

The Tech chronicle

What's New

You hear us talking about security **all** the time. We're serious about it and we back that up with actions! The newest tool in our protection lineup is an advanced security monitor for Microsoft 365 that helps us monitor account activity and detect potential breaches more rapidly – and best of all we've included it automatically at *no additional cost* for all of our clients!

This tool allows for detailed customization so we can make sure your Microsoft 365 accounts are only accessed when and where they are supposed to be. We get real time notifications about abnormalities so we can respond quickly to keep you safe. If you want more information about this tool and how we can adjust it for your company reach out today!

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Our Mission

To enhance our customers quality of life and the health of their business.



How to Get The IT Help You Deserve

As a business owner, you likely carefully vet every employee you hire to work for your business. You inspect their resumé and ask detailed questions during their interview to ensure they are the best fit. This is critical to growing your business and making it as successful as possible, but you shouldn't solely reserve this practice for potential new hires. You also need to carefully assess any third parties you work with, especially when it comes to your IT needs.

When most business owners attempt to hire an in-house IT team or an MSP, they let the third party's representative or salesperson do most of the talking since they're the experts in the field. In some cases, the owner wants the representative to convince them to do business with their organization. In others, the owner is too afraid to ask questions for fear of sounding uninformed. Failing to ask any questions when hiring an IT expert can put your business in a bad position and make

you and your business vulnerable to cybercriminals. An excellent salesperson can sell milk to a cow, so asking relevant questions is crucial to ensuring you get the best IT services for your business needs.

If you're wondering what questions you should ask when deciding which IT expert to hire, don't worry! We're here to help. Here are some simple yes-or-no questions you can ask any IT expert to determine if they offer the best possible support. If they answer no to any of these questions, it might be best to look elsewhere. It's not worth the risk of experiencing a devastating and expensive network disaster.

Do they answer their phones "live" and respond to support issues in a timely manner?

One of the most frustrating situations you can experience is needing your IT expert's help and being unable to reach them promptly. If you are concerned about your network security or

Continued on pg.2

Continued from pg.1

another IT need, you should get the assistance you need as soon as possible. It is a huge red flag if an IT expert answers no to this question because that means they work at their own pace instead of being readily available and responsive to your needs.

Do they insist on completing regular test restores of your backups to ensure that data is not corrupted and that you're covered if disaster strikes?

Imagine that severe weather knocks out your network and your data appears corrupted when it comes back up. Ideally, you call your IT team, or they already know about the issue. They'll restore your corrupt or lost data, and everything will proceed as usual. But what happens if the backup fails or your IT team isn't regularly backing up your data? Some experts may be able to recover your data, but in many cases, you'll be out of luck, and your business might be in trouble because of it.

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Will they provide written documentation detailing your software licenses, network passwords and hardware information?

This is vital information, and there's a reason that IT experts who aren't above board might not want to hand over this information willingly. It keeps them in control of your network and, in many ways, makes them irreplaceable. If they possess all the information and you want to go in a different direction, you'll likely have to reset everything, which will take time and could cost additional money.

Do they tell you what they are doing in an easy to understand manner?

There's no question about it: cyber security and IT services can get incredibly complicated, and some experts prefer to talk using industry jargon, which is difficult for many business owners to understand. It's essential to know and fully understand everything the experts are doing to help your business and keep it protected.

Do they proactively offer upgrades and improvements to your services?

The IT landscape is ever-evolving. New technologies and developments are introduced daily, and dependable IT experts stay up-to-date with changes in the industry so they can offer improved services to their clients. You shouldn't have to wait until disaster strikes to see these improvements implemented in your business.

These are just a few questions you should ask any IT expert you're considering hiring for your business. If they answer no to any of the above questions, you'll likely pay for substandard support and open your business up to additional risk.

Free Report: What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems



This report will outline in plain, nontechnical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills, and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Download your FREE copy today at www.ccmgtech.com/protect or call our office at (215) 723-4881.

Keeping Employees Happy

Business owners are well aware of the ever-evolving nature of the workplace. As time passes and new generations enter the workplace, priorities shift, causing business owners and managers to adapt to fit the needs of their teams. Two decades ago, most employees prioritized having a 9 to 5 job that left time available on the weekends for other activities. However, current job seekers are prioritizing finding a different work-life balance.

This has left many business leaders wondering how to keep their employees happy. It starts by developing flexibility tactics to benefit you and your employees.

- Set baselines for yourself. Flexibility can help employee moral but it doesn't have to look the same at every company. If a 5 day work week is a necessity for your businesses – great! But, could your team accomplish just as much while only working until 4pm each day?
- Listen to what your employees say about you, the workplace and the business and act on their suggestions. Hold one-on-one meetings with your employees to see what they need in order to do their jobs better. No one knows the workplace better than the people in it every day!
- Offer time off to your employees to help avoid burnout and frustration. Encourage employees to utilize their time off and make sure you take time off to recharge as well!

Three Questions Every Leader Should Ask On Monday Mornings



What is the first thing you do on a Monday morning? Do you dive straight into responding to e-mails or use your first minutes of the week more strategically?

My colleagues and I at ghSMART have collected data on 3,052 leaders and their teams over a decade. We reached a surprising conclusion about what predicts team success with the statistical help of professors and research team collaborators at the University of Chicago, UCLA and Columbia University.

In that study, we isolated three things that matter most. Leaders with teams rated as “strong” at these three things (by professional evaluators using structured in-depth interviews with high inter-rater reliability) were 20 times more likely to report successful outcomes than teams that were not strong at all three things. Think of this pattern like a triathlon – you must be great at swimming, biking and running to win.

Following the research implications, consider reflecting on these three questions every Monday morning.

Do We Have The Right Priorities? Only 24% of leaders are strong at prioritizing, and 90% of the time, when they struggle with this leadership skill, it's because they lack the analytical skills and decisiveness to narrow their team's priorities down from a long list to a short list. When you have too many priorities, you don't really have any priorities, and energy gets wasted.

Do We Have The Right People? Only 14% of leaders are skilled at hiring and developing talented teams. This is the most common weakness we observe in leaders and their teams. Flawed hiring methods yield a 50% hiring mistake rate vs. research-based methods that produce a 90% hiring success rate (e.g., having a consistent set of criteria to rate candidates; unbiased, structured, past-oriented interviews; reference validation; etc.).

Do We Have The Right Relationships? About 47% of leaders achieve good relationships with people on and off their teams. “Trust” typically gets a lot of attention as a variable that predicts or defines relationship quality, but our database suggests that 91% of leaders behave in a trustworthy fashion. Therefore, while important, it is not rare for a leader to build trust. Instead, the “special sauce” in building successful relationships in a professional context is to create relationships that are focused on achieving win-win results. Mutually beneficial results matter when forming and maintaining productive professional relationships, not just feelings of trust or empathy.

If you want to build a team that runs at full power for the good of your teammates and the constituents you serve, consider spending a few moments on Monday morning asking these three essential questions.



Dr. Geoff Smart is chairman & founder of ghSMART, a leadership consulting firm that exists to help leaders amplify their positive impact on the world. Dr. Smart and his firm have published multiple New York Times bestsellers. He stays active in his community and has advised many government officials.