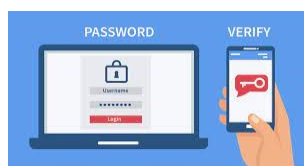# M6

Digest IT

We Take "IT" Seriously

Two-Factor Authentication—by Michael Sossong

Two-Factor Authentication (2FA) or Multi-Factor Authentication (MFA) is an extra step added to the login process, such as a code sent to your phone or E-mail, that helps verify your identity and prevent cybercriminals from accessing your information or resources. 2FA offers an extra level of security that cyberthieves can't easily access, because the criminal needs more than just your credentials.

As the name suggests, 2FA requires one extra step — a second factor — to log onto a site or access an online account. Most often, you first enter your username and password. The site/software typically then sends a code to your phone, email, or 2FA app. This code is often called an authenticator or sometimes a passcode or verification code. You can only access the site by then entering this code that appears on your device. If you don't have the code, you can't log on, even if you know the correct password. A good example of 2FA in the real world is an ATM card. In addition to physically presenting the card, you also need to type in your PIN to access your account.

Why do I need 2FA? Passwords are historically weak due to both the advancements of hacking and a general annoyance with password creation and use. The majority of people use the same password across multiple accounts, which increases their overall vulnerability of a criminal figuring out their credentials. And beyond that, about 23 million accounts still use the password "123456." Adding the extra step to your account means hackers will struggle to access your personal information. If you add 2FA to your bank account, a cybercriminal who knows your password won't be able to access the account without having your phone or 2FA device when it receives the verification code. We would never recommend it, but those still relying on the password "password" have a better shot at keeping their bank accounts secure with 2FA.

Inside this Issue

Special Points of Interest

- 2FA - You NEED to implement it!

- Check out the M6 news on page 2.

- See page 3 for our Employee Spotlight.

M6 News and Updates

M6 Service Desk Update…
By Jennifer Angel—Client Services Coordinator

M6 is changing the way it handles its incoming client support calls. Effective May 1, 2021, when clients call the M6 Service Desk, they will be greeted by Sandra Dorsch, Assistant to the Client Services Coordinator. She will request the following information at the time of the call: Name, Company, Phone Number and the issue about which the call is related. Sandy will inform the caller that a support ticket has been created and a technician will be reaching out as soon as possible to assist. Incoming phone calls will no longer be routed immediately to a technician unless the issue is classified as an emergency such as a network or internet outage affecting an entire company or group of users. **Please note that client support requests received through the M6 Support Email (support@m6technologiesinc.com) and M6 Client Portal will not be affected by these changes.**

We appreciate your patience while we attempt to better serve our clients and increase the efficiency of our technical support team.

New Faces at M6

Mark Janovec - On April 20, 2021, M6 hired a new intern, Mark Janovec, to its technical support team. Mark joins us as a recent graduate of Pittsburgh Technical College. Mark's work ethic and dedication during his internship quickly earned him an offer of full-time employment as a Network Technician. Mark will be helping out with all aspects of our client services team while concentrating on backup technologies. Welcome, Mark and congratulations!
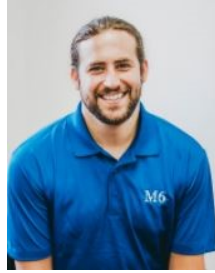

Adrian Nanji - Adrian joins us as a summer intern while he is home from Slippery Rock University where he is concentrating his studies in the area of IT security and forensics. He is a 2020 graduate of Imani Christian Academy where he maintained high honors graduating with over a 3.7 GPA. Adrian is planning on attending the University of South Florida beginning in the Spring of 2022. While at M6, Adrian will be assisting the M6 Security Team with its internal security policies.

The M6 team celebrated a night on the town on April 16 to celebrate a few milestone birthdays. We celebrated the 30th, 50th and 60th birthdays of three team members enjoying a light dinner, libations and soft drinks while bowling at Paradise Island Bowl and Beach.

Highlights of the evening included Jennifer and her husband, Don, rolling the highest score, Sandy complaining about non-existent distractions, Paula scoring miraculous spares and Nick along with his fiancé, Kathleen, rolling some of the lowest scores the alley has ever seen!

Mitchell attempted to celebrate by challenging attendees into a tequila shot contest. As the youngest of the honorees, it is easy to understand how wisdom comes with age. Mike was probably the smartest of the group by ignoring Mitchell and Bill's move to the bar.

Our team was joined by Mitchell's wife, Nina, Sandy's husband, Bob, Jennifer's husband, Don and Nick's fiancé, Kathleen. We all enjoyed the evening, especially the delicious birthday cake. Happy Birthday Mitchell, Jennifer & Bill

- In 2001, there was no such thing as Google Chrome. Today it is estimated that Google processes about 5.6 billion - yes with a "B" - search queries a day.

- In the year 2001, approximately 7% of the world's population had access to the Internet. Today more than half of the world's population has Internet Access.

- Gaming was just coming out of the casinos and into its own. Sony launched PS2 in 2000. There are now more than 2.5 billion - yes there is that "B" again - gamers on the planet. Four of them are on our M6 team!

- The first mobile phone call was made in 1985 on a "brick-sized" Vodaphone. Today there are over 5.5 billion global mobile phone users.

- Cyber criminals were those funny looking characters in the Star Wars movies. Today, damages from cyber criminal activity will cost $6 trillion USD - yes this one is a "T" - globally in 2021 and will balloon to $10.5 trillion USD by the year 2025. Cyber criminals don't discriminate. They attack enterprises as well as individuals — refer to Mike's article on page 1!

- The IT landscape has changed dramatically over the last 20 years. Small businesses must change as well. Concerns about your IT infrastructure and security posture? Give us a ring or send us an email. We're here to help.

M6 Employee Spotlight

Mitchell Kelman (Mitch)
Position: Senior Network Technician / Datto RMM Lead

Mitchell has been a member of the M6 Technologies team since July 2019. As a Senior Network Technician, Mitchell is responsible for guiding our junior technicians and handling escalated tickets. Additionally, he is our Datto RMM Lead. This very important position is responsible for maintaining the remote management and monitoring tool that is at the heart of our support desk. Mitchell also manages our security tools, Huntress and ID Agent (our Dark Web monitoring tool). Mitch wears a lot of hats at M6 Technologies.

On June 19, 2021, Mitchell's long awaited wedding finally took place after having been postponed due to the COVID-19 pandemic. He married our favorite chocolatier, Nina Midgley. Congratulations Mitchell and Nina!

Mitchell graduated with a Bachelor of Science degree from Point Park University majoring in Intelligence and National Security with a minor in Arabic. After graduating college in 2013, Mitchell continued his work in IT at Daly Computers as a Network and Help Desk Technician. Mitchell then joined Saint John's Catholic Prep in Maryland as an IT Support Technician where he worked until joining M6. We are very fortunate that his wife is from Pittsburgh and that he is a member of the M6 team.

Mitch's hobbies include playing soccer, seeing live music and saying "Yes Dear" to his new wife. Mitchell loves working at M6 and looks forward to continuing his work with our clients.

This quarter's comic was submitted by Nick DeRose!

Core Pillars - Our Values

Compassion: We show compassion and caring for our employees and clients.

Integrity: We will be honest and truthful to our employees, clients and vendors.

Empowerment: We provide an environment where our employees become confident, responsible and accountable.

Community: We acknowledge the need for and encourage involvement in our communities.

Faith & Family: We respect the faith and lifestyles of our employees.

From the Desk of...

Bill Mulcahey

M6 Technologies includes quite a number of security features in its "IT Tool Stack." We do our best to evaluate, deploy and monitor these tools to adequately secure all M6 IT resources as well as our clients' resources. We implement tools that secure and protect cloud resources, perimeter resources and endpoints. We provide Dark Web monitoring services and phishing campaigns. We have cloud-based tools that scan email for a variety of threats and use cloud-based sandboxing technologies to detonate payloads (usually attachments or links) so the threats never reach the intended "target" - our clients.

One very important tool is our "Bullphishing" product that allows us to simulate all sorts of email phishing campaigns. I often get a chuckle from some of the responses we receive from clients after they've been "hooked" by our campaigns. The "hooked" victims receive a notification indicating that they failed one or more of the tests with a short 2 - 3 minute training video reinforcing attentive email screening. We have received emails and calls from clients that don't pass the test complaining that we tricked them, or that the email wasn't "fair" or that they didn't mean to open the email, click the link and enter personally identifiable information (PII). Seriously! It makes me feel like I am the villain, a bumbling Snidely Whiplash! But all joking aside, spam, phishing, spear phishing emails and the like are very dangerous. This tool is designed to help our clients recognize the bad emails before it's too late! Consider that over 54% of ransomware infections were delivered by email in 2020. The end user, our client or your staff member, is the last line of defense. We like them to be prepared!

Please feel free to contact us if you are interested in learning more about our phishing campaigns or any of the tools that we utilize, or if you are not a client and would like for M6 to evaluate your business' security posture.

Business Read: "Traction" by Gino Wickman

Personal Read: "Franklin Barbecue - A Meat Smoking Manifesto" by Aaron Franklin

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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.

M6 will be celebrating its 20th year of service this year!

Please join us at our open house on Friday, October 22, 2021, from 4:00 to 7:00 pm. (Please note the time change.)