

Digest IT

We Take "IT" Seriously

Artificial Intelligence in the Workplace - Risks and Rewards *By Tanner Lashinsky*

The rise and fall of different aspects of technology have set the cadence for our culture and society. The most recent surge, which seems here to stay, is the "AI Boom." Artificial Intelligence and easily accessible large language models have not only revolutionized how we interact with technology but are also forging new paths in cybersecurity controls, risk governance, data center and colocation services, and the workflows of many modern teams.

At their core, computers are arithmetic and algorithmic processors, essentially just calculators performing math instantaneously. The AI revolution is powered by algorithms that turn spoken and written language into equations a computer can process. AI tools identify patterns in data to generate responses, but they do not truly 'understand' language or context as humans do. Their outputs are based on learned correlations, not comprehension. While AI excels at finding patterns and generating information, it lacks genuine emotional intelligence and true human reasoning; its responses are purely statistical, not based on understanding.

When employees use AI tools to communicate with clients or vendors, there's a risk of losing the personal, empathetic touch that builds trust. However, by thoughtfully integrating AI like using it for routine tasks while reserving nuanced interactions for humans, businesses can enhance efficiency without sacrificing relationships.

Because much of this processing happens in the cloud, sensitive data often leaves your direct control. While leading cloud providers offer robust security features, the real risk lies in how these services are configured, managed, and monitored, making oversight and vendor selection critical. As information leaves your network, you lose the ability to control where it goes or who has access. Both the

lack of emotion and reasoning, as well as the location of computer processing, are major concerns for valuable intellectual property in business.

Many entities are bound to compliance requirements such as HIPAA for healthcare, PCI for payment processing, CMMC for government contractors, and cyber insurance carriers who also hold insured parties to compliance standards, among many others. This need for compliance, already rising in recent years, is more important than ever with the introduction of AI. Compliance and risk governance is a systematic approach to understanding how a technological system maintains protection and limits the overall attack surface. (*Continued on page 3*)



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Highlights

M6 Quick Notes

M6 Introduces Out Auto-Attendant

At M6, we're committed to delivering the best possible service and we're always looking for ways to make your experience even better. Beginning on Monday, July 21st, we updated how we handle incoming phone calls to ensure you get the right help faster.

When you call our main support line, you'll now be greeted by an auto-attendant. Simply choose the option that best matches your needs, and your call will be routed directly to the right team or specialist.

Why This is Better for You

- **Faster Service** – Your call goes straight to the right team, reducing wait times.
- **Expert Assistance** – You'll be connected with the people best equipped to help.
- **Streamlined Process** – More efficient call routing means improved overall service quality.

We know any change takes some getting used to, but we're confident this new system will make your support experience smoother and more efficient. If you need help navigating the new menu, our team is happy to assist, just ask!

Tanner Lashinsky Named Director of Operations

We're excited to share that Tanner has been appointed Director of Operations at M6! If you've worked with Tanner, you know his attention to detail and commitment to great service make him a perfect fit for this new role.

He'll be focusing on all aspects of service delivery, making sure every client continues to get the high-quality IT support and services they've come to expect from M6. Congratulations, Tanner and don't worry, we'll try not to give you too many gray hairs too quickly!

Sneak Peek at our New Logo



M6 News and Updates

M6 Hitting the Road This September

September is shaping up to be a busy month for M6 Technologies as we connect with the legal community at two key events.



Tanner and Bill will be heading to Cleveland for the **Beaver County Bar Association Bench/Bar Conference** from September 25th–27th. We're excited to be sponsoring the Thursday Evening Welcome Reception and sharing insights during our Friday seminar, **"Cybersecurity in the Age of AI."** If you're attending, be sure to stop by, we'd love to connect!



A week earlier, on September 19th, Tanner and Jennifer will be connecting with Pittsburgh's legal community at the **Pittsburgh Legal Administrators Association Educational Conference** in Seven Springs, PA.

As a Silver Sponsor, we'll be joining the Friday luncheon and the vendor fair to meet members and guests. If you're there, come say hello, we're always happy to talk tech, security, or just catch up!

Sandy Dorsch Retires

Wishing Sandy a Wonderful Retirement

The M6 Team spent Friday afternoon, July 11, 2025, with Sandy and some of her family celebrating her upcoming retirement. For the past five years, Sandy has worn many hats at M6, Administrative Assistant, Chief People Person, and unofficial Director of Office Happiness (a title we're pretty sure she invented, but no one dared question).



Sandy brought her smile to work every single day, lighting up the office with her vibrant personality and quick wit. Her cheerful and reassuring voice became a signature part of the M6 experience, one that clients came to know, love, and occasionally ask for by name. That voice, full of warmth and kindness, couldn't have better reflected who she is.

Although Sandy is officially retiring she will be with us two days a week. She just can't seem to let go. A good thing too because retirement wouldn't know what hit it if it had her fulltime!



"They won't let me through security until I remove the bullets from my Word document."

This quarter's comic was submitted by:

Bill Mulcahey

CIS
Critical Security Controls
Version 8
A Deeper Dive

The M6 Secure Outcomes Team is continuing its closer look at each of the 18 security controls. This quarter, controls 14 and 15 will be reviewed.

14. Security Awareness and Skills Training

Control 14 is all about making sure employees know how to recognize and avoid cyber threats. It focuses on training staff to spot things like phishing emails, use of strong passwords and following company security rules. Because even the best technology can't help if the people using it don't know what to watch for.

At M6, we run a variety of security training campaigns tailored to different experience levels, from basic introductions to highly technical scenarios. Our team goes through the same training as our clients, but our technical staff also receive advanced phishing simulations designed to challenge even the most seasoned technicians.

15. Service Provider Management

This control helps ensure that third-party vendors like cloud providers, IT partners or anyone handling sensitive data are being properly vetted, monitored, and held to your security standards. It's about making sure the people you trust with your business's information don't become a weak link in your cybersecurity chain.

There is a very good article compiled by our Secure Outcomes Team in our Q1 2025 newsletter (page 3) called "Vendor Management & Oversight" that details why this control is so important. Check out this link if you missed the article: [M6 Newsletter - Q1 2025](#)

Contact M6 Technologies to
find out more about our Secure
Outcomes initiative.

412.921.6811

M6 Employee Spotlight

Sebastian Scheller
Information Security Officer



This quarter, we're proud to shine the spotlight on Sebastian Scheller, our Information Security Officer. A graduate of Catholic University and an Eagle Scout, Sebastian brings discipline, precision, and a quiet confidence to everything he does at M6. While he's typically reserved, those who know him appreciate his sharp dry wit and calm demeanor, especially when tackling complex security challenges.

Sebastian played a key role in helping M6 achieve the **GTIA Cybersecurity Trustmark – Assured** certification. His attention to detail, deep understanding of security frameworks, and relentless commitment to best practices were instrumental throughout the process. Behind the scenes, Sebastian helped translate complex controls into practical, real-world safeguards, making sure our security wasn't just compliant, but battle-ready.

Outside of work, you'll find Sebastian in the gym early each morning and often on the golf course, where he's always aiming for that perfect swing.

Computing in the Cloud

By Mark Janovec

From data and tools to entire computers, everything is moving to the cloud, and for good reason. Cloud computing offers convenience, flexibility, and reliability by leveraging a vast network of powerful servers dedicated to delivering these services. Whether it's storing files with OneDrive, hosting websites through platforms like Cloudflare, or accessing enterprise-grade virtual machines via Microsoft Azure, the cloud has transformed how businesses operate.

One major advantage is resilience. In the event of a disaster, like a fire or flood at your office, cloud-based systems allow your team to continue working with little to no disruption. Another key benefit is scalability. Need more storage or computing power? With cloud computing, you can upgrade on the fly, no waiting days for new hardware or spending hours migrating data. It's IT on your terms.



Artificial Intelligence in the Workplace - Risks and Rewards *(Continued from Page 1)*

As AI adoption accelerates, organizations inadvertently expand their attack surface by connecting AI tools to sensitive data, processing information off-site, and sometimes accepting AI-generated outputs without sufficient validation. To mitigate these risks, businesses should implement rigorous data classification, conduct regular vendor risk assessments, and develop AI-specific security policies.

Most businesses have a niche, typically in the services they deliver. How can they be equipped to interpret, understand, enact, and maintain all this governance and compliance? The answer is by leveraging a trusted advisor. As small to medium businesses, we are no strangers to consultants, whether in human resources, payroll, or a third-party accountant assisting where needed. The complexities in technology have always been apparent, but with the addition of compliance and risk management, they are now more challenging than ever.

MSPs like M6 Technologies navigate these challenges every day, applying governance and compliance standards to a myriad of situations and clients. M6 has developed a proven delivery platform that guides businesses at any stage, helping you not only achieve and sustain compliance but also drive successful, secure AI adoption across your team. Contact us today to discover how M6 can empower your business to harness AI's potential while safeguarding your data and reputation.

M6

Digest IT

Core Pillars

White Glove Service: The M6 Touch, our “White Glove Service,” is what differentiates us. It is what our clients expect and deserve.

Integrity: We are always honest and truthful with each other, our clients and our vendors. Integrity is our guiding moral principle.

Zeal: We are energetic and passionate about our careers and the service we provide our clients.

Accountability: We demand accountability. We are honest and ethical in our conduct with each other, our clients and our vendors. We accept responsibility and take ownership.

Reliable: We do what we say we’ll do. You can count on M6 to do the right thing all the time, every time.

Diligent: We work hard, carefully and energetically. We are your steady IT support team.

Success: We succeed when our clients succeed. It’s why we are in business, to provide unparalleled service to our clients.

Let M6 be your IT
WIZARDS

From the Desk of...

Bill Mulcahey

Accountability, Motivation, and Engagement: Building a High-Performing Team

If you ask the M6 Team, they’ll probably tell you I’ve been on a bit of an ‘accountability kick’ lately. Every business leader dreams of having a team that consistently delivers above-average results. A high-performing team isn’t just a group of skilled individuals, it’s a powerhouse of accountability, motivation, and engagement that drives the entire organization forward.

When I look at high-performing teams, here is what I notice that makes these teams stand out?

- **They motivate others.** Their results inspire colleagues to raise their own performance.
- **They create a culture of growth.** Knowledge sharing, mentoring, and continuous learning become the norm.
- **They stay engaged and productive.** Focused, driven teams set the pace for the organization.
- **They bring diverse skills to the table.** A variety of strengths allows for better problem-solving and innovation.
- **They hold themselves to high standards.** A strong work ethic and commitment to quality are non-negotiable.

Most importantly, a high-performing team can catapult your business to its full potential, improving not only the bottom line but also the quality of life for everyone in the organization.

But let’s be honest, high performance isn’t without its challenges. Teams like this are often results-oriented, experts in their field, adaptable and united by a common purpose. They trust their teammates, but even the best teams can face issues: communication breakdowns, burn-out or misaligned priorities can derail progress if not addressed early.

So how do you build and sustain this level of performance? It starts with clear accountability, everyone knows their role and takes ownership of it. Then you fuel motivation by celebrating wins, providing development opportunities and making sure team members see how their work contributes to the bigger picture. Finally, keep engagement high by fostering trust, encouraging open communication and removing roadblocks that get in the way of great work. High-performing teams don’t happen by accident, they are built with intention, nurtured with respect, and guided by strong leadership. When done right, they elevate not just the company but everyone who’s part of it.

And remember, great teams aren’t perfect. They argue, they debate, and sometimes they even roll their eyes at each other in meetings. But at the end of the day, they’re too busy winning to let the small stuff slow them down. After all, if everyone’s rowing in the same direction, who cares if someone’s singing off-key? We’ll still get to where we’re going, just maybe with a little more laughter along the way.

Business Read: The Second in Command - by Cameron Herold

Personal Read: The Naturalist’s Garden - by Ruth Shaw Ernst

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Our Mission Statement

M6 Technologies strives to be the premier security-focused MSP 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 secure IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.