

## Expert IT Solutions Newsletter

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Welcome back to another edition of our newsletter about trends in technology for small businesses. This month we'll look at Mobile Device Management (MDM) as well as how to manage the many passwords we all have today.



### Device Management

Last month we looked at tablets and how they can be a valuable addition to the technologies used by small business to operate more efficiently. This trend is further enhanced by many employees now bringing in their own phones and tablets to work and asking for business email and document access on them – commonly known as Bring Your Own Device (BYOD).

The flip side of tablets and smartphones however is that they're easy to steal and it's even easier for someone to leave them behind by mistake. And if they have company email or even company documents stored that could prove dangerous if they end up in the wrong hands (especially since most of these devices often don't even require a password or a PIN to unlock). Another aspect is when someone leaves the company, if you've issued them a laptop, tablet or smartphone you'll get that back but if they've used a personal device, what sensitive information remains on it?

The solution to these issues is a Mobile Device Management solution – we use and recommend Windows Intune. This is a cloud based solution (a fancy way of saying that the software used to manage devices is running in Microsoft's datacentres, not on a server here at Expert IT Solutions). Intune lets you push out email settings to Android, iOS (Apple) or Windows based smartphones and tablets, control settings such as length of the PIN and how quickly a device locks and also lets you remote wipe a device in case it's lost or stolen. It also lets you push out specific apps to devices and normal computers.

Intune is extremely easy to use and once setup, day to day administration of adding and removing devices and so forth can easily be handled by on-site staff. Oh, and you get anti-virus/ anti-malware built in as well as free upgrades of Windows as part of the subscription.

There is a free trial of Intune available that we can help you setup, just email [intune@expertitsolutions.com.au](mailto:intune@expertitsolutions.com.au).



### Passwords, passwords, passwords

How many passwords (and usernames) do you have in your life? One at least for your network access at work, maybe another two or three for different applications at work that don't integrate with your network. Then you have one for your phone, and probably another for your tablet, along

with one for your online banking. You're also likely to have a slew of different usernames and passwords for other sites on the internet (personal email, services you subscribe to etc.). And you've probably heard a geek like me say something like "you have to have long passwords that are hard to guess and they should be changed every month".

Most of us take one of two approaches to this mess – either you use the same password on every site or write them all down, either on a piece of paper or in a file on your phone. Neither approach is good, if your phone is lost or stolen, everyone has access to all of your stuff and the problem with using the same password is what people who steal your identity can do. If they have a username and password for one site, they're likely to be able to try the same combination on other sites, eventually finding one with interesting content, perhaps one that has your credit card details stored for "easy" shopping.

A solution that I have been using for over a year now is [LastPass](#). It creates a vault of your usernames and passwords online (so it can be accessed from any of your PCs / devices) and encrypts it using a master key that only you know (and don't write down!). The free version works on your computer (Windows, Mac, Linux), if you need a client for your mobile device there's a small yearly fee. Whenever you browse to a website that asks for your username and password you simply let LastPass do the work to fill in the fields, you can even set it up to automatically log you on. It can also generate complex passwords for you and handles updating passwords regularly.



Next month we'll look at the ultimate mobile Windows computer and Software as a Service (SaaS).

If you have suggestions for topics you'd like covered in this newsletter, please email [me](#).

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