

## Digest IT

We Take "IT" Seriously

### *Are IT Conferences Worth Attending?*

*By Bill Mulcahey*

M6 Technologies' employees are constantly educating themselves on new and emerging technologies. Cutting edge technologies are thoroughly investigated and tested before they are introduced to clients as viable options to be added to their existing IT tool stack. M6 installs and maintains proven and stable technologies but also needs to be able to implement "cutting edge" products and services when prudent or required.



There are many ways to stay on top of emerging technologies: online seminars and webinars, subscriptions to online training services, membership in IT trade organizations that provide educational services, peer group memberships that discuss the pros and cons of new technologies and, yes, some of us even still read books!

Vendors offer training on their products and services, have online community forums, provide newsletters, product updates and occasionally offer offsite-focused training sessions. Most vendors and trade organizations also host annual IT conferences. These conferences can be quite lavish, exciting and fun, but are they worth the time and money required to attend? It is not unusual to spend several thousand dollars per participant on expenses to attend a two or three day conference. Expenses often include travel, lodging, meals, conference fees and incidental fees. M6 sees the value in IT conferences, which is why there is at least one M6 representative at two of the main IT conferences every year, **dattoCON** hosted by Kaseya, one of M6's largest vendors, and **ChannelCon** hosted by CompTIA, the IT trade organization to which M6 belongs. Each day consists of long hours packed with training, management and operational sessions. There are keynote speakers and plenty of breakout sessions to take a deeper dive into topics that pique one's interest. It also provides the opportunity to network with colleagues, competitors and vendors in a relaxed environment. Food and drinks are plentiful and there is usually time to attend a party or two. These events sandwiched between what can be long travel days can make for quite an exhausting week!

M6 Technologies does its best to rotate the members of its team when choosing who will attend these conferences each year. Regardless of who is chosen, it is assured that they will return with ideas for best practices and important information on the latest and greatest technical tools available to the industry.

M6 has learned over the years that the benefits from attending conferences far outweigh the associated costs.



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- M6 Hires New Member to Its Client Services Team on Page 2
- Tips for Protection Against Cyber Criminals and Scammers on Page 3

## Highlights

### M6 Attends IT Conferences

#### CompTIA's ChannelCon Las Vegas, NV

CompTIA ChannelCon is the IT industry's premier annual conference for vendor-neutral collaboration, learning, ideas and actionable advice to grow and protect businesses. This year's conference was held in Las Vegas during the first week of August. Bill Mulcahey attended this conference returning with a lot of valuable information and insights.

Bill had an awesome view of the Las Vegas Sphere from his hotel room. Although there was a large casino in the hotel where Bill stayed, he experienced no losses. He does not gamble!



#### Kaseya's dattoCON Miami, FL

dattoCON is one of M6's largest vendor conferences catering to Managed Service Providers. The conference was held in Miami and was attended by Jennifer Angel and Mark Janovec, members of our Client Services team.

Jen and Mark attended boot camps and educational sessions on many of the tools that we use at M6. They brought back some great new ideas on integrations and automation of the tools we use to service our clients. They were also able to have a little bit of fun. Take a peek at Mark attending the vendor showcase!



## M6 News and Updates

### M6 Welcomes a New Member to Its Client Services Team



M6 welcomes Sebastian Scheller to its Client Services Team as an Information Security Technician. Sebastian is a recent graduate of the Catholic University of America in Washington D.C. earning a Bachelor's of Science degree in Computer Science and a Minor in Mathematics. He actively engaged in various student organizations, projects and work such as CUA Technology Services, the Presidents Society, Student Philanthropy and University Research Day. In his free time, Sebastian enjoys building custom PCs, creating 2D video games and

dog sitting for his neighbors. He's now focused on Cybersecurity and Azure, bringing valuable expertise to our team. Sebastian is a member of the M6 Secure Outcomes team, will be developing our Security Awareness Training program and will be behind our monthly Bullphishing campaigns. He will also be handling client help desk requests and assisting with on-site visits. Welcome to the team, Sebastian!

### Babies, Babies Everywhere!



Our Administrative Assistant and Chief People Person, Sandy Dorsch, welcomed a new grandson into her family on September 6, 2023. Apollo Zayne Quinn greeted the world almost two months earlier than expected, but he and Sandy's daughter, Chelsi, are doing just fine! "A1," as his Pap calls him and "my little pumpkin" as Mimi (Sandy) calls him, weighed in at 2 lbs. 15 oz. and was 15 inches long. Apollo spent his first month in the hospital but is now home and getting used to his new surroundings. Congratulations to Chelsi, her fiancé, TJ, and Sandy, too!

Mitchell Kelman, his wife, Nina, and their daughter, Miriam, welcomed a new daughter and little sister into their family on Saturday, October 7, 2023. Madelyn Kennedy Kelman weighed in at 7 lbs. 8 oz. and was 19 inches long. Maddie is already home keeping her big sister, Mom and Dad very busy. Nina and Mitch are looking forward to getting back to their relaxed, quiet life in about 30 years or so! Congratulations to the Kelman family!



### M6 Charitable Initiative

In June, all M6 employees were focused on purchasing, assembling and delivering hygiene kits to the less fortunate. The kits contained items such as soaps, shampoo, toothpaste, deodorant, first-aid products, brush, comb and socks. M6 employees were broken into teams of two and each team was responsible for providing two to three kits. Upon completion, the kits were delivered to the United Way and then forwarded to individuals and families in need.

The next M6 charitable event is scheduled for November when we will be making blankets for donation to a to be determined charity.

*This quarter's comic was submitted by Sandy Dorsch.*



## 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 5 through 7 will be reviewed.

#### 5. Account Management

Accounts and credentials are used to access most IT resources. They are a portal for authorized as well as unauthorized users. Does your business maintain an inventory of all accounts? Do you require unique passwords? Are dormant accounts disabled or removed from your IT assets? Do you restrict administrator privileges? How about service accounts? These are just a few of the safeguards that are addressed within control #5.

#### 6. Access Control Management

Control #6 guides you through the safeguards to protect your business's accounts and credentials. Do you follow processes and utilize tools to create, remove and assign privileges to accounts? Do you enforce multi-factor authentication (MFA) on all administrator accounts, remote access connections, exposed and third party applications? Do you utilize single sign on (SSO) with MFA where supported? The take away here, protect your accounts!

#### 7. Continuous Vulnerability Management

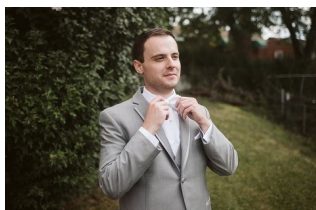
Unfortunately, vulnerabilities exist in many IT assets. They are flaws in code or design that can create potential attack vectors on your business's endpoints. Do you maintain a vulnerability management process and a process for remediation? Do you have an automated patch management system for operating systems and applications? Keep these steps in mind when considering vulnerability management: DISCOVER, REPORT, ASSESS, REMEDIATE and VERIFY.

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

## M6 Employee Spotlight

**Nick DeRose**

**Position: Technical Services Lead**



Nick's interest in business computing led him to Duquesne University in the fall of 2014 where he learned the ins and outs of Information Systems Management. He started his career with M6 Technologies in the summer of 2017, just a few weeks after his graduation. He is the longest tenured member of the M6 technical staff (other than Bill, of course).

Nick is the M6 Technical Services Lead, which requires him to wear a number of different hats. His role as the Technical Services Lead involves (1) developing and maintaining a training program for new technical hires, (2) mentoring the less experienced technical staff, (3) reviewing and resolving escalated tickets that require a more experienced eye, (4) handling client onsite visits, and (5) maintaining M6's in-house and client documentation platforms. Nick also works closely with Jennifer Angel, the Client Services Manager, assisting her with triaging and assigning tickets when she is unavailable. And, lastly, he is a member of the M6 Secure Outcomes Team, which develops policies and procedures to tighten M6's IT security posture. He is an integral, busy and valuable part of the M6 team.

In the summer of 2022, Nick married his high school sweetheart, Kathleen. They are very excited to announce that they are expecting their first child in the early Summer of 2024. The growing family resides in Greentree, a suburb of Pittsburgh. In his free time, which some may ask if he has any, Nick enjoys spending time with family, spending time outdoors and working on digital art drawings.



### *Please be Vigilant - Everyone is a Target*

An unfortunate trend that is becoming increasingly more popular is the targeting of individuals by cyber criminals and scammers. The belief that cyber criminals only go after the "big fish" enterprises and big businesses is a myth. The fact that personal home networks and PCs do not have the sophisticated tools and defenses that most businesses have make them easier targets. M6 has had family members, friends and even team members fall victim to cyber criminals. We have heard of folks granting access to their retirement funds and finding within seconds that their life savings are gone. Here are some tips to protect yourself from these crafty criminals:

- Keep your software and anti-virus programs up to date.
- Use secure and unique passwords. Do not use the same passwords across multiple accounts.
- Do not use open, public WiFi.
- Avoid public charging stations. Cyber criminals can dump malware on those USB ports.
- Do not grant access to your devices or financial accounts, especially if the request comes from an unsolicited call, email or text.
- Be extra suspicious of any message or request that urges immediate attention.
- Hang up on any callers wanting to install software on your personal devices to "help" fix issues.
- Never grant someone access to your accounts to transfer money into or out of your accounts.
- Check on elderly family and friends. They are very popular targets and, sadly, frequent victims.

It is well documented that 90% of cyber theft can be prevented by using common sense. Stay calm and think before you act.

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**

Almost everyone at some point in their life has had a coach. Our thoughts may immediately go to sports. Every team needs a coach! But if you think about it, our parents, teachers, music instructors, pastors, therapists and even our friends have coached us. In fact, in some way, each of us is a coach. One definition states: “Coaching is a development in which an experienced person, called a coach, supports a learner or client in achieving a specific personal or professional goal by providing training and guidance.”

Many of you reading this may have been a coach. I used to help coach my son’s baseball and basketball teams when he was in grade school. Parents coach their children on a number of different topics and skills. The M6 staff and support team “coach” our clients on IT best practices, security measures and patience. We receive patience coaching from our clients as well. M6 vendors and partners coach us on the tools and services that we purchase from them. There is not a day that goes by that we aren’t coaching or being coached.

A few years ago, I was introduced to the possibility of hiring a business coach at a peer group meeting. As the oldest member of my peer group, I smiled and softly chuckled inside. Great idea for these younger members but, as the definition states, the coach is the experienced person, and I have 36 years of IT experience under my belt! Well, I only chuckled for a short time and then realized that maybe I could benefit from having a business coach. I have always managed to get things done. No time to stop and think about it, just get it done. No idea why, but this mentality has lost its appeal in today’s world.

Michelle Bournstein of Tech Analytics Group is my “Champion Growth Coaching” coach. Michelle took on a very tough assignment with me, but I am happy to report that we have made progress. I have seen an improvement in my patience, my openness to other’s ideas and to understanding my way is not the only way. In fact, my way may not be the best way. A good coach helps you to learn new ways, accept change and embrace and unify the team. Michelle is coaching me on ways to find new and rewarding habits. Finding a coach was a great move!

**“We are what we repeatedly do. Excellence then, is not an act, but a habit.” - Aristotle**

**Business Read:** “The Coaching Habit” by Michael Bungay Stainer

**Personal Read:** “Bouyant” by Susie deVille

# 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.