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Windows 7: What's New with the Start Menu?

In Windows 7, you have much more control over the programs and files that appear on the Start menu. The Start menu is essentially a blank slate that you can organize and customize to suit your preferences.



Learn about Jump Lists, Power Buttons and Libraries by [clicking here](#).

Acceptable Computer Usage Policy

Eric Reynolds
Wood Networks, Senior Technician

Whether presented as part of the company handbook, or as a standalone document, an Acceptable Computer Usage Policy is a must in today's workplace. Having a good policy in place will clearly communicate to the staff what is acceptable and what is not. The main reason behind Acceptable Computer Usage Policy is to protect computer investments and company data. Here is a look at what should be contained in an Acceptable Computer Usage Policy.

The Policy Statement – This statement includes the items covered and has a brief overview of what is to come. It also outlines "excessive" use.

The Ownership Statement – This statement outlines what data is owned by the company. Many companies claim ownership of any data residing on their network or created while employed at the company.

The Confidentiality Statement – This outlines what is considered private and what is subject to monitoring. E-mail is usually mentioned specifically as an item which can be monitored.

The Internet Statement – This outlines internet use in much greater detail. It should mention whether personal browsing is allowed during breaks and lunch and it should include a liability statement for not following company procedure.

The Personal Electronic Equipment Statement – This outlines the use of personal computers, phones, digital cameras, and any other electronic devices. It should state that no electronic device be hooked to the network without proper consent.

The Conclusion – This is an overview of all of the policies in place, and a clear statement regarding action in case of violation of the policy.

IT Business Risk Management

Don't stop fortifying against risk. Four ways to mitigate risk in a tough economy reprinted with permission from HP

Every business deals with risk. But medium-sized businesses, with smaller IT staff and tighter operating budgets are often more exposed to risk than larger companies. This reality is never more evident than in a down economy: When the repercussions of a business disruption are as grave as they are, how do you insulate your business from risk?



"For mid-sized businesses, the financial impact of business disruptions is tremendous," said Anil Miglani, senior vice president, AMI-Partners. "We estimate that through security breaches and data loss alone, medium-sized businesses worldwide lost approximately US\$4.7 billion in 2008."

According to strategy consulting firm AMI-Partners, in 2008 medium-sized businesses worldwide lost approximately US\$4.7 billion due to security breaches and loss of data.

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LOL



Quote of the Month

Like almost everyone who uses e-mail, I receive a ton of spam every day. Much of it offers to help me get out of debt or get rich quick. It would be funny if it weren't so exciting.

Bill Gates

However, taking the right precautions with your IT infrastructure can help you steer clear of danger. Here are four steps you can take to mitigate risks to your revenue, your reputation, and your investment – all the things that keep you awake at night as you wait for this storm to pass.

1. Reduce the probability of downtime
Your order system goes down, leaving your e-commerce customers unable to place orders. In addition to lost revenue, this downtime can derail employees, leading to productivity loss. While you're focused on fixing the problem, your competition has a chance to poach your customers. Worst of all, failing to detect and fix the problem means it may happen again.

High availability of critical systems is the medium-sized business's highest IT priority, and it's attainable with a few key changes:

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You're In Sales No Matter What Your Title

by Debra J. Schmidt - used with permission

If I ask you right now whether or not you are in sales, chances are you would say, "No, I'm in accounts payable or customer service or marketing." You might even say, "I'm the CEO."



No matter what your job is, you are in sales. Every time you interact with a customer, you are selling your professional credibility, the company's products or services, and the company's image. So, even if you don't work in the sales department, read on.

When a customer has a bad experience in shipping, in accounting, in technical support or any other department in your company, you can bet that negative word-of-mouth will follow. That word of mouth reduces sales in the same way that customer testimonials increase referrals and sales. You are selling all the time, so it's important for you to recognize what your customers want from you.

Regardless of who your customers are, there are 5 key actions they want from you:

1. To have you spend more time listening than talking
Who do you find more interesting to talk with; the person who rattles on and on sharing their wealth of knowledge, or the person who asks you about yourself and then listens to your response? Your customers do not call in order to be impressed. They call because they have a need or a problem and believe your company can offer the solution. But before they decide to do business with your company, they are going to decide if they like you and can trust you. Asking your customers intelligent questions and, then, actively listening to their responses is the best way to build trust and get at the heart of what your customer really needs.

2. To have things explained in a way they can understand
So often, people sell confusion rather than solutions to customers.

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