

THE HD TECH WAY

Insider Tips To Make Your Business Run Faster, Easier And More Profitably

SECURITY AWARENESS TRAINING (SAT)

IS IT TIME TO RETHINK
YOUR PHISHING TRAINING?

If we're going to be honest, a lot of phishing training doesn't really work.

Once a year, everyone in the business sits through an online cybersecurity course. They click through a few slides about "spotting suspicious emails" and tick the "complete" box.

Then life goes back to normal. There's just one problem...

Cyber-Criminals haven't gone back to normal.

In fact, phishing, where a scammer tricks you into clicking a link or giving away details like passwords or bank information, still accounts for around 15% of all data breaches.

So even though awareness is higher than

ever, the number of successful attacks keeps rising.

The Traditional Approach to Training Isn't Changing People's Behavior

It's easy to click through a course without taking it in. And when you're busy, it's even easier to fall for a realistic-looking email. Turns out, most people don't learn best from annual lectures. They learn from experiences that feel real, relevant, and ongoing.

Phishing training needs a rethink.

Instead of once-a-year box ticking, businesses need regular, bite-sized, and engaging learning that sticks. Think of it

more like brushing your teeth than going to the dentist: A little, often, and part of your everyday routine.

Best-In-Class Security Awareness Training

Modern phishing training works best when it's built into company culture. Employees need to feel comfortable reporting suspicious emails, without fear of blame, and know exactly what steps to take if something looks off.

Training should be interactive, fun, and even a bit competitive. Gamified tools that reward people for spotting phishing attempts are far more effective than dry PowerPoints.

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Best-In-Class Security Awareness Training - Continued

And of course, training should be backed up by solid technology like two-factor authentication (that's when you need an extra code or approval on your phone to log in). Because even the best-trained people still make mistakes. And you don't want a single click to bring your whole business down.

So, if your phishing training hasn't changed in a few years, now's the time to shake things up. Your people, and your data, deserve better protection.

If you are an existing HD Tech Client, you already have this!

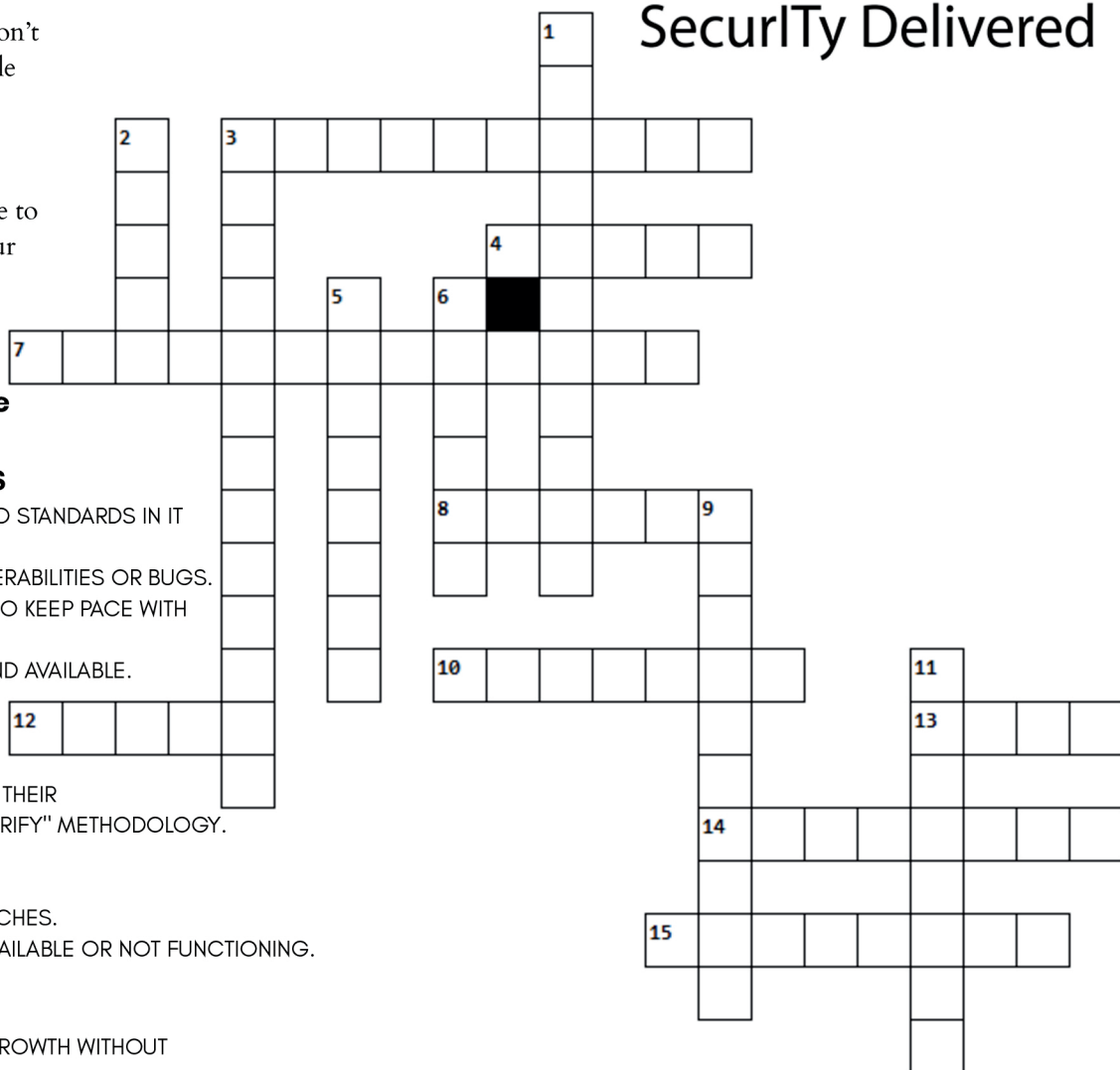
ACROSS

3. ADHERING TO LAWS, REGULATIONS, AND STANDARDS IN IT PRACTICES.
4. A SOFTWARE UPDATE THAT FIXES VULNERABILITIES OR BUGS.
7. UPDATING SYSTEMS AND PROCESSES TO KEEP PACE WITH TECHNOLOGY.
8. THE TIME A SYSTEM IS OPERATIONAL AND AVAILABLE.
10. SOFTWARE DESIGNED TO DISRUPT OR DAMAGE COMPUTER SYSTEMS.
12. THE FOUNDATION OF A STRONG RELATIONSHIP BETWEEN BUSINESSES AND THEIR IT PROVIDER. PART OF THE "_____ YET VERIFY" METHODOLOGY.
13. AN UNAUTHORIZED INTRUSION INTO A COMPUTER SYSTEM.
14. THE DAY HD TECH RELEASES THEIR PATCHES.
15. THE PERIOD WHEN SYSTEMS ARE UNAVAILABLE OR NOT FUNCTIONING.

DOWN

1. THE ABILITY OF A SYSTEM TO HANDLE GROWTH WITHOUT PERFORMANCE ISSUES.
2. A TECHNOLOGY THAT DELIVERS COMPUTING SERVICES OVER THE INTERNET.
3. THE PRACTICE OF PROTECTING SYSTEMS AND DATA FROM DIGITAL THREATS.
5. A NETWORK SECURITY SYSTEM THAT MONITORS AND CONTROLS INCOMING AND OUTGOING TRAFFIC.
6. A COPY OF DATA STORED SEPARATELY TO PREVENT LOSS.
9. A METHOD OF CONVERTING DATA INTO A SECURE CODE TO PREVENT UNAUTHORIZED ACCESS.
11. A CYBERATTACK THAT TRICKS USERS INTO REVEALING SENSITIVE INFORMATION.

CODEWORDS PUZZLE



- ACROSS**
1. DOWNTIME
 2. THURSDAY
 3. HACK
 4. TRUST
 5. MALWARE
 6. BACKUP
 7. CLOUD
 8. CYBERSECURITY
 9. FIREWALL
 10. UPTIME
 11. MODERNIZATION
 12. PATCH
 13. COMPLIANCE
 14. SCALABILITY
 15. PHISHING
- DOWN**



OPERATIONAL EXCELLENCE

PART 4: DATA-DRIVEN DECISION MAKING

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In the previous installment of this series, we explored **Value Stream Mapping (VSM)** and how it helps teams visually identify the seven types of waste within a process. In this part, we focus on how data—and the **DMAIC framework (Define, Measure, Analyze, Improve, Control)**—can help prioritize the most impactful improvement opportunities.

Every process produces signals about its performance. Our role as managers is to listen to those signals and translate them into actionable improvements. But with data coming from so many sources, prioritizing can be challenging. This is where the **Pareto principle**, commonly known as the “**80/20 Rule**”, becomes especially valuable.

For example, a Marketing Manager might sort product-line sales by revenue and focus on the top 20% of items that drive the majority of results. Understanding why these products perform well can spark new ideas for product development. Meanwhile, a Purchasing Manager might sort by units sold instead, uncovering opportunities to streamline inventory flow and reduce costs.

Because each function within an organization has its own objectives, the first step in DMAIC—**Define**—is essential. It ensures clarity of purpose and provides direction for the rest of the improvement effort.

The DMAIC Framework

1. DEFINE

Create a clear Project Charter outlining the problem, project scope, goals, and—most importantly—the needs of the customer, whether internal or external.

2. MEASURE

Collect data to understand the current state of the process. This often includes building a VSM and documenting baseline performance levels.

3. ANALYZE

Use statistical tools, charts, and root-cause analysis techniques to uncover inefficiencies and identify the types of waste discussed in Part 3.

4. IMPROVE

Design the future state of the process, evaluate potential failure modes, and run experiments or pilots to assess the impact of proposed changes.

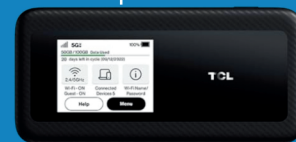
5. CONTROL

Implement controls to sustain improvements. Standardize new procedures, monitor performance, and ensure the process does not revert to its previous state.

Once you’ve completed your initial review, don’t stop there. DMAIC is designed to be iterative. Repeating the cycle fosters a culture of continuous improvement and helps your organization stay agile and competitive.

SHINY NEW GADGET OF THE MONTH

TCL Linkzone 5G Mifi Hotspot Router



The TCL Linkzone MW513U delivers Verizon and GSM unlocked 5G connectivity in a sleek, portable hotspot. Perfect for business travel or remote work, this device creates a secure Wi-Fi network for up to 32 devices simultaneously – laptops, tablets, and smartphones included.

With a 4500mAh battery, it powers through your day and even doubles as a charger for your phone via OTG reverse charging. The easy-to-read 2.4" touchscreen and TCL Connect app make managing connections simple, while Wi-Fi 6 support ensures blazing speeds and stability.

The TCL Linkzone keeps you productive and connected—without compromise.

9 Questions to Ask Any AI Tool

1. **Data Use:** Will my prompts train your model? Can I opt out?
2. **Retention:** How long do you keep my data?
3. **Location:** Where is it stored?
4. **Access:** Who can see it?
5. **Security:** SOC 2, ISO 27001, pen tests?
6. **Compliance:** HIPAA, PCI, CMMC ready?
7. **Quality:** Sources, confidence, version control?
8. **Integration:** Can I export logs and connect to my stack?
9. **Governance:** Admin controls, audit trails, usage caps?

WINDOWS 11

FEATURE SPOTLIGHT:

SMOOTHER, SMARTER DICTATION



Ever find yourself typing away and thinking, *“There’s got to be an easier way to do this”*?

Windows 11 has been busy making that wish come true.

If your team writes emails, notes, or reports using dictation, this one’s going to make life a whole lot easier...

Smoother, smarter dictation in Windows 11

When was the last time you found yourself typing something and thought, *“There must be an easier way to do this”*?

If you or your team ever use voice dictation to capture notes, write emails, or even draft reports, Windows 11 has some good news.

1. What is Fluid Dictation?

A new feature called Fluid Dictation is rolling out. It promises to make the whole process smoother, smarter, and importantly, less frustrating.

So, what is Fluid Dictation?

At its core, it’s an upgrade to the existing voice dictation tool in Windows 11,

powered by artificial intelligence (AI).

2. What’s Changed?

The big improvements are that it can now tidy up your words automatically. Think fewer “ums” and “likes” sneaking into the text. And fewer missing commas or awkward full stops.

The system will even polish up your grammar as you go, giving you a finished draft that looks a lot more professional right out of the gate.

While it’s a nice convenience, it could have real benefits for businesses like yours.

3. The Business Benefits

Imagine staff being able to dictate meeting notes without spending ages editing them afterwards. Or field workers capturing job details on the go, hands-free, with the text coming out clean enough to send directly to a client.

Less manual fixing means more time saved. And that’s valuable for every business.

4. What About Privacy?

If you’re wondering about privacy, Microsoft has been clear. All of this

happens on your device. Nothing is sent to the cloud, so your dictated content stays private. Plus, sensitive fields like password boxes have dictation turned off by default, which is reassuring.

5. The Kicker

There’s one important detail though. Fluid Dictation is only available on the latest Copilot+ PCs. These are Windows 11 machines designed to handle AI-powered features right on the device. So if you’re running a standard Windows 11 computer today, you won’t see it just yet.

Still, it’s a sign of what’s coming. Voice dictation that feels more natural, requires less clean-up, and helps people work faster is only going to become more common. And for SMBs, it could be another one of those quiet upgrades that makes everyday tasks just a little easier.

Are you curious to find out how Copilot+ PCs, or other AI tools could work for your business? My team and I would be happy to have a chat.

Get in touch to start leveraging smarter dictation for your business TODAY.