M6
Digest IT
We Take "IT" Seriously

Secure Outcomes - by Nicholas DeRose

The majority of what we see and hear regarding cybersecurity portrays "locking things down" and raising end-user awareness. While M6 agrees that these actions are both critical, its Secure Outcomes initiative starts first with building the foundation of its cybersecurity policies that fit M6's needs before introducing and implementing them to and for its clients. The work is guided by CIS (Center for Internet Security) Controls v8, covering topics from Controlled Use of Administrative Privileges to Malware Defenses and Inventory of Authorized and Unauthorized devices. The M6 Secure Outcomes Team (the "Team") meets weekly to discuss these controls as well as new security concepts and issues. This work helps the Team to identify all of M6's network resources, search and scan for issues and vulnerabilities, plan for and enact remediation and document and monitor everything found.

As of Q4 2022, the Team has implemented all of the CIS Controls on which they have been working and is now maintaining the policies. There are procedures in place to review the M6 policies throughout the year to make sure that all information is up to date. The Team follows these procedures so that if or when an incident occurs, M6 is in the best possible position to prove to its insurance company that security policies are in place and, more importantly, greatly reduces the risk to its clients. It also increases the likelihood that an insurance claim will not be denied.

Most business insurance renewal applications now include a cybersecurity section that contains some interesting questions. In fact, the "wrong" answer could increase your policy premium or even deny your coverage altogether.

- ♦ Do you enforce dual-factor authentication ("2FA") on all remote access connections to your network?
- ♦ Do you use a Privileged Access Management ("PAM") tool?
- ♦ Do you utilize a security operations center ("SOC")?
- ♦ Do you require your staff to take security awareness training classes regularly?

These are just a few of the questions you might see on your next insurance renewal application. Are you able to answer these questions in a way that helps you secure coverage? M6 has a Secure Outcomes Team that is ready to assist. Give us a call at 412.921.6811 or email M6 Support at support@m6technologiesinc.com for additional information.

Inside this Issue

Special Points of Interest

- Secure Outcomes (on the cover)

- M6's New Charitable & Social Team Building Initiative on Page 2

- See Page 3 for Information on the M6 Secure Outcomes Team's Enhanced Security Awareness Training

M6 hosted its first team building event on the evening of Friday, December 9, 2022, to create and craft ornaments for the M6 Christmas tree. Family members were invited to join in on the fun and enjoy some pizza, salads and beverages.

Judging from the pictures above, some participants appear to be more artistic than others, but it was a fun-filled evening nonetheless. After the ornaments finished drying, staff members decorated the tree.

M6 News and Updates

M6 Charitable and Social Team Building Initiative

In the fourth quarter of 2022, M6 initiated a team building program for its owner and staff involving participation in various activities and charitable initiatives. In 2023, we will schedule two events per quarter, one focusing on charitable events and one social event focusing on our internal team building initiative.

The first social event involved staying after hours at the M6 office on Friday, December 9, 2022, to create and craft decorations for the M6 Christmas tree. The next social event is scheduled for Friday, February 24, 2023, at Escape Room Pittsburgh and is only for the technicians. The first charitable event of the year will be to purchase new books from Amazon to provide to the United Way's Book Drive for Diversity.

The Angels Attend the Rose Bowl

The Angel family bleeds blue and white, so when it was determined that the Penn State football team was headed to the coveted and historic Rose Bowl, it was a no brainer that the family would be celebrating the New Year in Pasadena. Surprisingly, their daughter, Sydney, who is currently a

freshman at Penn State, was willing to bypass spending the holiday with her friends and opted instead for celebrating it with her parents at the Rose Bowl. Miracles never cease!

Even though it rained for most of the trip, the day of the Rose Bowl still proved to be magical. The stadium itself is so rich in history and tradition. Attendance at a VIP tailgate before the game and an unexpected Penn State win topped off a near perfect day.

Float Fest occurred on the following day where the beautiful Rose Bowl parade floats were displayed along the streets in Pasadena. This event provided a closer look into the amount of time and effort surrounding the design and development of these floats, all of which were made from natural flowers and organic materials.

The pictures in this article do not do the floats proper justice. Each float had its own theme, character and beauty.

This trip will be forever treasured and has provided a lifetime of happy memories.

		Final					
			1	2	3	4	T
35	PSU		7	7	7	14	35
	UTAH		0	14	0	7	21

21

M6 Employee Spotlight
Paula Mulcahey
Position: Administration and Accounting Lead

If you haven't already guessed it by her last name, she is married to the boss! In the past, Paula was mostly a behind-the-scenes supporter of M6 Technologies. She was at home with their four children while Bill created and grew the company into what it is today. M6 just celebrated its 21st anniversary this past October, which means while the company was growing, so were their kids. She can't believe that their four children are now all adults!

About three years ago, Paula decided to join the M6 team where she deals primarily with the financial responsibilities of the company; namely, accounts payable and receivable and payroll. She admits that she is not very proficient with computers, but is learning more and more everyday thanks to the help of the five best technicians in the business! In her free time, Paula enjoys practicing yoga, taking long, quiet walks on the trail and, most recently, is in the process of pursuing a certification in Reflexology.

Paula looks forward to and is grateful for the opportunity to become more knowledgeable and efficient in her role at M6 with the help and patience of the M6 team.

M6 Secure Outcomes Team Introduces its Enhanced Security Awareness Training Program

If you are a regular reader of M6 Digest IT, you've probably noticed the obvious focus on security. As the M6 Secure Outcomes Team (the "Team") continues to internally adopt the controls discussed on Page 1 and in the informational board to the left, it has become evident that a more enhanced security awareness training program is needed.

One of the M6 security tools provided to our clients is "BullPhish ID." It allows the Team to create custom phishing simulation campaigns which are used to send fake phishing emails randomly throughout the year to both M6 clients and internally to the M6 team. If a user gets hooked, automated training and awareness modules are sent to the victim. Unfortunately, these training modules are often ignored because they are often mistaken as just another spam email. Results from a recent campaign of 484 phishing emails show that 43% of the recipients opened the email — that's 212 people! Of the 212 hooked victims, only 23% opened the training module and only 10% completed the training.

The goal of the M6 Enhanced Security Awareness Training Program is to offer in-person security training with a customized packet tailored to each client's environment. The training sessions can be scheduled quarterly at the client's convenience and should be mandatory for all staff.

The Team is also working on providing two lunch and learn sessions throughout the year. These events will be by invitation only, and you will be asked to bring a colleague or friend not associated with your business.

Please contact Jennifer Angel at 412.921.6811 if your company would like to enroll in M6's Enhanced Security Awareness Training Program and stay tuned for more information on the first lunch and learn session of the year. It is sure to be interesting and informative!

This quarter's comic was submitted by Nick DeRose.

From the Desk of...
Bill Mulcahey

If you took a sneak peek at the books that I am currently reading, you may be mislead into thinking that "The Dream Manager" by Matthew Kelly details how to find and work for that "Dream Manager." A person with a grand presence and awesome personality that lets you work whenever and wherever you want. A manager that trusts your instincts, recognizes the benefits that you bring to the company and compliments you often. One who tries to bring the best out of you at all times. The M6 team is very used to this type of "Dream Manager!"

Fortunately, the book has much more to offer than the prospect of working for a great manager. In the book, Matthew Kelly points out the importance of our dreams and how they can affect us both personally and professionally. Not the dreams, or nightmares, we have at night like my nightmare that all of our clients have been hit by ransomware, but the dreams and aspirations we had when we were younger or even still have today. They may be dreams of becoming a major league ball player or a concert pianist. Maybe you've always wanted to own a country store or small café in a rural town. How about wanting to own your own home! I have always admired individuals who are multilingual, and I have dreamed of being able to speak and understand a second language. Folks have dreams of traveling to exotic or historical places, being financially sound or being successful professionally and personally. Who wouldn't want to win the lottery? Actually, I don't know that I would! Maybe a professional certification is a big dream of yours. People dream of being physically fit and of aging with stable mental and physical health. On a larger scale, you may want to champion diversity and equality in your home town, fight injustice, feed the hungry or help the homeless. Maybe you want to be the first to colonize the moon or even Mars! Dreams are awesome and so very important.

But why is this book a "Business Read?" Well, as I am quickly learning, we can better understand and appreciate people if we understand their dreams. Dreams drive us. As we strive to attain our dreams and help others to do so as well, we become more engaged both personally and professionally. Most people have multiple dreams, but if we are able to see the path to obtaining even one of those dreams, we become more focused on fulfilling that dream. It is proven that people who are focused on obtaining their dreams tend to become better spouses, partners, friends, parents, employees and, yes, even better managers.

Think about your dreams...and go after them!

Business Read: "The Dream Manager" by Matthew Kelly

Personal Reads: "Ted Williams" by Leigh Montville

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.