

## Digest IT

We Take "IT" Seriously

**No, Our IT Provider Does That!**  
**By Bill Mulcahey**

*Cyber Insurance Coverage - Policies, Procedures and Incident Response Plans*

Over the past several months, we've seen a sharp increase in requests from clients asking for help with Cyber Insurance applications and renewals. Surprisingly, many of these clients are applying for this type of coverage for the very first time! When we ask why, the most common response is:

*"Well, you have that, don't you? It covers us too, right?"*

To clarify, while M6 Technologies does carry Cyber Security Insurance, it only covers our business - not our clients.

As we help clients review these applications, they're often surprised to learn that most of the IT-related questions apply specifically to their organization, not their IT provider. While M6 Technologies provides the tools and services to protect your IT infrastructure and devices, many of the answers required on these forms pertain directly to your internal policies and procedures.

It's not uncommon to see responses like, **"No, our IT provider does that."** Unfortunately, this is both incorrect and unacceptable as a viable answer on a Cyber Insurance application. Below are some examples of common questions you may encounter:

- Does the applicant conduct mandatory information security and privacy training for employees?
- Are security policies in place, and do employees acknowledge these policies in writing?
- Does the applicant have an incident response plan? If so, are tabletop exercises conducted annually?
- Does the business have a formal Business Continuity and Disaster Recovery Plan? Is it tested annually?
- Are formal, documented processes in place to verify and approve changes to bank account details, including account numbers and contact information?

At M6 Technologies, we're always happy to assist our clients in completing these forms. We can provide accurate answers to questions related to our tools and services.

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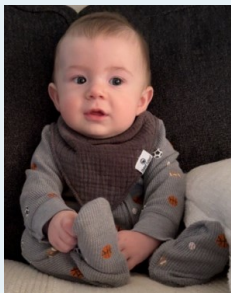
### Special Points of Interest

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## Highlights

### M6 Quick Notes

**M6 Technologies welcomes a junior team member!**



Nick and Kathleen DeRose joyfully welcomed their first child, Nicholas Angelo DeRose, Jr., on May 15, 2024. Baby Nicholas is doing well, and Mom and Dad are adjusting wonderfully, though perhaps a bit sleep-deprived! Congratulations Nick and Kathleen on this exciting new chapter in your lives.

#### M6 Team Member Moves!

M6 Technologies is excited to announce two important promotions within our team. Nick DeRose has stepped into the role of Client Services Coordinator, a position previously held by Jennifer Angel, who has been promoted to Manager of Client Success.

Nick has been with M6 for 7.5 years, bringing a wealth of experience to his new role. During his time with us, Nick has been deeply involved in client services, handling service calls, installations, project services, and providing help desk support. His extensive experience makes him well-suited for the responsibilities of the Client Services Coordinator. Although he will no longer be directly interfacing with clients, Nick's insights and expertise will continue to benefit both our clients and technicians alike.

Jennifer, who has been our dedicated Client Services Coordinator for 7 years, will now serve as the primary advocate for our clients in her new role. She will be the main point of contact, helping clients navigate the often-complex IT landscape and ensuring they are maximizing the value of the services we offer. Jennifer's experience and deep knowledge of client needs make her the perfect fit for this important role.

## M6 News and Updates

### Employee Spotlight

#### Luke Brooks - Network Technician



Luke Brooks has always had a passion for technology, a love that first sparked during his childhood playing video games. While he initially pursued Criminal Justice in college, his true calling became clear, leading him to declare a major in Information Sciences & Technology. Luke graduated from Penn State University in 2021 with a bachelor's degree and a minor in Cybersecurity.

This summer, Luke joined the M6 Technologies team as a Network Technician after spending three years at IBM. In his role, Luke manages customer support tickets, performs on-site networking installations, troubleshoots complex issues, and handles any technical challenges that arise. Dedicated to continuous learning, Luke is committed to refining his skills to enhance customer satisfaction and support the team's success.

Luke resides in Moon Township, just a stone's throw from the Pittsburgh International Airport. In his free time, he enjoys spending time with friends and family, cheering on his favorite hockey and football teams, playing video games, and exploring Pittsburgh's vibrant brewery scene.

### M6 Congratulates Dr. Thomas Chang on His Upcoming Retirement

Dr. Thomas Chang is set to retire from Weinstein Imaging Associates on December 31, 2024, after an impressive career spanning over two decades with the practice. Dr. Chang joined Weinstein Imaging in 2000, bringing with him a unique background that began at the Massachusetts Institute of Technology, where he earned a Bachelor's degree in Chemical Engineering.

While his early academic path suggested a future in chemical engineering, Dr. Chang ultimately chose to pursue radiology, a decision that has undoubtedly benefited countless patients. Specializing in women's imaging, he has provided exceptional care and expertise throughout his career.

Congratulations, Dr. Chang, on a well-deserved retirement. Your patients, colleagues, and the entire Weinstein Imaging Associates family will greatly miss you. Best wishes as you embark on this exciting new chapter!



### In Sympathy

We extend our heartfelt condolences to Bill and his family on the loss of his father, Richard (Dick) Mulcahey, who passed away peacefully at home in Clarks Summit, PA, on August 13, 2024, after a brief battle with pancreatic cancer. Dick had celebrated his 95th birthday just three weeks prior to his passing.

Dick lived a full and vibrant life, finding joy in his gardens and potted plants, music, and golfing with his daughter Ruth every other week. He cherished "putting" around the house and spending time with his friends and family, leaving a legacy of warmth and kindness.

A distinguished, old-school lawyer, Dick practiced law for an extraordinary 67 years before retiring in 2022. After attending Georgetown University and graduating from its Law School in 1955, he began his career at the U.S. Department of Justice. He later settled in Clarks Summit in 1966, where he became a beloved figure in the community. Dick's lunchtime walks around Courthouse Square in Scranton were a daily ritual, and his cheerful greetings to passersby were a testament to his friendly and generous spirit.

Dick will be deeply missed by his clients, friends, and, above all, his family. Please keep Bill and his family in your thoughts and prayers during this difficult time.

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 10 and 11 will be reviewed.

10. Malware Defenses

Malware defenses are designed to prevent or control the installation, spread and execution of malicious applications, code or scripts on business devices. This is done by employing anti-malware on perimeter appliances, networked devices as well as stand-alone devices. It is also critical that auto-run, auto-play and auto-execute functionality is disabled for removable media. Anti-malware software should be centrally managed and configured to update the anti-malware signature files automatically. It is best to have anti-malware that automatically isolates a device if malware or an exploitation is found.

11. Data Recovery

Almost everyone understands the importance of backing up data. But how about the recovery of that data? What happens if an employee's physical file goes missing? Yes physical paper files are data too! Do you have a recovery process that defines how to recover data that has been lost, stolen or compromised? Electronic data should be backed up automatically. Is that backup data encrypted? Are processes in place that address recovery prioritization? Is the security of the backup data consistent with applicable laws, regulations, contracts and guidelines? Is recovery data isolated? Do you have a data recovery testing process? How often is data recovery tested. Best practice dictates data recovery testing should be done at least quarterly. These are just a few of the items addressed in Control #11.

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

No, Our IT Provider Does That! (continued from page 1)

However, it's crucial for every business to develop a strong security mindset. Cyber insurance applications don't just evaluate your IT provider's capabilities - they require proof that **your organization** has robust measures in place for cyber security, business continuity, disaster recovery, and incident response.

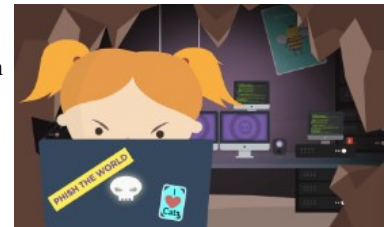
While your IT provider plays a critical role in fulfilling some of these requirements, the ultimate responsibility for these policies and procedures rests with your organization.

M6 Technologies has spent more than four years strengthening our own cyber security posture by documenting formal policies, implementing controls, testing incident response plans, and performing regular reviews. Even with this preparation, we still find Cyber Insurance applications to be a complex task.

If you need assistance completing your Cyber Insurance application or renewal forms, give us a call. We're here to help. And, **Yes - your IT provider does do that!**

Introducing Curricula: Elevating Our Cybersecurity Awareness  
By: Sebastian Scheller

As we approach the New Year, M6 is thrilled to introduce Curricula, our latest initiative designed to strengthen our collective cybersecurity awareness. In today's increasingly digital world, maintaining a security-oriented mindset is essential, not just for protecting our systems and data but also for safeguarding our personal and professional data.



Starting in January 2025, M6 will roll out monthly cybersecurity training sessions through Curricula.

These sessions are designed to be concise, engaging, and impactful, ensuring everyone has the tools and knowledge they need to recognize and respond to security threats.

Cybersecurity isn't just an IT issue, it's responsibility of every individual within an organization. Each of us plays a critical role in protecting sensitive information, preventing breaches, and mitigating risks. Threats are constantly evolving, with cybercriminals leveraging increasingly sophisticated attacks. Whether it's identifying phishing attempts, or creating strong passwords, small actions make a big difference. By staying diligent in our security awareness training, we can minimize the amount and scale of attacks.

The monthly Curricula trainings are designed to be short and efficient, featuring concise sessions that include short videos lasting 1 to 2 minutes on specific cybersecurity topics, accompanied by interactive questions to test understanding and reinforce key concepts. These bite-sized modules cover essential topics such as recognizing common attacks, securing sensitive data, and how to report common security incidents. Curricula is just one of the many steps we are taking to ensure that every individual has the resources and knowledge to stay safe online. By investing just a few minutes each month, you can make a significant impact on our collective security.

Let's start 2025 with a renewed focus on staying vigilant and informed. We're excited to embark on this journey with you, and we look forward to seeing how Curricula helps us grow as a team.

Stay tuned for your first Curricula session in January, and let's make 2025 our most secure year yet!



This quarter's comic was submitted by Mark Janovec,

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**

### *First Impressions Matter*



“First impressions are everything!” While this often-repeated phrase is true in many situations, it’s not always the case. A first impression can be lasting, and as Will Rogers famously said, “You never get a second chance to make a first impression.” However, what happens if your initial perception of someone is clouded by a misunderstanding or bias? Or if the other person is simply having a bad day? These scenarios can lead to unfair judgments and missed

opportunities for connection.

At M6 Technologies, we recognize the importance of the first impression we leave on others. Most of our clients or prospective clients reach out to us because they need help, often when they’re already having a tough day. That’s why we prioritize empathy and support in every interaction.

Our internal policy emphasizes answering the phone cheerfully and professionally. A typical greeting might sound like this: “Good afternoon, M6 Technologies. This is Bill. How may I help you?” Compare that to a less thoughtful response: “M6. Can I help you? Oh, it’s you again, Bill. What’s up?” The difference is stark, and so is the impression it leaves on the caller.

We also take pride in presenting ourselves professionally. Our technicians wear royal blue uniforms, what I like to call “M6 blue,” whenever they visit a client’s location, meet a prospective client, or represent M6 in any capacity. These uniforms, paired with a business-casual dress code, help us create a polished, cohesive, and professional image. Hearing clients say, “*There go the M6 guys in blue, they’re attentive and so helpful,*” is always a testament to the positive impression we aim to leave.

Recently, we faced a few challenging situations with some of our clients. Tensions were high, and the conversations could have been difficult for everyone involved. I want to take a moment to recognize our Chief People Person, Assistant to the Client Services Coordinator, and Administrative Assistant, essentially, the voice of M6, Sandy Dorsch.

Sandy handled these situations with grace and professionalism. She always answers the phone with a cheerful demeanor, showing genuine interest in the caller and their concerns. This leaves an intentional, positive impression that doesn’t go unnoticed.

While our technicians often receive praise for their support, kindness, and positive attitudes, it’s rarer to hear direct feedback about the person answering the phone. That’s why it was especially meaningful when, during these tense weeks, I received three separate calls from clients specifically complimenting Sandy. They highlighted her wonderful, cheerful, and attentive nature as a standout quality of M6.

First impressions truly do matter, and Sandy, you exemplify that every day. Thank you for being the welcoming, empathetic voice of M6!

**Business Read:** “Extreme Ownership” by Jocko Willink and Leif Babin

**Personal Read:** “Magic Prague” by Angelo Maria Ripellino

# M6

10 E. Crafton Avenue  
Pittsburgh, PA 15205

Phone: 412.921.6811  
E-mail: [info@m6technologiesinc.com](mailto:info@m6technologiesinc.com)  
<https://www.m6technologiesinc.com>



### 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.