# M6

Digest IT

We Take "IT" Seriously

The Dark Web - by Shannon Pearsall

We are all familiar with navigating the surface web, probably without knowing it. The surface web is just a small fraction, roughly 4 percent, of the Internet. It is the part of the Internet that is indexed by search engines (Google, Bing, Yahoo, DuckDuckGo etc.) and is publicly available. That means, anyone with Internet access can access the surface web, aka the "Clearnet". The remaining 96 percent of the Internet lives in the deep web. Websites on the deep web typically require login credentials to be accessed. This includes your online banking account, any other online accounts you may have, academic databases, government databases and much more; think non-searchable data.

The dark web is part of the deep web; however, one needs to use a specialized browser to access sites on the dark web. The TOR browser, the most popularly used browser for accessing the dark web, encrypts your traffic in layers and routes it through a series of TOR computers located all around the globe before it sends your traffic to its intended destination. The idea behind the dark web is a way for people to explore and communicate over the Internet anonymously and privately. Because of the anonymity the dark web provides, it attracts cybercriminals who want to, for example, sell your stolen data on the Internet without getting caught.

Cybercrime has been on the rise for the last couple of years. It is more common than ever before for attackers to find ways to steal your data and put it up for sale on the dark web. This could be your personally identifiable information (PII), banking and credit card information, login credentials to online accounts you use, and more. Attackers are becoming more creative and craftier with their social engineering methods to get their hands on this data. For example, phishing is a commonly used and continually evolving method for stealing your information or credentials, where the attacker sends spam e-mails to targets in hopes that the targeted individuals click on a link that directs them to a malicious site or to enter information, often credentials, into a fake login screen or text box.
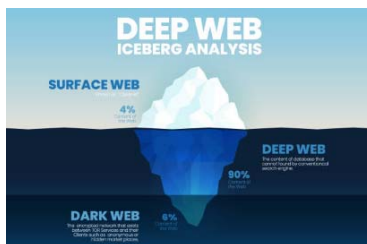
Inside this Issue

Special Points of Interest

- The Dark Web (on the cover)
- The M6 SOC on Page 2.
- See page 3 for Our Client Spotlight.
- Our "refreshed" Core Pillars appear on page 4.
- "From the Desk of…" on Page 4.

What is a "Tool Stack"?

In the Managed Service Provider (MSP) space, the term "tool stack" commonly refers to the devices, applications and services an MSP provides to its clients. Many MSPs offer an additional set of services called a "security stack". At M6 we have always kept a close eye on security. Our tool stack has always included basic, necessary security tools. There is no benefit to a business to have an awesome tool stack if is not focused on security.

The IT landscape has changed drastically over the last several years, especially when it pertains to security. We are currently rolling out an "enhanced" security stack to our client base. This adds an additional layer of security and monitoring tools to improve the security posture of the clients we support.

We're often asked when introducing new tools or services if we use what we're recommending. Well, M6 is smaller than most of our clients. Managed IT services and tools are labor intensive to support and expensive! So what do we do?

M6 does use the same tools and services we recommend and support. So, the answer is yes! We have to. How could we expect a client or potential client to trust our recommendations if we were to say, "Well no, we're small, we can't afford these services, but you can't afford not to implement them"? Dead deal in my opinion!

We evaluate all our tools, test them internally and then deploy them internally before a client ever gets a taste of them! M6 is not immune to cyber threats. We deploy phishing campaigns internally. And guess what, sometimes we get "hooked"!

For a look at some of our tool and security stack see page 3!

# M6 News and Updates

Mitchell & Nina Kelman Welcome Baby Miram

Mitchell and Nina Mitchell Kelman welcomed their first child, Miriam Katherine Kelman, on Saturday April 30th 2022. Miriam was born at 12:27 pm at Magee-Womens Hospital, weighing 8 lbs. 2 oz. and was 21 inches tall! Miriam (Midge) got her name from her mom's maiden name of Midgley. Both baby and Mom are doing well. Miriam has changed so much over the first three months of her life. She is now allowing Mom and Dad to sleep through the night - sometimes! Miriam loves smiling at anyone who will talk to her, snuggling with Mom, and dance parties with Dad.

Shannon Pearsall Passes Two Difficult Tests

Shannon, a member of our technical services staff and Secure Outcomes team successfully passed two very difficult tests recently.

Shannon is very serious about her health and fitness. In fact, she practices Brazilian Jiu Jitsu (BJJ) and is quite good at it! In early May, Shannon earned her Blue Belt. It is one of the most coveted BJJ belts, officially promoting the practitioner in to the adult belt system. It is a hard belt to earn moving one out of the "beginner" status and positioning her to move through the Jiu Jitsu ranks.
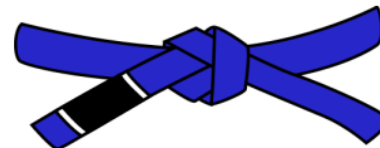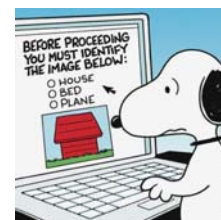

Less than a week later, Shannon sat for and passed her CompTIA Network+ certification exam. Although it is not official, most statistics indicate that only 30% of the candidates successfully earn their Network+ certification on the first attempt.

Congratulations Shannon!
Everyone at M6 is proud of you and wishes you continued success in your future personal and professional goals. Way to go!

This quarter's comic was submitted by Bill Mulcahey.

M6 Employee Spotlight

Jennifer Angel
Position: Manager of Client Services

Jennifer joined the M6 Technologies team in November of 2017 after having spent 25 years in the legal industry. As Manager of Client Services, Jennifer is responsible for managing the relationships between M6 and its clients, which includes, among other things, managing day to day operations and Help Desk coverage, scheduling technician service calls and appointments and managing the Assistant Client Services Coordinator. She is also a member of the M6 Leadership Team that meets weekly to address and resolve any internal issues and/or events happening within M6 and a Member and Champion of an MSP-Ignite Peer Group that meets monthly.

Jennifer is married to Don Angel and they have one daughter, Sydney. They reside in the Township of Upper St. Clair, a suburb in the South Hills of Pittsburgh. This past spring, Sydney graduated from Upper St. Clair High School and will be attending Penn State University's main campus in the fall. Jennifer is beyond proud of all of Sydney's accomplishments, both athletically and academically, that have contributed to her successful journey to her dream school, but Jennifer is by no means ready for her to leave home. As of August 18, Jennifer and Don will officially be empty nesters, which means that Jennifer needs to find a hobby or two and fast!

It's been an emotional year for Jennifer as she has navigated her way through Sydney's final year of high school and college preparations and multiple family illnesses. She is looking forward to a much-needed family vacation to the Jersey Shore at the end of July.

The Dark Web - Continued from Page 1

Phishing attempts can and often are the same e-mail sprayed out to a huge number of targeted e-mail addresses. However, in a lot of instances attackers will hone in on a specific organization or target, and will use any resources and information available to them to trick users at your organization to click the links, enter requested information, or simply follow the attackers' instructions given in the phishing e-mail.

M6 has offered dark web monitoring services for more than four years. Our "DarkWeb ID" service continually monitors hidden chat rooms, networks, black market websites, social media and botnets on the dark web for your company's Domain and user credentials. The DarkWeb ID service sends us Clean Bill of Health or Dark Web Compromise reports. The compromise reports provides an informational section about the types of compromises found and associated email accounts that are present on the dark web.

Bullphish ID is the phishing simulation tool M6 utilizes as part of our security awareness training program. As you may have heard, people are the weakest link in the cybersecurity posture of your business. Knowing this, M6 uses Bullphish ID to train our clients on how to recognize phishing e-mail attempts. This will help users avoid the trap of being "hooked" by these sophisticated phishing attempts!

From the Desk of...

Bill Mulcahey

We have all heard the saying "You never know what someone else is going through, so be kind". Some folks take things personally, others brush things off as unimportant. I guess both traits, not taken to the extreme, can be helpful. I hear from clients and M6 team members alike; "she is so mean on the phone", "he has an attitude", "they're so demanding" or "they're never satisfied". In the service industry we see so many different personalities and especially so in the IT support field. Our clients do like us, but when they are having a problem they're not calling to chat or see how we're doing, they need help. A fellow employee may be asking for some assistance with an issue, she is not being annoying, she needs help. A family member calls with an issue in the middle of a busy day, he is not inconsiderate, he needs help.

Our M6 newsletter is a little late off the press this month. Many of us at M6 have had a very busy, stressful and even painful first half of 2022! Without getting too personal, members of the M6 family have celebrated weddings, welcomed the arrival of a new child and successfully completed a number of certifications and training classes. Some of us are experiencing issues at home, caring for loved ones that need medical and general assistance or family members that are in need of other types of support. A number of us have lost loved ones, some were to be expected, others were not. Neither were easy.

I would bet, that if I was to poll our clients, very few would be aware of what our team members are going through. They are usually very friendly and professional, rarely letting issues they're dealing with interfere with what "needs" to be done. Likewise, if a client or colleague were to ask us about what they may be dealing with we would be at the same similar loss.

I emphasized needs a few sentences ago. Some times, in fact most of the time, what "needs" to be done, is to be kind, to be patient and to be understanding - in our professional and personal lives. That's not always easy! Maybe to ask the question "how are you doing" and not be annoyed if the person actually let's us know how they're doing. That person may need our help. Every one of us, everywhere, is going through something. If we remember that, maybe that will help us to try and be a little bit more kind, patient and understanding.

Business Read: "Pinnacle" by Steve Preda and Gregory Cleary

Personal Reads: "Ted Williams" by Leigh Montville

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.