

# Funny Business



# The Dog Days Of Summer

- AUGUST 2018  
**IMPORTANT CALENDAR**
- 1 • World Wide Web Day
  - 4 • International Cat Day
  - 6 • International Youth Day
  - 14 • Dog Day

5K Technical Services Presents:

# Tech Times



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## Finding The Right Managed Services Provider (Questions/Answers)

### How Useful Are MSPs?

Managed Service Providers in the field of Information Technology have a more critical role than other business organizations. There are important things to consider when it comes to IT, and these are:

1. Reliable IT staff-able to conduct routine maintenance such as updating and installing hardware and software.
2. Availability-sometimes an organization needs a system that can support their business on a 24/7 time basis. Especially if engaged in international business and there is the issue of different time zones. This may call for staff that is able to meet this demand.
3. Generate Income-ensure that whatever technology you are using in your organization is able to pay you back and not the other way around. This is achieved by simply weighing the available options and making the right choice as to the type of technology most suited to properly run your organization.

Organizations prefer having in-house IT staff because it is cheaper to have an employee on pay role than hire an IT firm to manage your network. What most entities don't know is that they could be missing out on better services than just the routine maintenance and updating of software. There is a whole lot more in the tech world, so instead of overwhelming your IT staff and missing out on new developments, the managed service providers do the extra that will boost your business to higher levels. Here are the reasons why you should consider MSPs:

**Specialized Support:** Depending on the kind of organization you are running, they custom make for you the most suitable IT system. They are aware of the statutory regulations in your area of expertise and so ensure that your technology is in compliance.

**Reliable support** which provides a 24/7 help desk to deal with client issues. This is basically an IT firm's work; it is what they specialize in. They give it their all as compared to your organization's IT staff who would not appreciate being disturbed in the middle of the night just to handle a client issue. It would also be very expensive to try and employ staff who are able to provide services over time.

**Security and privacy** of client data are guaranteed since the IT staff in the managed service providers are experts who are well equipped and ready to handle issues of a security breach. To top it off, your organization will not have to worry about the legal liabilities that may arise in case a security breach occurs.

**System back-up and data recovery** are well handled by the MSP because they have the resources to conduct research and come up with mechanisms to deal with network issues such as downtime. Small entities do not have to worry about spending additional resources on top of what is already lost in trying to establish better mechanisms in terms of what should be done in those situations.

**Software updates** are as important in IT as regular service on a car. Needless to say, they are a bit complex and time-consuming. MSPs help you to focus on other important things as they update your software in the background. They know which one is best suited for your organization to give you optimum benefits.

**It is very expensive** trying to hire the services of an IT firm for a specific task or during an emergency. You could save on these expenses if you are relying on a contracted managed service providers. They are reliable and efficient because they understand your business environment and so handle emergencies beforehand by devising workable, tried and trusted mechanisms.

## Have You Heard Of Microsoft Whiteboard?

The need to collaborate on a multitude of projects. Enter the old-fashioned whiteboard. This key piece of "equipment" is where a group might gather around while someone draws or makes bulleted lists. They write down ideas and suggestions. Everyone joins the discussion with their own unique ideas. Then after the meeting is over, someone erases the whiteboard so the next group can use it.

In today's world, that's a pretty outdated system. With all the technological advancements now available, surely there's something better. Consider Microsoft's new Whiteboard, a thing of beauty to behold. You can draw on it, make lists, share ideas, and create almost anything.

Microsoft brings the old-fashioned whiteboard into our new modern digital world. Team members can draw, make notes, type, or just get wildly creative. One team member can take up where another left off. Collaborating is easy and fun and it inspires the imagination. Below are just a few of the tools available for Microsoft's Whiteboard.

### Surface Pen and Collaborative Inking

Tasks such as the creation of comics rely on inking for quality and authenticity. Activities associated with high-end software used in the creation of high-quality graphics and comic book effects require the collaborative approach. Microsoft Whiteboard provides a platform for contributors to team up on a project ensuring that authenticity and quality are top notch. In terms of inking, enhancement of graphics and texts, and presentation, the Whiteboard can't be beaten.

### Geometry Recognition

Geometry recognition has applications in security enhancements through the concept of hand geometry in identification systems. Identifications systems, in traditional standards, make use of widely-used and applied features such as fingerprinting, Iris scanning, and facial recognition. However, hand recognition, which is part of the Microsoft Whiteboard Surface Pen application, takes security to another level providing scientific association of the hand contours with uniqueness in identity authentication process.

### Table Conversion

Metric conversion of various standards to derived versions is an essential daily activity for multiple applications. Microsoft Whiteboard provides this functionality ensuring that users in various fields with conversion needs are able to integrate this feature into their professional practice. Revisiting the collaborative use of students and organizations of the Whiteboard versions for PC, Mac, Android, Windows, and iOS shows that varying categories of users rely on teamwork to function and to impact growth.

**Teamwork has never been easier with Whiteboard. It's the latest technology to take creation and collaboration to the next level for any team. This is a great tool for ad agencies and many other businesses who have a need to design and build things together. The Surface Pen opens up a variety of opportunities for students and leaders alike. Collaborate with others to create something amazing with Microsoft Whiteboard.**

## Are IT Issues Ruining Your Workplace Productivity?

Studies conducted by CareerBuilder Harris Poll in the US showed that at least 22 minutes a day are wasted by an average worker dealing with IT-related issues. According to the poll, the leading cause of time wasted in the workplace is related to cell phone use, which ranked the highest at 50%, gossip which followed at 42%, and closely behind was internet use at 39%. This article will briefly outline how companies can work through IT issues so that they can save on time. And time is money.

### How Much Time Is 22 minutes Really?

Going by the average time in a 40-hour workweek, 22 minutes a day is close to two hours of work time lost each week. Imagine what that equals for a full year or 52 weeks. It comes out to be over 95 hours per year. When translated into days, that is close to two weeks spent dealing with IT-related problems.

### What Is The Solution To IT-Related Problems?

Companies should have a help desk where employees can go and report IT issues as soon as they occur so that they can be resolved in the earliest instance. This is to ensure that a problem is resolved before it escalates, thus saving time for everyone.

Apart from fixing the problem, IT staff should be encouraged by the employer to share tips on preventive measures to similar problems to avoid them from recurring. Educating employees is always a good idea. It's cost-effective and just makes sense.

Companies should also invest in modern technical equipment. This way, computer systems, and networks are easier to maintain, less problematic, and also ensure efficient work delivery. Companies should confirm that the IT staff is well skilled. Hire trainers or allow employees to enroll in various training programs so they can learn all about the changing trends in technology.

Technology is meant to save time and make work more efficient, but when it decides to act up, it can actually cause headaches. Lack of knowledge is another major cause of employees wasting too much time on simple things that can be avoided in the first place. Whoever provides your IT services should have an in-house department or a third-party firm hired to conduct regular training for employees. They should be performing regular maintenance and upgrades to all systems. Training the employees regularly or after installing a new system can make a big difference when it comes to saving time-related to IT issues.



Training employees might not be the first solution a company thinks of but it's often the most cost-effective way to avoid wasting valuable time. Of course, it can help to hire savvy employees with proficient computer skills. But even if they know how to fix common IT issues, you don't want a bunch of amateurs working on your valuable software and hardware systems. When the same IT guy does all

your upgrades and maintenance, he becomes familiar with your business. This is where you'll get the best return on your IT investment.

### Wrap Up

The secret to avoiding costly IT errors is to detect an issue and have it attended to as soon as possible, so it doesn't grow into a bigger problem. Communication is also very important. Make sure employees are aware of how to handle IT problems. Teach them to report these issues right away. Help them do their jobs better with good cybersecurity training. At the end of it all, employee productivity is the ultimate goal. This will improve your bottom line and make sure your staff is happy and productive.

## All-New Surface Go (Insights/Information)

### The All-New Surface Go: What You Need To Know

There's no shortage of gizmos and gadgets to choose from in today's tech world, but not all are created equal, and some are exceptionally unique, like the new Microsoft Surface Go. The Surface Go is the tech giant's way of combining the Surface Pro's premium features with affordability and portability – two of the most sought-after features for laptop and tablet owners, understandably. Touted as the "smallest and most affordable Surface yet," the Go is one of Microsoft's most exciting new ventures, and with its August debut fast approaching, there's plenty to know about this trailblazing 2-in-1.

Those familiar with the Microsoft Surface line may have a solid idea of what's to come in the Go. Here are a few of the most interesting aspects of the Microsoft Surface Go, including specs, price, and all the things you can do with this piece of gadgetry in tow.

### What Does It Look Like?

One of the Go's most endearing qualities is certainly its tiny size. Like its predecessor, the Go is a tablet that attaches firmly to Microsoft's Type Cover keyboard. Measuring at 9.6 by 6.9 inches, it's just 8.3 mm thin and weighs only 1.15 pounds. About the size of a composite notebook, with a 10-inch diagonal display that's sufficient for everything from business to entertainment, the Go is primed for accessibility, above all.

With a gadget made for accessibility comes a need for durability. The Surface Go boasts a magnesium enclosure and an ultra-bright, high-resolution touchscreen bonded with durable Gorilla Glass. And with respect to the design of the Go, convenience is key. It comes complete with a kickstand that extends to 165 degrees, as well as support for a stylus pen, which can magnetically attach to the tablet.

There are also plenty of ports to keep you productive all day. There is, of course, the charging port, but in addition, you'll find a USB-C 3.1 for data and video, as well as a MicroSD card reader and a headphone jack.

### What Can The Surface Go Do?

When designing the Go, in addition to portability and affordability, Microsoft aimed for productivity. They sought to create a device that would be sufficient for both work and play. From Office apps for business and school to Netflix and Hulu for entertainment, Microsoft's team kept a wide variety of users and uses in mind to create a gadget that checks all the boxes.

When it comes to display, the Surface Go doesn't skimp. Its high-resolution PixelSense Display is custom-built and can support the Surface Pen with exceptional pressure sensitivity, low latency, low pen

parallax and precision. All of this results in near-perfect note taking, design, and drawing.

Easy on the eyes but bold enough for vibrant videos, art, and photos, the Surface Go isn't short on aesthetics in the least. Even the Surface Pro's screen capabilities are unique. When in portrait mode, the screen is designed to fit the scale of school textbooks. While in landscape mode, pages will appear side by side, mimicking a paperback in your hand.

Power-wise, despite its small size, the Surface Go is nothing to scoff at. It gets its power from a 7th Generation Intel Pentium Gold Processor 4415Y, which allows for up to nine hours of battery. Other features include Windows' Hello face recognition camera, which will be used for bio-authentication, plus two front-facing speakers and a sufficient 8-megapixel rear camera to capture high-quality photos.

### How Much Does The Surface Pro Cost?

Compared to the Surface Pro, the Go is a steal, and the most affordable Surface ever. When it ships in early August, it will cost \$399. With this, users will receive 64 gigabytes of internal storage, plus 4 gigabytes of RAM. More costly options include one with 256 gigabytes of storage and an impressive 8 gigabytes of RAM, as well as an LTE version, which will be available later in 2018.



If you're looking for add-ons, you've got options in a Type Cover keyboard and stylus pen. The Surface Go has the option of a signature Type Cover, custom-made with design features that make for a superb typing experience. Ergonomic key pitch, excellent key travel, and high precision tuning are a few other details you'll find in the Type Cover. There is also the option to connect your device to the Surface Mobile Mouse for further convenience.

### Wrap Up

With an ever-growing number of laptops, tablets, and other tech gadgets to choose from, Microsoft's taken big steps in creating something more affordable. Hot off the heels of the success of the Surface Pro, the Surface Go is the answer for those who want an inexpensive, but tech-heavy tablet computer. If you're among the crowd looking for a sleek combination of looks, function, and savings, the Surface Go may be right up your alley.



## Welcome To The Dog Days Of Summer

Don't let the dog days of summer take their toll on your IT systems. **Call In Your Local Tech Experts For A Dog Days IT Tune-up.** (469) 656-3159 or email [info@5ktech.com](mailto:info@5ktech.com)

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## Quotes of the Month

*"The only safe ship in a storm is leadership."*  
Faye Wattleton

*"The key to successful leadership is influence, not authority."*  
Kenneth H. Blanchard

*"Leaders live by choice, not by accident."*  
Mark Gorman