

JUNE/JULY 2022



Presents

Your monthly
newsletter, written for
humans not geeks

TECHNOLOGY INSIDER

Your IT Rewarded For Excellence In Customer Service!

Your IT Department have walked away with the Excellence in Customer Service Award at the 2022 National Entrepreneurship Awards. The award was presented at a lavish ceremony at Leicester City's King Power Stadium on the evening of Friday 13th May.

The judges were wowed with the above industry standard customer satisfaction scores, high customer retention, dedication to staff training and commitment to measuring and constantly improving the customer experience.

Your IT Managing Director, Lee Hewson commented "Customer Service is essentially what we do as a business. Whilst we do need to be technically skilled and proficient the speed and effectiveness of how we respond to our clients issues and requests is paramount."

"A large part of how we've improved our service over the past 2-3 years is in recognising that we have different customers within each of our client companies.

Business owners and Directors have different needs to the individual using the IT in the business.

We've been able to develop better strategic support for business leaders whilst ensuring that their staff still get their issues dealt with quickly and skilfully"

Service Desk Manager Charley Clarke said "The Service Desk is where a lot of our customer interaction takes place, and we send a survey following every single interaction. Over the past two years we've received close to 6,000 completed surveys, which is around 55-60 per week. Only 20 of those responses have been negative and this has meant we average over 99% as a CSAT rating."

All of us at Your IT would like to thank our customers for their feedback. It steers the training and development of staff and allows us to improve our service and make changes to make your lives easier.

We believe this innovation will help us keep improving the service we can provide to clients new and old.



DID YOU KNOW?

you might have
a RAT?

Malware gets some funny names and acronyms. One you might have heard of is the RAT - which stands for Remote Access Trojan.

It's good when your IT partner remote accesses your computer. You can watch what they're doing. But with a RAT, cyber criminals have secret remote access and you have no idea.

They can watch what you're doing, copy your passwords and launch a ransomware attack.

The simplest way to avoid a RAT is to never download files from sources you don't trust, or open email attachments from strangers. Make sure your business has appropriate cyber security software and regular training for your team.



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Technology update

We've recently introduced our brand new, enhanced ITSupportPanel.

The ITSupportPanel app sits on your desktop and in your task tray and is easily identifiable by the green 'IT' button.

ITSupportPanel gives everybody in the organisation much easier access to log a support ticket, access other support systems, read news and (eventually) access all your Apps.

It's quicker and easier than emailing in and should be the first place you go to for non-urgent issues and changes. We can also get work approved and securely send passwords through the Panel.

Obviously, we still recommend you call if your issue is urgent!

WHO GETS THE QUIZ WINNER'S CROWN THIS MONTH?

You do have a quiz winner's crown, right?!

1. Worldwide, which language is most used on the internet?
2. How many Facebook members are there?
3. What was the name of the first laptop?
4. What was Android originally developed for?
5. What did Steve Wozniak and Steve Jobs sell to fund Apple's first computer?

The answers are below.

- (1) English, used by 25% of people online. Chinese is second and Spanish third
- (2) 2.9 billion
- (3) The Osborne 1, released in 1981. It was heavy at 24 and a half pounds
- (4) To be an operating system for digital cameras and a Volkswagen van
- (5) A scientific calculator and a Volkswagen van



INSPIRATIONAL QUOTE OF THE MONTH

"Just because something doesn't do what you planned it to do doesn't mean it's useless."

Thomas Edison, Inventor



#1

You know when you think your phone has vibrated in your pocket, but when you pull it out... nothing? This has a name: "Phantom Vibration Syndrome"

#2

It took radio 38 years to reach an audience of 50 million. The iPod did the same in just three years

#3

on average, people read 10% slower on a screen than from paper

TECH FACTS



This issues **STAR** team member!

Fern Ritchie
Service Desk Engineer

Fern joined Your IT as an Apprentice back in 2020 just before the pandemic. This delayed her start date and deprived her some of the support and training we provide our Apprentices. However, she hit the ground running, showing a real appetite for both the technical and customer service elements of the job.

Fast forward 2 years and Fern has completed her Apprenticeship, achieving a Distinction. She was instrumental in training our new engineers and has now been promoted to Tier 1 Team Leader.

Well done Fern!



Malware is becoming increasingly difficult to spot

According to new research, four in five malware attacks delivered by encrypted connections evade detection. And since two thirds of malware is now arriving this way, it has the potential to be a big problem for your business.

This type of threat has already hit record levels and continues to grow. So if you don't yet have a response and recovery plan in place, now's the time to create one.

It sits alongside your cyber security software protection and regular staff training. The plan details what you do in the event of a cyber-attack.

Having the right plan in place means all your people will know how to sound the alarm if something is wrong. It ensures downtime and damage are kept to an absolute minimum.

The faster you respond to an attack, the less data you should lose and the less it should cost you to put things right.

Of course, you should also follow the

usual security guidelines of making sure that updates and patches are installed immediately, and you are regularly checking your backup is working and verified.

Businesses that don't place a high importance on their own cyber security planning are the ones hit hardest by such an attack.

Can we help you create your response and recovery plan? Call us.



QUESTION

How can I make my display more organised?

ANSWER

Consider adding a second monitor. Not only will this allow you to better organise your apps and windows, but it will also give you more workspace.

QUESTION
Can my phone be hacked?

ANSWER

Yes! As well as the risk of phishing and smishing (that's phishing via text message), you also put your data at risk by connecting to public Wi-Fi. Fake apps can be an issue.

Business gadget of the month

Laptops are great for remote work. But sometimes you can't beat a desktop. That's where a good docking station comes in handy.

The StarTech Thunderbolt 3 Dual-4K Docking Station allows you to connect your laptop to two external monitors, printer, keyboard, and backup drives, giving you the full desktop experience.

It's pricey at £292.99, but a good investment for remote workers.



This is how you can get in touch with us:

CALL: 0115 8220 200 | **EMAIL:** info@your-itdepartment.co.uk

WEBSITE: www.your-itdepartment.co.uk

QUESTION

How do I know if my Teams app is up to date?

ANSWER

Just click on the three dots next to your profile picture and select 'Check for Updates' from the menu. If you're using Windows 11, you'll need to check under settings -> about Teams.