue to assist in this capacity.

Many attendees brought us gifts and cards or both! This was not expected nor needed but deeply appreciated. We have the absolute best clients!

Don Angel did an awesome job as our bar keep indicating that he poured more drinks and opened more beer and wine than at any of his parties at Penn State!

A very special thank you to our good friends and neighbors, Elaine and Tom Devlin, who stopped by at the end of the party for a drink and ended up sticking around until 11:30 pm. They cleared and packed dishes, broke down tables and wrapped the leftover food. Elaine even cleaned all of the glassware in our little 14" x 8" kitchenette sink. Of course, all of us that know Elaine were not a bit surprised by her generosity!

M6 Employee Spotlight

Mark Janovec
Network Technician

Mark was first bitten by the IT bug back in the 10th grade when he attended Steel Center, a technical school for Computer Technology, where he learned basic IT fundamentals. He also worked as an Intern under the IT Department at Brentwood High School for roughly three years prior to his high school graduation in 2019. He then went on to officially pursue his IT career by continuing his education at Pittsburgh Technical College ("PTC") where he studied more advanced IT topics such as domain administration, networking and cybersecurity. Upon graduation from PTC in 2021, he was hired as an Intern at M6 Technologies and after just a few short months was elevated to a full time network technician.

In his free time, Mark enjoys fishing with friends and family, playing video games, working out and creating 3D art.

In Sympathy

Sandy Dorsch, our Administrative Assistant and the person behind the wonderful voice that answers our phones, lost her mother, Evelyn Bartoe, on Saturday, November 27, 2021. She lived with and was cared for by Sandy and her family until the day that she died. It has been a difficult loss for Sandy, especially at this time of year. We ask that you keep Sandy and her family in your thoughts and prayers as she works through this difficult time.

BCDR...Continued from page 1

questionnaire on your business insurance renewal application. Without a BCDR plan with defined policies and procedures both in place and followed, a claim for expense reimbursement, data recovery costs or covering cyber attack incidences may be denied. M6 Technologies has an internal "Secure Outcomes" team that has been developing controls, policies and procedures that include our BCDR plan. Our team started this project almost two years ago and is only a third of the way through the 18 controls outlined by CIS V8 (Center for Internet Security) to improve our Business Continuity, Disaster Recovery and Security postures.

Please contact us by email at info@m6technologiesinc.com or by phone at 412.921.6811 if you are interested in obtaining additional information or if we can assist in the development of a BCDR plan that fits your business. At a minimum, if you do not currently have cyber insurance for your business, please make it a 2022 first quarter resolution. It is that important!

This quarter's comic was submitted by Sandy Dorsch.

From the Desk of...

Bill Mulcahey

Well, I can't believe 2021 is over. By the time this edition of the M6 newsletter is published, we'll have celebrated Christmas, enjoyed the holidays and experienced another low-key New Years Eve! Our 20th anniversary party will be a distant memory. Speaking of the party, everyone here at M6 mentioned how nice it was to put a face to a name and to interact with clients outside of the work setting. Our office, inside and out, needed some TLC. Carpeting and flooring was removed and replaced, the two story back deck was replaced and the outside of the office was repainted. We worked through these distractions and annoyances without seeming to miss a beat.

We also accomplished quite a bit on the work front in 2021. One goal was this newsletter. This release marks the one year anniversary and fifth issue of "M6 Digest IT." We created a management team at M6 that has helped open the line of communications between all of us. Our goal of completing six internal security controls by the end of 2021 was met, with time to spare. We updated and reviewed many of our policies and procedures. We also added a number of "incident response" documents. The IT team successfully completed the migration of the majority of our backup and recovery solutions to the Datto Siris platform. We decided to add structure to our IT team's continuing education. We have implemented a new educational tool and created a separate area in the office for online education. Our "structured" training schedule will begin in Q1 of 2022. We onboarded a new employee and several new clients. Unfortunately, we had to offboard a few clients as well. All of this while handling the other day to day activities at M6. Looking back, I wonder how we accomplished so much during such a "fast" year. However, I really don't have to look too far. The M6 team is dedicated to each other and our clients. When something needs to be done, an obstacle needs to be cleared or a client needs some special attention, we work together to get it done. It is the M6 Touch, our "White Glove Service" to each other and to our clients that make us different.

Business Read: "42 Rules for Creating We" by Judith E. Glaser

Personal Reads: "Man's Search for Meaning" by Viktor Frankl; "The Real Anthony Fauci" by Robert F. Kennedy, Jr.

M6

Our Mission Statement

M6 Technologies strives to be the premier MSP and IT Service Provider for small businesses in the Pittsburgh, Pennsylvania region.

We will accomplish this by delivering expert and attentive support to our clients through well-trained, honest and accountable Client Service Advocates. We will continually educate ourselves on existing and new technologies so we can design, implement and manage the best IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.