

# CTTS TECH TALK

## YOUR TECHNOLOGY NEWSLETTER

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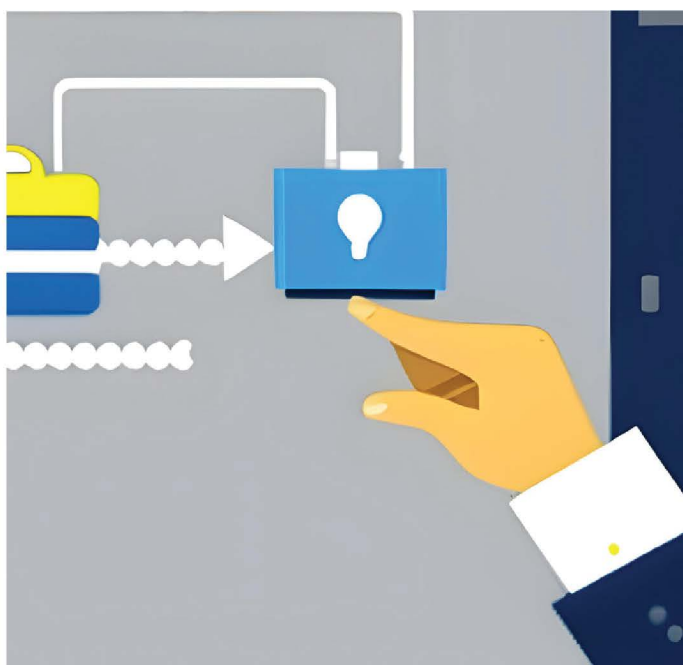


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## Why Your Business Needs to Beef Up Employee Security Awareness



### Unleash Your Cybersecurity Superpowers Now!

As digital threats morph and multiply, strengthening your cybersecurity is a must. We're here to help. In this edition of CTTS Tech Talk, we discuss how to sidestep common training pitfalls and empower your employees, transforming them into a human firewall for your organization. Together, we'll conquer cybercrime.

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# TECH NOTES

## FROM CEO, JOSH WILMOTH



In today's digital era, cybersecurity threats are escalating. Business owners must take proactive steps to secure their systems, and a significant part of that process involves employee education. You are the heart of your business and empowering you with cybersecurity knowledge is crucial to fortifying your digital defenses. Join us this month as we delve into the important role you play in keeping your business safe and secure.

### **Understanding Cybersecurity Awareness**

Knowing the 'what' and 'how' of cybersecurity awareness training is critical in your role. This doesn't only entail learning about threats like phishing or social engineering but also understanding how to uphold password security, data protection, internet safety, and device security. Our goal is to guide you in mastering these elements, making sure you're well-equipped to protect yourself and your business from cyber threats. It's not a battle fought alone; together, we can construct a robust fortress of cybersecurity awareness.

### **Why Employees are Prime Targets**

Cyber attackers often perceive employees as the weak link in an organization's defense chain. Lack of awareness, access to critical systems, susceptibility to social engineering, and the use of personal devices for work make you an enticing target. We want to change this narrative. Through your cybersecurity program, we aim to transform you from a potential victim into a vigilant guardian. With appropriate tools and training, you can be the front line of defense that deters, rather than attracts, cybercriminals.

### **Continual Learning, Continual Defense**

Effective cybersecurity isn't about one-off training sessions. It's about consistent learning and application. With evolving cyber threats, the learning process should be dynamic, engaging, and most importantly, relatable to your everyday tasks. We understand

the importance of creating a culture that promotes openness and continual learning, free from blame. We believe that every incident, reported and resolved, makes us stronger and more prepared for the future. We're here to support you, offering guidance, tools, and resources, and we encourage you to ask questions and seek help when you need it.

At CTTS, we are not just a team; we're a family. And just like any family, we look out for one another. Let's take this step towards enhancing your cybersecurity posture together. Remember, the strength of your digital defense is in our collective hands.

We'd love to hear your thoughts, answer your queries, or provide further guidance on cybersecurity. Please feel free to visit [www.CTTSONline.com](http://www.CTTSONline.com) or call us at (512) 388-5559. Let's continue to work together, safeguarding your business, and creating a safer digital world.



# ADVANCED TECH

Keep up with the latest tech products and services for your business.



In a digital world where cyber threats are on the rise, it's important to understand the enormous financial risks your business faces. A single breach, mainly caused by human error, can lead to significant monetary losses and a tarnished reputation.

BullPhish ID acts as a proactive insurance policy for your business. It reduces the risk of expensive cybersecurity incidents by equipping your employees with the crucial knowledge and skills to counter these threats. By investing in security awareness training, you're not only protecting your business operations but also potentially saving significant amounts of money that could be lost to cyber breaches.

Moreover, BullPhish ID can help lower your cyber insurance costs. With security training now a requirement for many cyber insurance policies, implementing BullPhish ID can enable your business to negotiate lower premiums due to the minimized risk profile.

BullPhish ID provides a customized experience based on your unique needs, offering an array of regularly updated, relevant training materials in multiple languages. You can even design your own phishing simulations, shaping the training to counter specific threats that your business is likely to encounter.

BullPhish ID also ensures your team's efficiency is never compromised. With automated user onboarding, campaign scheduling, and insightful reporting, your business can run security awareness programs with minimal operational overhead.

Transform your employees into your most substantial cybersecurity asset. Take control of your business's financial health and bolster your defenses against cyber threats with BullPhish ID.

For more information, visit our website [www.CTTSONline.com](http://www.CTTSONline.com) or contact us at (512) 388-5559. Secure your business's future today.



## CHAIM BOTNICK

We are thrilled to spotlight the incredible Chaim Botnick, our dedicated Project Manager, as this month's featured team member. Since joining the CTTS family in December 2020, Chaim's commitment and technical proficiency have allowed him to rapidly ascend from a Helpdesk Technician to his current role.

With over a decade of experience in the technology industry, including a stint as a lead Help Desk Support Specialist in Austin, Chaim brought his substantial skillset to CTTS. Since his arrival, he has become an instrumental figure in managing client onboarding and developing efficient processes for our Microsoft Exchange and Teams migrations. His expertise in replacing outdated on-premise servers with cloud technologies has played a vital role in streamlining our client operations.

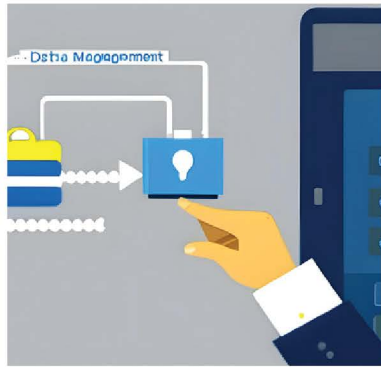
But it isn't just his technical prowess that sets Chaim apart. His unparalleled customer service, one of his undeniable strengths, garners consistent client satisfaction and fosters trust within our community. He has an innate ability to blend his technical knowledge with a personalized approach, ensuring our clients feel heard, understood, and supported.

Originally from New York, Chaim relocated to Austin several years ago with his now-wife, settling into the Texas lifestyle with their cherished cat and dog. Beyond his professional commitments, Chaim is an avid outdoorsman with a passion for motorcycle riding, fishing, and water sports.

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# BIZTECH

Manage your business with ease with the latest technology infrastructure available.



## Empower Your Workforce: Let's Boost Cybersecurity Together

In the ever-changing cyber realm, consistent cybersecurity training is a vital shield for your organization. However, the effectiveness of this shield relies heavily on the training's quality and implementation. Some frequently encountered missteps could diminish your training program's potency. In this issue of CTTS Tech Talk, we shed light on these mistakes and guide you through the path to avoid them.

The objective here is not just to identify these challenges but to conquer them. Together, we can bolster your cybersecurity training impact, fostering a culture where every team member actively combats cybercrime. Let's empower your workforce with the necessary skills to maintain your organization's digital fortress.

### Mistakes to Sidestep

Beware of these common errors that can potentially cripple your cybersecurity measures:

#### Viewing security training as a singular event

Cybersecurity training is not just a task to tick off the checklist. Encourage a mindset of perpetual learning, offering constant chances for your team to stay abreast of the latest threats and security best practices. Cybersecurity awareness should be an ongoing journey, not a one-off episode.

#### Offering uninteresting, outdated, or irrelevant training

Captivating content is the soul of effective training. Steer clear from uninspiring, antiquated material that fails to engage your employees. Instead, aim to deliver training that is current, compelling, and relatable. Employ interactive platforms and intuitive tools to orchestrate a learning environment that truly resonates with your team.

#### Prioritizing training activity over behavioral outcomes

Don't fixate only on training completion rates or the number of mock phishing exercises. These figures only give you a superficial understanding. Shift your emphasis towards assessing behavioral outcomes, which will demonstrate a deeper comprehension of security principles and show genuine changes in employee behavior.

#### Cultivating a culture of blame and distrust

Position security training as a platform for progress and enhancement, not as a blame game.



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As a member of the CTTS team, Chaim exemplifies the balance of technical proficiency, customer service, and passion that makes our company what it is. We are honored to have him on our team and look forward to witnessing his continued success. Please join us in celebrating Chaim's achievements and contributions to our CTTS family.

Nurture a supportive atmosphere where employees freely report security issues and seek clarifications. Foster collective accountability, emphasizing that cybersecurity is a shared responsibility.

#### Neglecting leadership engagement

Leadership is the cornerstone of a successful security training program. Without the overt support and involvement from the executives and managers, employees may consider security as insignificant. Inspire leaders to advocate for security initiatives and actively partake in training, displaying their dedication to the organization's protection.

#### Refraining from seeking professional help

Formulating and maintaining an exhaustive training program can be daunting, particularly with limited internal resources. Don't hesitate to call in experts or IT service providers specialized in cybersecurity training. They can offer the expertise and direction necessary to install a robust and effective program.

#### Taking Strides Together

By steering clear from these pitfalls, you can instill a robust security culture within your organization. If you feel the need for assistance, we're here to help. Our expertise and experience are precisely what you need to bolster your defenses. With us on your team, you can put your worries about security training to rest.

We also offer a checklist titled "How Strong is Your Cybersecurity Culture?" to help you gauge your progress. Together, let's strengthen your organization's defenses against the ever-evolving cyber threats.