

## Digest IT

### We Take “IT” Seriously

#### ***M6 Support Ticket Response Procedure*** *by Sandy Dorsch*

We thought that it might be useful to share the procedure that is followed when a support request is received by the M6 Service Desk, whether it be by phone, email to the M6 Support email address, client portal or otherwise. For tickets that originate by phone, Sandy Dorsch, the friendly voice on the other end of the line, will ask the caller a series of questions to gather as much information as possible to provide to the technician so that they are properly prepared to troubleshoot the issue or request. She then creates a ticket in Autotask (M6’s ticketing and account management system). In the alternative, when a user sends an email to the M6 Support email address or submits a ticket through the client portal, a ticket is automatically generated. After the ticket is created or generated, a ticket confirmation email is automatically sent to the ticket creator. The ticket is then triaged and assigned to a technician’s ticket queue. Tickets are assigned in order of priority. For instance, first addressed are tickets categorized as critical or high priority that affect an entire company such as loss of internet connectivity (critical) or PC, printer or other resource failures that affect one or two users (high). Medium and low priority tickets that generally affect only one user and are not time sensitive such as creating a new user account, unblocking an email or ordering new equipment are handled in the order that they are received. It is the responsibility of the assigned technician to contact the user(s) requiring assistance, if necessary, and to establish and complete a resolution plan. All M6 Managed IT – Advantage contracts include a Service Level Agreement (“SLA”). The SLA defines the requirements for the first response to a ticket and is based on a ticket’s priority level. The table below shows the timeframes within which a first response must occur to meet the SLA.

<u>TICKET PRIORITY</u>	<u>FIRST RESPONSE TIME</u>
Critical	Within 30 Minutes
High	Within 45 Minutes
Medium	Within One Hour
Low	Within Two Hours

At M6 Technologies, Inc., we take pride in providing “white glove” service to our clients, which includes (at least we like to think so) timely and effective responses to support requests. If ever there is an issue with the timeliness or quality of service(s) provided, please feel free to contact Jennifer Angel, Manager of Client Services, by email at [jennifer.angel@m6technologiesinc.com](mailto:jennifer.angel@m6technologiesinc.com) or by phone at 412.921.6811.



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- See page 3 for Our Client Spotlight on McElhinny Insurance Agency.
- Our “refreshed” Core Pillars appear on page 4.

## Highlights

### All Day Meeting Photos

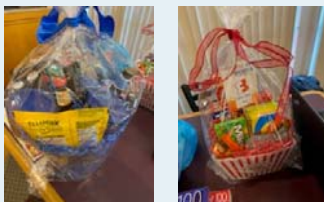
Mitchell and Mark won the contest for the tallest marshmallow and spaghetti tower!



Jennifer and Paula won the paper plane contest. However, it was not due to the flying capabilities of their plane. Each of their three flights crashed within a foot of the launch pad. Flight distance, airline name and design were the three categories judged. They won two categories. I'm not getting on their plane!



Two gift baskets were raffled. Shannon won the "Beers of the World" basket and Nick won the "Movie Night" basket.



A productive and good time was had by all!!

## M6 News and Updates

### *Nick DeRose Marries Kathleen Lageman*



Nick DeRose, a Senior Network Technician and the Information Security Officer here at M6 Technologies, married his high school sweetheart, Kathleen Lageman, on Saturday, July 9, 2022, in the Chapel of the Holy Spirit at their alma mater, Duquesne University. Nick's brother, David, was by his side as best man and Kathleen's younger sister, Patti, was the maid of honor. Around 175 of Nick and Kathleen's family and friends attended their wedding reception at the Duquesne University Power Center Ballroom. As you can see by the picture, Kathleen was a beautiful bride, and Nick didn't look too bad either! The newlyweds enjoyed their honeymoon in Jamacia where they snorkeled, ate some great food and sat on the beach with drinks in their hands. Nick and Kathleen reside in their new home in Greentree. We wish them a long, blessed and happy life together. Congratulations Nick and Kathleen!

### *M6 Holds an All Day Team Meeting*

M6 Technologies was closed on Tuesday, October 18, 2022, for an all day team meeting. The meeting was held off-site and provided the team with uninterrupted time together to share thoughts and ideas on how to improve operations within the M6 office as well as how to improve upon the services delivered to clients. A huge thank you to Jennifer and Sandy for coordinating the meeting, which included breakfast, lunch, games, gifts and prizes!

The morning was spent in open dialogue discussing issues and concerns within the M6 office, with each other and even with clients. Each team member had a dedicated time slot entitled "Employee Spotlight" to share their thoughts and suggestions. Concerns about not having enough to talk about during the Employee Spotlights quickly morphed into concerns about not having allotted enough time for each Spotlight. Thankfully, the team members were well prepared and the morning ran smoothly and productively.

After lunch, team building exercises were held. The team paired off in twos and were forced to work together to accomplish an array of tasks. Winners of each task won prizes hand-picked by Jennifer. It quickly became apparent that working together was the key to success.

It is important to note that our clients deserve a big thank you for respecting this time as well. Sandy sent numerous reminders about the office closure. There were only seven client tickets received on that day. On a normal business day, anywhere from 30 to 50 client tickets are submitted. Thank you one and all!

### *Deepest Sympathies*

Bill and Paula Mulcahey lost their Godson and nephew, Matthew Briden, in June due to complications from a peanut allergy. Matthew is the son of Kathy and Peter Briden of Wexford, PA. Kathy is Bill's younger sister and Peter and Bill worked together at PC Network Services for a number of years. Kathy and Peter, along with Bill's entire family, are heartbroken by this untimely loss. Matthew was a confident, kind, energetic and loving young man. His smile and laugh were contagious. He will be truly missed. The loss of a child is devastating. Please keep Kathy, Peter and Matthew's sisters, Meghan and Melissa, in your thoughts and prayers. Matthew was only 28 years old.



## Interesting Insurance Renewal Questions

Most business insurance renewal applications now include a cyber security section that contains some interesting questions. In fact, the “wrong” answer could increase your premium or even deny your coverage.

- Do you perform regular backups and store those backups in a secure offsite location?
- Do you enforce dual-factor authentication (2FA) on all remote access connections to your network?
- Do you enforce 2FA on Microsoft 365, webmail access and all other web services you use?
- How many Personally Identifiable Information (PII) records are held on your network?
- Do you have a “Least Privilege Access Management” policy or system in place?
- Do you enforce 2FA on all Administrator accounts on your network?
- Do you utilize a security operations center (SOC)?
- Do you use endpoint protection on your network? If so, please identify the product.
- Do you require your staff to take security awareness training classes regularly?
- How long does it take to install critical and emergency security patches?

These are just a few of the questions you might see on your next insurance renewal application. We have seen some applications with more than 70 questions pertaining to cyber security. 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. We'll help you improve your security posture and maybe help lower your insurance rates.

## M6 Client Spotlight

by Bill Mulcahey

**McElhinny Insurance Agency LLC**  
**Pittsburgh, PA 15236; 412.650.5700**  
**<https://www.mcelhinny.com>**



McElhinny Insurance Agency (the “Agency”) is a third generation family business currently being guided by Tim and Tom McElhinny, brothers and business partners. The Agency began in 1960 when Dennis McElhinny, Tim and Tom’s grandfather, founded the business. Their dad, Rick, joined his father in 1973. Tim and Tom joined the Agency in the late 1980s. Cathy Schuessler has been with the Agency since 1989.

She is the Office Manager, an Agent and a Certified Insurance Counselor. I know first-hand about the shenanigans that she deals with while working with the “McElhinny boys.” She is the glue that keeps that team together! M6 is very proud of the fact that McElhinny Insurance Agency is one of its “original eleven” clients. We at M6 are grateful to them for trusting in our support and services.

The Agency is an independent agency that matches their clients’ needs with the right insurance carrier. The insurance companies they represent are “hand picked” by the Agency to ensure financial viability and reputable business practices. This enables the Agency to offer their clients the best possible coverage at competitive prices. Their portfolio includes products and services that cover automobiles, homes, rental units, boats and watercrafts. They protect individuals and small businesses providing life, liability and an array of financial products. Specialty insurance needs? They’ve got you covered. Simply put, Tim and Tom, along with their team, are carrying on the tradition started by their grandfather and father of providing excellent, caring customer service along with great products. They are members of the National Association of Insurance and Financial Advisors, The Professional Insurance Agents Association and the Pittsburgh Insurance Club. Their team includes Certified Insurance Counselors and Life Underwriters Training Council Fellows. The team members at the Agency are true professionals!

If you have read any of the previous M6 newsletters, you’re probably beginning to notice a theme among the “original eleven.” Many of our first clients also call us customers. The Agency has been insuring and advising M6 since 2001. They provide M6 with a number of business products and services. They are also the insurer of choice for all of my personal needs. They have covered me and my family since 1993! In my opinion, if you have insurance needs there is only one agency to contact...McElhinny Insurance Agency! Congratulations to Tim, Tom and their team on successfully and diligently “Insuring the Greater Pittsburgh area since 1960.”



*This quarter’s comic was submitted Mark Janovec.*



Never let your computers know that you are in a hurry

Computers can smell fear. They slow down if they know that you are running out of time.

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 to 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.

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

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

**Successful:** We succeed when our clients succeed. That’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*

My goodness, it is Fall already! Where did the year go? My father used to say, and in fact still does say, “they go faster every year.” I guess he would know, he turned 93 in July. This time last year we were getting ready for our “Cheers to 20 Years” celebration. It certainly doesn’t feel like a year ago nor does it feel like M6 has been around for 21 years.

I often try to figure out why the years seem to be going faster. We know that they are not. There are 8,760 hours in every year, except in leap years when we get that extra day. Those are the slow years.

Could it be that our lifestyles rush us through the years? Most retail and online stores were pushing Halloween items months ago. Pumpkin beer and coffees were available in August. Paula and I were doing a bit of shopping several weeks ago and the Thanksgiving ware was being pushed to the back of the shelves to allow room for the Christmas items...in September! As a shopper (not) I was disappointed that the Thanksgiving items were scarce. We have staff members that decorate their homes for Christmas in early November. The IT industry provides us with a myriad of devices that can provide instant answers and search results. We begin to expect things immediately.

Unfortunately, instant answers are not only expected from devices. That same immediacy is often expected from people. I am probably one of the worst culprits when it comes to this expectation...just ask some of the M6 crew! Many of our clients consider me to be patient, but my team knows and believes otherwise. I am told I tend to instruct too quickly, want to do instead of show and expect the team to know what I know or what I am thinking. It reminds me of the scene in Miracle on Ice where Herb Brooks (Kurt Russell) is detailing a play on a glass board for the players. He is waving the chalk around the board, drops it in the tray, asks the players if they got it and walks out. The players look around and ask each other “what is he talking about?” I guess that’s how the M6 team feels sometimes. With all that has happened in the last year, both in our personal and work lives, it is my wish that as the holiday season quickly approaches that we are able to slow things down and become more patient and understanding with each other. Sounds like a much better lifestyle to me.

**Business Read:** “Pinnacle” by Steve Preda and Gregory Cleary (Continued)

**Personal Reads:** “To the Best of My Abilities” by James M. McPherson

# M6

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### 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.