

Bryley Tips and Information September 2009

1. Tips on Malware avoidance and removal

Malware – malicious software designed to infiltrate a computer without the owner’s consent (computer viruses, spyware, Trojan horses, etc.) – is an unfortunate part of our PC existence; it is prevalent and easy to receive, typically by browsing the World Wide Web or by responding to email from an unknown/un-trusted source. Symptoms of a Malware infestation include:

- Weird, pop-up messages requesting immediate action
- Software applications that will not open or run
- Slow computer performance
- Frequent crashes

If you experience any of these symptoms, we recommend:

- Backup your computer (if you are able to do so safely) to an external device
- Export your Windows Registry to a file through RegEdit’s File-Export*
- Scan your computer using multiple, anti-Malware tools
- Carefully remove all identified Malware

*Windows Registry contains system settings and options for hardware, operating-system software, and other software applications. RegEdit is an application for editing, exporting, and importing the Windows Registry.

Because Malware can be so deeply rooted that it becomes more time-effective to rebuild your computer’s operating system than to remove it, you should backup your computer system regularly to permit a complete rebuild when needed.

To ensure ongoing, Malware-free operation:

- Apply all Microsoft-recommended security patches for your computer
- Do not respond to unknown, permission-seeking, pop-up requests
- Ignore web-site links in an un-trusted email
- Never open an unknown email attachment
- Scan your computer regularly for Malware

2. Why you should upgrade your old computers

Companies are keeping their PCs longer, convinced that they are saving money by delaying the purchase of new equipment. However, they may be losing money due to these factors:

- Increased security issues with older computers
- Increased energy consumption of older computers
- Increased repair costs of supporting an older platform
- Lost productivity of older-computer due to slower startup time and processing speeds

Newer PCs offer:

- Improved security

- Lower energy consumption
- Quicker startup time and faster processing
- Repair costs covered under manufacturer's warranty

Visit <http://smallbiztechnology.com/archive/2009/06/using-old-computers-does-not-s.html> for their article "Using Old Computers Does Not Save You Money" from June 8, 2009.

3. Announcements, news, and events

Livingstone and Torchia to speak at Nashoba Chamber on 9/29 – Gavin Livingstone and Paul Torchia will address the Human Resources Committee of the Nashoba Chamber of Commerce on Massachusetts' Privacy Law, 201 CMR 17.00, at the HR luncheon in Boxboro.

Free webinars on Intelligent Communications – Join us for an enlightening discussion on Intelligent Communications and how it is transforming businesses around the world.

These sessions are sponsored by Avaya Inc., a world-leader in communications solutions. Bryley Systems is an Avaya Business Partner, fully versed in these solutions.

Please register at <https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=437>.

201 CMR 17.00 webinar – Bryley Systems will schedule individual, company-specific webinars of its 201 CMR 17.00 seminar via Microsoft Live Meeting. To schedule a personalized webinar, please contact Garin at 978.562.6077 x218. Or, email Events@Bryley.com.

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:

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

To reserve a seat:

- Call 888.280.5799, extension 218, and register with Garin.
- Visit www.Bryley.com/news_and_events-Events.html.

- Email Events@Bryley.com.

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

*Since this article was published, the deadline has been extended to March 1, 2010.

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 years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services 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 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. Areas of expertise include:

- Managed Technology
- Computer-network performance and reliability
- Network security
- Unified Communications

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