

Bryley Tips and Information May 2009

1. Bring your procedures (demonstrations, presentations, etc.) to life

No-one likes writing (or reading) procedures: So, why not enliven these boring documents while making them easier to create?

With *Debut* from NCH Software or *Camtasia Studio* from TechSmith, you can record ongoing screen shots from your computer with voice-over narration, giving you an animated procedure saved to a .WAV file. These video-capture applications combine screen images from your computer with your verbal presentation to create automated procedures, how-to demonstrations, announcements, webinars, instruction manuals, etc.

Debut is available free at <http://www.nchsoftware.com>. Camtasia Studio is available at a cost from <http://www.techsmith.com>.

2. Sprint-Nextel/T-Mobile shotgun wedding?

Two of the giants of telecommunications, Sprint-Nextel Corp. and T-Mobile could be heading to the chapel. Facing weakening demand and intense competition, a marriage of Sprint-Nextel (# 3 in worldwide sales) and T-Mobile (#4 in worldwide sales) would create the second-largest telecommunications company in the world, surpassing AT&T (currently #2) and challenging the #1 company, Verizon Wireless.

See <http://www.xchangemag.com/articles/sprint-t-mobile-heading-for-imminent-tie-up.html>.

3. Make free calls to your cell-phone users from your office telephone

MultiTech's CallFinder Cellular Gateway, a single-line hardware device that costs under \$600, can route incoming and outgoing calls through a GSM-based cellular network (like Verizon Wireless and T-Mobile). This gateway can enable low-cost, mobile-to-mobile calls for all users of your telephone system, right from their desktop phone.

Some of the benefits:

- Bridge office telephones to cell phones
- Reduce the cost of calling cell phones from the office
- Provide a backup calling-service if your office telephone lines are not available

CallFinder Cellular Gateway won the Eos Excellence of Achievement award at the NXTComm trade exposition in 2007. Visit <http://news.thomasnet.com/companystory/522932> for details.

For more information, please call us at 888.280.5799.

4. Announcements, news, and events

- a.) Bryley's new look – Visit www.Bryley.com to see our new website.
- b.) Complying with 201 CMR 17.00 – Please join Bryley Systems for a free, how-to seminar on complying with Massachusetts 201 CMR 17.00, Standards for the Protection of Personal information of Residents of the Commonwealth, to see how it will impact your business and what you will need to do to meet its physical and electronic (computer-based) requirements.

201 CMR (Code of Massachusetts Regulation) 17.00 requires all organizations that have personal information on even one Massachusetts resident to protect this data. It implements the provisions of Massachusetts General Law c.93H and sets the standards for compliance. It takes effect on January 1, 2010. (Below is a reprint on this topic from our October 2008 newsletter.)

These seminars will be held on Wednesdays at 9:00am at Bryley's second-floor conference room in Hudson, MA. Refreshments will be served.

Seminar dates and times:

- September 16th, 2009
- October 14th, 2009
- November 11th, 2009
- December 9th, 2009

To reserve a seat:

- Call 888.280.5799, extension 216, and register with Michelle.
- Visit www.Bryley.com/news_and_events-Events.html.
- Email Events@Bryley.com.

5. 201 CMR 17.00 – Massachusetts personal information regulation (reprint)

In September, 2008, Massachusetts introduced 201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth. Originating from a directive to the Massachusetts Office of Consumer Affairs and Business Regulations (OCABR), 201 CMR 17.00 was initially slated to take effect January 1, 2009, but has been pushed back to May 1, 2009.

This CMR (Codes of Massachusetts Regulations) is extremely significant to any person or organization that collects and retains personal information on even one Massachusetts resident. Under this CMR, personal information is defined as a Massachusetts resident's first name (or initial) and last name combined with social security number, driver's license number (or state-issued ID card), or financial account number (including credit or debit card number). 201 CMR 17.00 is designed to safeguard the personal information of Massachusetts residents by defining standards for collecting and handling this data, both physically and electronically.

Basic provisions of 201 CMR 17.00:

- Develop and maintain a comprehensive, information-security program that limits the amount of personal information collected and retained, and restricts access to this information, both inside and outside the organization
- Identify all possible locations where personal information is stored and restrict both physical and electronic access to these locations
- Monitor the information-security program regularly and review the scope of its security measures at least annually
- Document and review all breaches of information-security policy
- Take disciplinary measures when a breach of security occurs

It also states these computer-system-security requirements relative to personal information use:

- Provide secure, restricted access and require authentication to all computer systems
- Encrypt all records transmitted wirelessly or over a public network (i.e.: the Internet)
- Encrypt all personal information stored on portable devices (like notebook computers)
- Protect all computers connected to the Internet with a firewall, patch these computers regularly, and deploy and maintain malware-resistant utilities on these computers
- Monitor computer systems for unauthorized use or access to personal information
- Educate and train employees on these security measures

[Http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft_201cmr17&csid=Eoca](http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft_201cmr17&csid=Eoca) documents 201 CMR 17.00 in its entirety.

Client service

If you have questions about, or issues with, our client service or response, please contact Beverley Denio, Client-Service Manager, at 978.562.6077 x201, or Gavin Livingstone, President, at 978.562.6077 x215. (Respective email addresses are BDenio@Bryley.com and GLivingstone@Bryley.com.)

Bryley's Client-Service Portal

Over the past few years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services that we deliver. A result is that client-service requests (with resulting service tickets) may now be added, viewed, or updated through our Client-Service Portal.

This real-time environment is available 24 x 7 at www.Bryley.com by selecting "Client login" from the upper-right corner of the home-page. Registered users may perform these functions:

- View the current status and details of their service tickets
- Enter new service requests
- Review service invoices
- View reports

To use this capability, please contact Beverley at 978.562.6077 x201 to setup a username and password. Training is also available at no charge.

Contact Bryley Systems Inc.

Bryley Systems is a full-service, end-to-end provider of business-technology solutions, fulfilling the information-technology needs of organizations throughout New England since 1987. We cultivate new, and retain existing, long-term relationships with clients by becoming, and remaining, vital to the operation of their businesses. Areas of expertise include:

- Computer networks
- Network security
- Telephone systems

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Business Technology Solutions Since 1987

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