

9 TIPS TO MAINTAIN MOBILE DEVICE SECURITY

BY: CHARLES KILLMER, SECURITY OFFICER, CISSP

With the growing popularity of mobile device use in healthcare comes the increasing threat of breached security on those gadgets. There are many tips and tricks to prevent unwanted visitors on your phone, iPad, or other portable machine; as your IT provider, we feel the following guidelines are the most important to keep your valued information secure.

1. LOCK THE DEVICE.

On average, North American and European companies lose 11 smartphones every year, according to Forrester Research. Lost and stolen devices continue to be the most serious threat for businesses and consumers.

Providing a passcode for the mobile device prevents a thief from accessing data and content stored in the device.

2. AVOID QUESTIONABLE APPS.

"Users should download apps only from trusted app stores and stick with the more popular apps," says Michael Sutton, vice president of research for cloud security firm Zscaler.

3. BACK UP YOUR DATA.

These days, if you have backed up your data, and you lose your phone or the data gets deleted, it takes less than an hour to restore your phone.

4. TURN ON ENCRYPTION.

Encryption is a way to prevent unauthorized access to data. By encrypting the data on your mobile device, you are preventing unwanted people from looking at and changing the device's materials.

5. UPDATE SOFTWARE AND APPS.

App developers and device manufacturers frequently update their

software to patch new security gaps—without these updates, your phone may be a target for hackers.

6. BE CAUTIOUS WHEN USING WIFI.

Most WiFi networks are not secure. When making purchases, entering account information, or partaking in any other private activities using a WiFi connection, make sure it is a secure connection; otherwise, stick to browsing.

7. BE ALERT TO UNINITIATED MESSAGES.

Take caution to events, text messages, and system messages that you did not initiate, ask for, or expect.

These may be possible bridges for a hacker to access information on your device and could potentially cause a security breach.

8. TURN OFF BLUETOOTH WHEN NOT IN USE.

Devices with Bluetooth capabilities work a lot like an internet connection. Anyone, within your device's range, can connect to your Bluetooth signal (if not password protected) if it is turned on. Turn off your Bluetooth connection when not in use to prevent from unwanted users gaining access to your signal.

Additional Tip: Set an easily-remembered, yet hard to crack, Bluetooth password to insure privacy and security.

9. USE A HEALTHCARE MOBILE DEVICE MANAGER.

According to Lisa Phiifer, a contributor to SearchHealthIT.com, with a Mobile Device Manager "users can be authenticated and mapped to permissions that determine which devices are allowed and the degree of access granted, under what conditions."



Customer Service - knowing our customers and building relationships

Hi, I'm Gail, Netgain's Director of Support Services. I have a passion for customer service and want to make sure your experience is a positive one.

My focus at Netgain is providing high touch and high tech service to meet your needs. Our upcoming initiatives will

enhance your experience with our Support Team:

1. Strengthen Relationships

a. Build deeper knowledge to handle

escalated issues and enhance ability to solve inquiries in a more timely manner

b. Arrange Subject Matter Experts (SMEs) in the areas of specific technologies, customers and software's to more efficiently serve you

2. Contact System Updates

a. Skill Based Routing – Route issues to an analyst best suited to handle the

specific inquiry

b. Enhanced Reporting – Identify trends and gaps to be proactive in addressing

issues and closing gaps

If at any time you, or any of your team members, feel they have not received high touch

service, please do not hesitate to reach out to me.

Netgain's Support Team is committed to providing excellence and we ask for your feedback

as we implement these initiatives to meet your needs.

Gail

Gail.Stanger@netgainhosting.com

320-251-4700 x138



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Virtualization: The Double Edged Sword

By Scott Baynes, VP of Technology, Netgain

It used to be that disruptive technologies were few and far between. A disruptive technology being one that comes along that has large impact on how we do something or how effective we are at doing it. A good example is the discovery and practical use of X-rays. Discovered in 1995, their practical use for diagnostic imaging was well in place within a year of its discovery and changed forever the trajectory of medical diagnostic efficacy (ironically, long before the effects of ionizing radiation were fully understood).

Within the enterprise (or the medical practice, which is Netgain's focus), disruptive technologies can be just that; disruptive. Implementing a new EHR system isn't nearly as much fun or stylish as getting that new mobile phone, now is it? A disruptive technology is really a double-edged sword with the promise of some benefits (such as improved patient care and efficiencies) but it comes with its own challenges as well (uncertainty, risk of failure, risk of acceptance).

Within my world of the enterprise data

center there is a disruptive technology that is actively and drastically changing the shape of the IT organization. This disruptive technology has appealed and has caught the eye of many with a stake in IT; from the IT and Practice Administrator, to the CFO and CEO. This disruptive technology? Virtualization.

Maybe you have heard of it? There is much confusion on what it is, how to achieve it and what benefits it can offer. I have spoken with many IT firms that have been 'looking at virtualization' for quite some time. Understanding both aspects of this double-edged sword (the benefits and more importantly the risks

and challenges) will help you understand how you might achieve it.

Server & Storage Virtualization is a big deal, it has been and will continue to change how computing in business is accomplished. More than a disruptive technology, I have gone so far as to call it a 'paradigm shift' IT because of how it changes and touches every aspect of the IT environment. Becoming virtualized has the promise of a data center with the following benefits over

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their traditional data center designs:

- **Availability:** Server virtualization can drastically improve the uptime (availability) of applications within the data center.
- **“Green” computing:** Gartner Research estimates that each virtualized server saves an estimated 7,000kWh of electricity and removes more than four tons of carbon dioxide emissions from the environment per year.
- **Disaster Recovery:** Server & storage virtualization simplifies Business Continuance and Disaster Recovery (BC/DR) of applications in the case of a complete data center (site) outage.
- **Scalability:** An agile data center based on virtualization principals can shorten resource procurement from weeks to minutes and dynamically move resources to applications before disruption to users occurs.
- **Operational Efficiencies:** The IT Manager’s daily tasks are mitigated or at the very least, made easier by server & storage virtualization. Many tasks that used to create downtime and had to be scheduled during off-hour maintenance can now be done at any time.

INDUSTRY STAT:
Gartner Research estimates that each virtualized server saves an estimated 7,000kWh of electricity per year.

The Other Edge

Sounds like a no-brainer, right? Why wouldn't the IT administrator, the Practice Administrator, the CFO or the CEO be interested?

Well, the challenges themselves can be quite daunting. The benefits and quality of a virtualized data center are only the end result of successfully handling much complexity.

While the virtualization technologies themselves are quite mature, there are choices to be made at each layer, and the number of permutations on how to build a virtualized environment, especially one that

focuses more specifically on the needs of your business, can be quite complex.

Here are some of the considerations to be aware of:

- **The nuts and bolts:** Which storage technologies to choose? Which server virtualization technologies to choose? Which servers to choose? Which network components to tie it all together?
- **The design:** Many of the benefits of the model depend on sharing and higher utilization of resources. A poor design can create a bottleneck and create a failed or underutilized deployment.
- **Investment:** There is a higher minimum investment required to get started to play the virtualization game. This can be contrary to existing IT purchasing habits and may present a bit of sticker shock.
- **Labor:** The specialized virtualization technologies require highly specialized skillsets. Specialized training or additional staff is generally necessary to implement and maintain a virtualized environment.

When it comes to virtualization initiatives, businesses can't afford to misstep or stall on the project, and it is wise for them to consider their options carefully. For many years, information technology could be described as a commodity. Deploying a virtualized solution in some ways reverses that and makes IT a competitive advantage again.

At Netgain, we make it our mission to understand and maintain the complexity of this technology so our customers don't have to, allowing them to instead focus on their missions and on those parts of their business that is strategic to them. Call Netgain if your virtualization project has stalled, failed or you just need help.

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VENDOR SPOTLIGHT:

\$ecure Bill Pay net comprehensive payment solution

Secure Bill Pay is a comprehensive payment management solution for businesses who desire a faster and easier way of getting paid. Incepted in 2008 and headquartered in St. Paul, Minnesota, **Secure Bill Pay** (SBP) now serves over 5,000 users in 14 states.

Solutions

- Online Self Pay
- Point of Service
- Recurring Payments
- Business tools
- System integration

Real-time Data

- Comprehensive reporting
- Import and export data
- System integration
- Permanent data archive

Security & Reliability

- 99.95% system up-time
- Securely hosted with Netgain
- Secure firewall; data encryption
- Integrated fraud protection center
- PCI certified
- HIPAA compliant for health care

Request a Personal Demo
www.SecureBillPay.net/Demo

Features

Accept all payment types

- Credit / debit cards
- Checks and ACH
- Cash

Web-based software

- Easy to deploy
- No software to load or maintain
- 24x7 access
- Intuitive user interface

Secure Bill Pay Works For:

- Hospitals
- Medical Clinics
- Other health care providers
- Non-Profit Organizations

“Getting you paid, faster!”

For more information, contact **Dawn Lunde**, Dawn@SecureBillPay.net.

Netgain Employees Volunteer to Help Supply Local Habitat for Humanity ReStore

Netgain employees recently volunteered to assist the Central MN Habitat for Humanity in deconstructing a house to salvage parts for the ReStore. The ReStore, now existing for over 25 years in 825 locations, is made possible only with the hands of volunteers. This store's merchandise primarily comes from donations which are then sold at a discounted price to the public at the ReStore. The proceeds from these stores go to help Habitat for Humanity's goal of building "homes, communities, and hope."

For Netgain, this was an opportunity to work as a team, and contribute to a humanitarian cause.

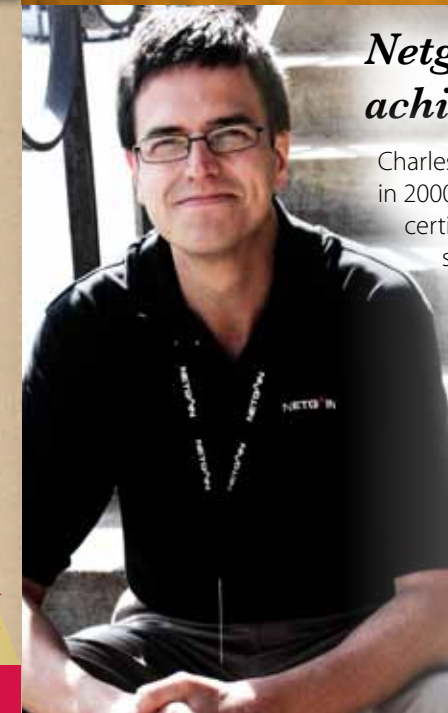
Netgain's Support Team Lead, Nick VanVleet, "I really enjoyed the enthusiasm fellow coworkers showed in helping Habitat for Humanity. Volunteering is a fun way to bond with and get to know coworkers outside of an office environment. I look forward to the next opportunity to volunteer with Habitat for Humanity."

Netgain is proud to be able to help the local community through volunteering for Habitat for Humanity.



Netgain's Security Officer achieves CISSP® Certification

Charles Killmer, who has been at Netgain since its inception in 2000, has achieved one of Information Technology's highest certifications: Certified Information Systems Security Professional. Killmer, who started at Netgain as a programming intern 12 years ago, has now served as Netgain's Security Officer for three years. Responsible for ensuring the security, privacy, integrity and availability of client information, Killmer decided to pursue the CISSP certification to better serve Netgain's clients. In doing so, Killmer was able to take much of what he learned and implement it at Netgain through security audits and helping clients achieve PCI & HIPAA compliance. Charles has presented to many groups on security, HITECH, PCI and other aspects of data security and is active in local and online groups to stay up to date on security trends and threats.



“I have been working with you for 4 years now and wouldn't even consider looking at another service provider.”

Everyone I talk to is great! — Jennie G.