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This monthly publication provided courtesy of Paul Riendeau, CEO of Southern New England Computer Services.

"Don't let your employees waste your company time! Develop a strong stance on internet usage. If you suspect they are on Facebook instead of working on their projects, implement an Internet Usage Policy to keep them on track. They can use their lunch break for personal browsing time."

Why Slackers Love Tech

You just gave your staff an extra 6-week paid vacation to check in with friends on Facebook, expose your company's valuable trade secrets from smartphones, watch cat videos, send résumés to your competitors and download porn – all on your time, and your dime… That's right: if a full-time employee wastes just ONE measly hour each day, it equals 250 hours burned – 6 weeks of paid time – on non-work-related activities.

Sites like Facebook, Twitter and Instagram are a constant source of distraction to people who feel like they need to keep in touch at all times.

Not only is work time being frittered away, but crucial company secrets slip through the cracks more easily. And sites being visited on your network expose your whole system to malware, hackers and online theft.

So, what are you going to do about it?

Face it – you rely more than ever on mobile technology. And you want to have faith in your team… But how do you know they aren't secretly taking advantage of your good nature when they're online?

You don't. The only way to know what's really going on at work is to monitor their on-the-job online activities.

CEO Shocked By What She Found
Celeste O'Keefe, CEO at DANCEL Multimedia, a Biloxi, Mississippi, marketing firm, started monitoring her employees when she noticed some of them attempting to cover their computer screens as she walked by.

Since then, she's fired four people for digital infractions. One was a man doing side deals with clients that should have come into the firm. She also fired a woman doing schoolwork on the clock and another employee downloading child porn.

Your rights as an employer to track web and e-mail activities of employees using company *Continued pg.2*

computers are well-established. But should you? And if so, how do you do so legally, and without damaging company morale?

Several good things happen when you check your team's online behavior. For one, it can help your company avoid theft, embezzlement or other financial harm. Monitoring can also prevent compliance issues, provide evidence in the event of lawsuits and ensure that your workplace is free from harassment.

Deal With It

It's just a fact of life that monitoring with your employees' full knowledge and consent is necessary to mitigate legal and regulatory risks. However, it's also important to be aware of the potential pitfalls.

If employees feel a distrustful Big Brother is looking over their shoulder, it could hurt performance and morale.

Be careful about inadvertently

"It's also important to be aware of the potential pitfalls."

gathering information about your employees' religion, political views, sexual orientation or medical history. This could expose your firm to discrimination lawsuits.

Disciplining an employee for making negative comments about you online could result in trouble with the National Labor Relations Board. Check the Board's guidelines to avoid issues, as there have been several cases recently involving social media.

So how do you monitor without getting into hot water with attorneys and regulators – and avoid hurting your team's morale and performance?

Know the difference between monitoring and surveillance.

There's nothing obtrusive about monitoring events on a company's computer system to protect the company's assets and reputation. Surveillance, on the other hand, is tracking an individual's activities, and entails a certain "creepy factor." Engage in focused surveillance only

if you have well-founded suspicions and documented agreement with your attorney and top managers.

Set clear policies. Document your corporate policy on Internet and device usage to make rights and responsibilities clear to everyone – and to protect you in the event of a legal challenge.
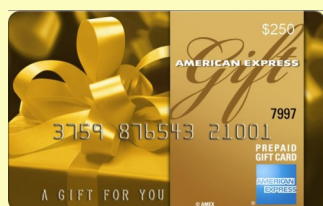
Inform and gain consent. It's not enough to simply let your employees know you'll be watching them. By being fully transparent and explaining the risks to the business from improper use of digital assets, you'll steer clear of legal issues without putting a damper on morale.

Let Us Help You!

You don't have to navigate the employee-monitoring maze alone. Take advantage of our Internet Usage Policy template. Create and use one to protect your business. Don't give employees the excuse of "I didn't know I couldn't do that" anymore. Download your free template at www.snecsllc.com/policy. You can also email news@snecsllc.com and request a copy today!

Technology Spotlight: Amazon Echo

The Amazon Echo has been getting a lot of attention recently and for good reason: it's AWESOME! This device is so versatile that it could easily replace multiple objects in your home by just asking "Alexa". Alexa is the Echo's name. You can change Echo's name to "Amazon" to avoid confusion if someone shares a similar name. Some ways you can use the Echo is as a speaker for your music or audiobooks and even set a "sleep timer" so it doesn't play all the time. You can also use it to quickly search the internet for questions like "How old is Donald Trump?" If you are curious about the weather, traffic or your calendar for the day, you can get a full rundown from Alexa just by asking. Do you have any "smart home devices" like WeMo, Wink or Hue? Guess what? Alexa can control them as well. Other developers are jumping on board with "voice controls" including Ford, so expect to see more of this in the future. For $179 on Amazon, you can get an Amazon Echo of your very own.

Microsoft Pushing Users Forward

In the past, Microsoft has been very forgiving when it comes to users wanting to hold on to older computers. However, that is all about to change. Microsoft has revealed that they will only support Windows 10 on any new hardware that is coming out. This includes processors from AMD and Intel as well as pre-built machines from Dell, HP and Lenovo. This means that you will no longer be able to buy older versions of Windows (like Windows 7) and have them run on new PCs.

This isn't the only massive change that Microsoft is pushing out. They have also announced that they are no longer supporting older versions of Internet Explorer browsers. They will support IE 11 and the new reincarnation named "Microsoft Edge". This means that there will be no updates or security patches to older versions of Internet Explorer and thus, can create vulnerabilities in your network that can be exploited.

Why is Microsoft doing this? It is part of a "deep integration" between Microsoft and the latest technology being developed for the future. This is also to tackle one of Microsoft's biggest problems; enterprise customers that are not willing to upgrade their hardware or software. By implementing these changes, they hope to push everyone forward to use modern hardware and software at home and in their business. When everyone is on the same platform, it makes it much easier to support and integrate new features for consumers across the board.

What is the downfall behind all this? It means that some industries (particularly healthcare) will need to overhaul their setup to align themselves with their field's compliance requirements. Some other industries include those who use payment cards (PCI compliance) and legal entities (like insurance providers and lawyers) to protect their client's information.

Some organizations use software provided by an online vendor that may not be supported on newer versions of Internet Explorer. In this case, the provider must either A.) provide an alternative browser that their software will work on or B.) update their current build to work on the supported Microsoft browsers. In any event, the provider will need to take action to provide a solution to their customers that does not result in a vulnerability.

As Microsoft moves forward, they are trying to correct the mistakes of the past. This includes letting their customers stay clinging to their old technology for far too long. As advancements are made, they want to provide new updates and apps to anyone that uses their product. However, to do this, everyone must be ready to step into the future and get up to date on their technology.

Are you looking to step into the future with your technology? If so, call us for more information.

# Expert of the Month: Dr. John Pugliese of Pugliese Family Eye Care

This month, we are highlighting Dr. John Pugliese of Pugliese Family Eye Care. Currently located in Smithfield, John has been in business for about 35 years as an optometrist. The word "Family" in Pugliese Family Eye Care is the main focus of their business model as John is joined by his wife (and office manager) Jean and their son, Dave who is also a doctor at the practice. They keep the business very family oriented by giving their patients as much attention as they need. They are "Primary Care Optometric Physicians" that focus on eye health and anything related to a systemic disease that may affect the eyes like diabetes and high blood pressure. Your eye health may be degraded due to another health issue you aren't aware of yet, and they can help in finding that out.

"We're not 'in-and-out' quick exams with cheap eye glasses. We care about the patients. We want to have them become family also," says Dr. Pugliese. "I have patients that I started seeing as children many years ago and they're still coming in and bring their children now, which is a great feeling for me. I give my patients my cell phone number in case they have after-hour emergencies. We're here for them, whenever they need us." John is also VP of the Scituate Lions' Club and together they raise money for worthy causes like Ronald McDonald House and participating in fundraisers like the Scituate Art Festival, where they raise about $20,000 over Columbus Day weekend.

Dr. Pugliese and SNECS were once neighbors in the Lincoln Mall before both moved to new locations. A few years later, they met again at a BNI meeting and kept in touch more frequently. When Dr. Pugliese moved to his current location, he had a single external IT guy helping him getting his EHR and equipment set up. However, one day that person just 'disappeared', leaving Dr. Pugliese to fend for himself. Left with no one to help him maintain the network, he reached out to SNECS and the rest is history. "SNECS is very progressive. They know what is going on in the healthcare field and they know what I need to do to keep me from getting fines from the 'HIPAA Police'. I trust them to keep us on track and to keep us out of trouble," said Dr. Pugliese.

For more information about Pugliese Family Eye Care, you can "like" them on Facebook, visit their website at www.pugliesefamilyeyecare.com or call 401-349-4791. They are welcoming new patients to their family.

Looking for companionship, why not try a robot? Pepper, a cute, blue-eyed male robot won't cook or clean for you. However, he'll understand and empathize with you, laugh when you're happy, frown when you're upset, even sing your favorite songs and dance for you. He's curious about humans – the more you interact with him, the more he'll learn about your tastes. According to Aldebaran Robotics, his creator, he's the first robot designed to live with humans. Want to take him home with you? He's found mostly "at work," relating to customers in retail stores – however, the company's goal "is for Pepper to live with humans. The stores are just the beginning…" *–Aldebaran.com*

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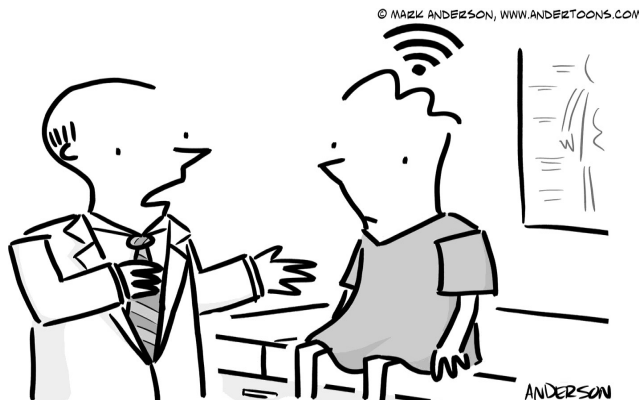
"No, Spidey-sense is different. I think what you've got is a hotspot."

A trio of tools to help keep you healthy at work.

1) Combat eyestrain with *F.lux.* This free app tweaks the tint and brightness of your device's screen based on time of day. It leans toward full spectrum during the day and warmer red spectrum at night. 2) Improve your posture with *Lumo Lift*. This small sensor that you put on your shoulder reminds you to sit or stand tall when you've been hunched over too long. 3) *Move* reminds you to stretch and stay active throughout your day. It gives you over 300 "coworker-friendly" exercises to choose from that you won't be embarrassed to do at work. In fact, nobody will know – except you. *-Entrepreneur*