

Your RMSCare Package

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Hello, everyone! If you follow our page on Facebook, you will have seen that at the annual United States Conference of Mayors in June, they came to an agreement... Cyber attackers can "go suck on a lemon"! They are through with paying exorbitant amounts of money to combat ransomware. So what's next? Instead of playing defense, why not play offense and ask us how we can secure your network from the criminals trying to get in? Stay safe this summer with RMS!

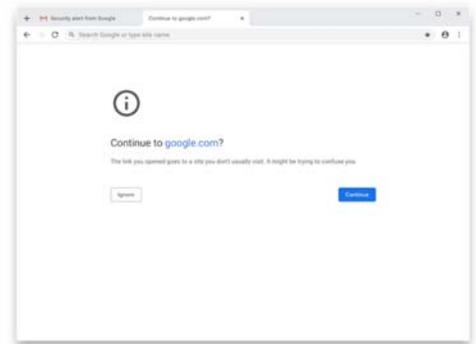
Google Launch

Google launched two new security features to protect Chrome users from deceptive sites. Google's Safe Browsing (which has been protecting Chrome users from phishing attacks for over 10 years) is now helping to protect more than four billion devices across multiple browsers and apps by showing warnings to people before they visit dangerous sites or download dangerous files. The new extension, called the Suspicious Site Reporter, gives users an easy way to report suspicious sites to Google.

Safe Browsing automatically analyzes sites through Google Search's web crawlers, and the more dangerous or deceptive sites that it knows about, the more users it can protect. Users who install the extension (available now on the Chrome web store) will see an icon when they're on a potentially dangerous site. It will give a list of reasons why it's considered suspicious. Clicking "Send Report" allows users to report unsafe sites for further evaluation. If the site is added to Safe Browsing's lists, you'll protect users across the entire web.

The second new security feature for Chrome is a new warning to protect users from sites with deceptive URLs. Heaven knows we fat-fingered typists need help on this front: It's all too easy to quickly type a URL you use every day, whether it's Google or Facebook or Amazon, and accidentally swap, add, or delete a single letter. Maybe you'll wind up getting a 404 message... if you're lucky. Otherwise, you could wind up visiting a spoofed page of the original one you were trying to get to. Cybercrooks scoop up these frequently misspelled domain names, knowing that sooner or later, some innocent users will get stuck in their fly trap.

While we can try as hard as we like to type as carefully as possible, misspellings and mistyping are bound to happen. That's why it's nice to hear that Google's going to help out. This is what the new warning looks like. Clicking on "continue" will whisk you back to safety. Nicely done, Chrome. @NakedSecurity



Meet the Team!

Usually we highlight a client, but we decided to change it up this month and allow you to get to know RMS personally.

Randy Rowe, President →

Randy started RMS Associates, Inc. in 1991. He and his wife, Claudia, are Smyrna residents and love having their office only three miles from home. They also enjoy visiting their cabin in Blue Ridge where they can get away from the Atlanta traffic and spend some time outdoors.



Claudia Rowe, Accounting →

Claudia graduated from the University of Georgia. (Go Dawgs!) She lives with Randy and their three dogs: Gurley, Walker, and Junior. She also raised three children, so her hands have been pretty full. Claudia and Randy can be found most weekends riding their tandem bike all over the southeast. If you're on a trail and a blur speeds by, wave hello!

Tom Sommer, RMSCare Manager →

If you have ever visited RMS, you were probably greeted by Tom when you walked in the door. He has been a part of the team since 2007 and is tasked with keeping the commitments we make to our clients. He has a cheerful attitude and years of customer support management experience that make him perfect for this position. Tom is originally from Ohio, but now lives in East Cobb with his fiancée, Sandy. He loves cars, cooking, and woodworking.



Bob Williams, Service Manager ←

Bob came to RMS in 1996. We must be doing something right to keep him here for that long. He is married to Charlene and has a daughter named Caroline. He likes hiking and cycling with his family and loves to play the guitar. Learning new songs and techniques helps to relieve his stress. Bob also teaches a U.S. Citizenship class at church for international permanent residents working to become citizens and is an FAA licensed drone pilot.

Randy Voige, Senior Technician →

Randy (pictured on the right) has worked for RMS for two decades. He's another one of the old timers around here. Randy has lived in Marietta pretty much his whole life. He and his significant other, Carla, bought their home in Marietta ten years ago. He is an avid outdoorsman who loves boating, trips to the beach, and snow skiing.



Marty Benz, Senior Technician →

After going back to school and changing careers, Marty (left of Randy) has worked at RMS for over a decade. Some of our clients refer to him as Super Marty! He and Carol live in Villa Rica (aka East Alabama). He is glued to the TV during the football season. During the offseason, he can be found at the lake or relaxing poolside.



Jonathon Segars, Technician ←

Jonathon is our 3CX expert! He grew up in a military family and had the privilege of travelling the world. He spent most of his adult life in Atlanta, but recently moved to Washington DC so his fiancée Mary could pursue her dual Master of Public Health and Physician's Assistant degrees at George Washington University. Jonathon is also in school, pursuing his Bachelor of Science in Information Technology from Kennesaw State University through their online program. He likes to spend his free time at the gym, playing video games, visiting breweries, and exploring his new city.

Jeff Lundeen, Technician →

Jeff joined the RMS family at the beginning of 2018 and fits right in. After serving four years in Marine Recon, Jeff went to Interactive College of Technology and became a technician. He has a love for all sports, enjoys playing football, golfing, and taking the dogs to trails and lakes and rivers.



Grace Royal, Marketing ←

Originally from North Carolina, Grace came to Georgia on a volleyball scholarship. She graduated with a Bachelor's in English. She permanently moved to Georgia the summer of 2017 to live with her older sister, Helen, and became our marketing person. She works for RMS part-time and works for the Cobb County Libraries the other half of her time.

Rough Waters



Less than two months after warning of cybersecurity problems on ships, the US Coast Guard has revealed that a large international vessel has suffered a cyberattack. On July 8, the Coast Guard issued a Marine Safety Alert reporting a successful malware attack on a vessel back in February. The alert describes the affected craft as a ‘deep draft’ vessel. The draft is the distance between the surface and the water and its lowest point, so it was a big ship, and it was on an international voyage. It experienced a

“significant cyberincident” on its way to the Port of New York and New Jersey. The crew avoided losing complete control of the ship, but it should be a wake-up call. The report explained the findings of the cybersecurity team that investigated the incident:

The team concluded that although the malware significantly degraded the functionality of the onboard computer system, essential vessel control systems had not been impacted. Nevertheless, the interagency response found that the vessel was operating without effective cybersecurity measures in place, exposing critical vessel control systems to significant vulnerabilities.

The announcement follows a Marine Safety Information Bulletin in May 2019, which warned of cyberadversaries targeting vessels, spoofing official email addresses to try and snoop on arrival schedules, and trying to inject malicious software into onboard computer systems. Researchers have found problems with vessel cybersecurity in the past. Penetration testing firm Pen Test Partners used default passwords on satellite communication systems to tamper with their electronic navigation charts. They could use that to change ship positions and sizes, triggering navigation system alerts. At this point, is anyone safe from the snares of hackers? If you want to ensure that your business is, contact RMS today!



Improve Security Awareness Culture

- **Take Training Seriously**

Training sometimes feels unnecessary or gets in the way of job functions and schedules. But it is essential for maintaining a healthy, security aware culture. Without training, the likelihood of security incidents increases. Every incident could result in massive financial repercussions and destroyed relationships with clients, customers, and partners or even permanently tarnished reputations.

- **Take Training Home**

Security awareness doesn’t end when you clock out. Your families deserve protection, too. That’s why we encourage you to take what you learn about security at work and apply it to your personal life. You should require strong password practices and enforce social media policies. Those of you with kids especially need to develop a security aware culture at home.

- **Report Incidents ASAP**

Incidents happen. The only way to mitigate the damage is with swift action. If you find a random USB drive, do you wait until after a meeting or lunch to report it? Or do you turn it in immediately? The longer potential incidents go unreported, the longer the exposure to vulnerabilities.

- **Always Follow Policy**

Policies exist to reduce security incidents and increase the overall strength of an organization’s security culture. No one is above those policies and circumventing them for any reason exacerbates risk. If you want more info on the security training we offer, call RMS today!

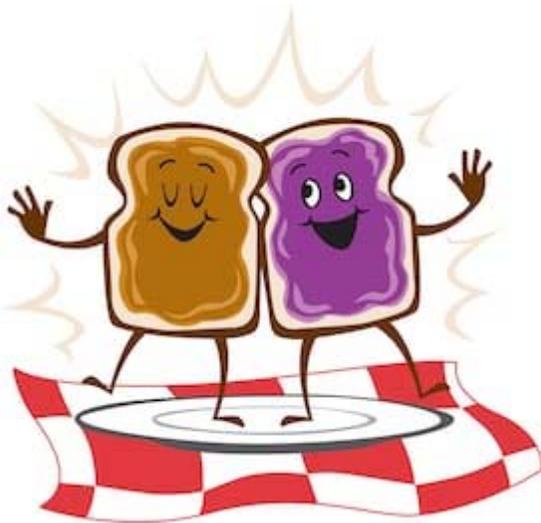
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*National Friendship Day
August Fourth*



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We Would Love To Hear From YOU!

If you have noticed an RMS associate going above and beyond the ordinary for you either on-site or over the phone, please let us know so we can reward them! Email me at rrowe@rmsatl.com. Thanks!

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