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When Employees Leave Are They Taking More Than You Want?

When employees leave your company, by being fired or otherwise, are they taking files (paper and digital) with them, that should not be taken.

Redmond News writes about a Symantec study about employees who take company data that Sixty-four percent took old e-mails; 62 percent took history and hard copy files with them. Of least interest: PDF files (9 percent), Access files (8 percent), and source code (3 percent). Most employees take hard copy data (that is, paper documents); the next most popular media are CDs and DVDs (53 percent) and small USB drives (42 percent). Over a third (38 percent) sent the data as e-mail attachments to their personal accounts.

What can you do? The report mentions the following options:

- Ensure that policies and procedures clearly state former employees will no longer have access to sensitive and confidential information they used in their jobs. This includes information on laptops, other data-bearing devices and paper documents. The policy should outline what information is considered sensitive and proprietary.
- As part of the exit interview, the supervisor/business unit manager and/or someone from IT security should conduct a thorough review and audit of the employee's paper and electronic documents. This includes checking electronic devices as well as paper documents.

- Prior to the employee leaving, companies should monitor the employee's access to the network or system to make sure sensitive and confidential data is not being downloaded or sent to the employee's personal email account.
- Steps should be taken to ensure that the former employee is not able to access the company's network or system once the relationship has been terminated.
- Extra precautions should be taken with former employees who have been asked to leave and/or are disgruntled. As our study reveals, employees who have unfavorable views of the employer are far more likely to steal data.

I would highly suggest that you also work closely with your local computer consultant, who specializes in security to look at your policies and systems to ensure you are doing everything you can to be as secure as possible.

One thing that's important, that's not even a security issue is to ensure you hire the right employees. Hiring employees that are as honest and ethical as possible, will go far into ensuring your company is as secure as possible.

Having clear policies in place and a "to do list" of tasks to take care of when employees leave can go far in mitigating any loss of data when employees leave.

Article by smallbiztechnology.com



Clear Focus Named in the Top 100 MSP's!

MOVES UP 16 SPOTS IN MANAGED SERVICE PROVIDER (MSP) RANKINGS

Clear Focus has again landed on the second-annual MSPmentor 100 List, a distinguished research report identifying the world's most progressive managed service providers. Clear Focus moved up 16 spots to rank #73.

Doug McLeod, founder and CEO commented, "It is an honor and privilege to be recognized by such a prestigious list. We started offering our clients this type of service several years ago and it continues to be the trend of the future. I think our ranking shows how we have taken Managed Services one step further to offer our clients all of their computer hardware, software, and unlimited support for a flat monthly fee. The mantra we live by is 'You're going to love your technology...We guarantee it.'"

The ranking was based on overall managed services revenue, overall managed services

growth, number of computers managed and other data. Clear Focus is one of the early adopters and leaders of the MSP model. The MSP industry has been rapidly growing across the country.

About Clear Focus

Clear Focus provides a suite of managed services for small to mid-sized businesses ranging from computer support, data backup, and project management. The company's primary goal is to remove the pain and headache of computer problems. They offer a holistic solution centered on pro-active care that takes the burden off of business owners and lets them get back to running their business. Clear Focus aims to help their customers become more efficient, productive, and satisfied with their technology investments.

Recent Customer Testimonials



Recently we have moved into a new office location and have nothing but praise for the technical support that we have received from Clear Focus. Prior to signing the contract with Clear Focus, we have had only one person handling all our computer needs. If there was a problem, we sometimes would have to wait a few days, due to his availability.

Since being with Clear Focus, I have had many different persons handling our various needs and the response was usually within the hour. Once I communicated with Lydia, she would then forward the problem to the best available person. I must say that I have had an awesome team at my disposal. Thank you Clear Focus.

**Lita Bass,
Pacifica Marine**

What's All This Talk About Twitter?

As small businesses we're all feeling the pinch of this turbulent economy and as a result have read countless articles about how to best market our business, how to spend our marketing dollars wisely, and what to do and what not to do in this environment.

Because of the expectation of cost, marketing dollars are often one of the first expenses cut in tough times. However, there are ways to find new customers, promote your brand, and generate new leads outside of expensive advertising; billboards, direct mail and the like. In fact, some of these more affordable tactics can even be more track-able than their "traditional" counterparts.

One of these new cost-effective marketing tools is Twitter, the real -time short messaging service. As I am sure you have seen, Twitter has been the darling of every tech blog for the past year.



twitter

Here are some tips on using Twitter to promote your business:

- **Don't blatantly promote yourself. Don't post links to your site simply marketing your products and services. But rather, post about relevant issues to your industry, things that matter to you and your customers. This will make your followers want to click your links to learn more. And don't be afraid to drive traffic away from your site as long as the message is relevant.**
- **Don't over post. If you post every 13 seconds people will no longer follow you. Mindless blather is boring.**
- **Do be thoughtful. The company's that tell their followers something they don't already know will win. Post updates that add value, providing insight others may not have.**
- **Do respond to your followers. In my opinion, this point is the most powerful. New media is about making connections. Not just numbers as in 500+ LinkedIn Connections, but rather deeper relationships in the form of actual responses to your followers. When someone follows you, send them a quick note thanking them for the following, and when someone follows you, follow them back. And when someone sends you a direct message or @reply, respond back to them, engaging them in conversation and making a connection.**

In short, there are effective Web 2.0 strategies that are helping the small business market in this economy - and Twitter happens to be one of them.

Article by Kris Drey

**Are you tired of computer problems? *There is a better way.*
Call for a FREE Problem Prevention Audit performed by Clear Focus**

To introduce your business to our services, we would like to offer you a FREE on-site, problem prevention audit.

Upon completion of this audit, we'll provide you with a detailed report that will outline where you are at high risk of viruses, downtime, or other problems, and what options you have for protecting yourself. As always, our goal will be to find low-cost simple fixes to conserve your budget.

To request your FREE Problem Prevention Audit, contact our office:

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Company Structure | How We Work Together

Key Methods is the parent company created to unify three premier technology companies: Clear Focus, Key Software, and BizTek. Our solutions range from IT Managed Services to software development to technology consulting. Our goal is to provide businesses with a broad range of technology solutions, delivered with world-class expertise. Learn more about Key Methods and how our companies work together to provide you with solutions that unlock business performance by going to www.key-methods.com

