

FEBRUARY 2024



# TALKING TECH

HELPING YOUR BUSINESS



## FROM DAMIEN'S DESK:

As I sit down to write this, having just returned from a caravan trip up to Merimbula; I am opening my social media feeds to read about more companies being hacked. This time, top retailers like Dan Muphy's, Event Cinemas, The Iconic and Guzman y Gomez. (As reported on 7

News 18/12/24) Unfortunately, this is something that is going to be more common than we have seen before, with everything moving to digital platforms.

In this breach, it is being reported that Aussies are falling victim to credential-stuffing attacks. This is where the hackers attempt to log in as you, using your email address and a password. They keep trying passwords to hopefully find someone who has used good old Password123 or something equally as simple to crack. **WHAT are the learnings here?** First and foremost, do NOT use the same password across sites or platforms and most certainly use a complex password.

I can hear you saying how do I remember all of the passwords? Use a password manager like Keeper, LastPass or Bitwarden. All of these managers allow for the generation of passwords and the ability to store them with details of the site they belong to. Most also have an app for your phone so you can recall them whenever you need them.

Secondly, enable Multifunction Authentication (MFA) on any account that has the option. This means you will need the password and a code to be able to login to the site.

If everyone does this, we will see a considerable reduction in this type of hack.

Stay Safe



Damien Pepper - Director  
dsp IT Solutions

## DID YOU KNOW?



The original Xbox had sound snippets of real space missions!



## WE LOVE REFERRALS

The greatest gift anyone can give us is a referral to your business friends.

Referrals help us keep costs down so we can pass on the savings to all our clients.

Simply introduce me via email [damien@dspit.com.au](mailto:damien@dspit.com.au) or (03) 9001 0817 and I'll take it from there.



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# TOP DATA BREACHES OF 2023

## NUMBERS HIT AN ALLTIME HIGH!

The battle against cyber threats is an ongoing challenge. Unfortunately, 2023 has proven to be a watershed year for data breaches. Data compromises surged to an all time high.

The last data breach record was set in 2021. That year, 1,862 organisations reported data compromises. Through September of 2023, that number was already over 2,100.

### The top Australian data breaches in 2023\* were:

- Canva
- Latitude
- Optus
- Medibank
- ProctorU
- Australian National University
- Eastern Health
- Service NSW
- Melbourne Heart Group
- Australian Parliament House
- Tasmanian Ambulance
- Northern Territory Government
- Western Australian Parliament

\*source: upguard.com

### Let's look at the main drivers of this increase.

#### 1. The Size of the Surge

Data breaches in 2023 have reached unprecedented levels. The scale and frequency of these incidents emphasize the evolving sophistication of cyber threats as well as the challenges organisations face in safeguarding their digital assets.

#### 2. Healthcare Sector Under Siege

Healthcare organisations are the custodians of highly sensitive patient information. As a result, they've become prime targets for cybercriminals.

#### 3. Ransomware Reigns Supreme

Ransomware attacks continue to dominate the cybersecurity landscape. The sophistication of this threat has increased.

#### 4. The Need for a Paradigm Shift in Cybersecurity

The surge in data breaches underscores the need to rethink cybersecurity strategies.

#### 5. Supply Chain Vulnerabilities Exposed

Modern business ecosystems have an interconnected nature. This has made supply chains a focal point for cyberattacks. The compromise of a single entity within the supply chain can have cascading effects.

#### 6. Emergence of Insider Threats

The rise of insider threats is adding a layer of complexity to cybersecurity. Organisations must distinguish between legitimate user activities and potential insider threats.

#### 7. IoT Devices as Entry Points

The proliferation of Internet of Things (IoT) devices has expanded the attack surface. There's been an uptick in data breaches originating from compromised IoT devices.

#### 8. Critical Infrastructure in the Crosshairs

Critical infrastructure has become a target of choice for cyber attackers.

#### 9. The Role of Nation-State Actors

Nation-state actors are increasingly playing a role in sophisticated cyber campaigns. They use advanced techniques to compromise sensitive data and disrupt operations.

#### 10. Collaboration and Information Sharing

Collaboration among organisations and information sharing within the cybersecurity community are critical. Threat intelligence sharing enables a collective defence against common adversaries.

## 5 WAYS TO LEVERAGE MICROSOFT 365'S NEW AI INNOVATIONS



Microsoft 365 has been adding some amazing AI innovations. They sit inside tools like Word, Excel, PowerPoint, Teams, and more. These smart Copilot features can enhance your experience and boost productivity.

Here are ways to take advantage of the benefits offered by Microsoft Copilot:

### 1. Speed Up Document Creation

Copilot provides intelligent suggestions, helping you articulate your thoughts more effectively. It speeds up the writing process. It also ensures that your content is clear, concise, and tailored to your audience.

### 2. Enhance Your Teams Meeting Experience

Copilot in Teams can create coherent and context-aware responses. Such as a summary of meeting notes and an action item list.

### 3. Create PowerPoints with Ease

Become a "PowerPoint Master" with Copilot. The AI-infused features in PPT can create a slide deck for you based on text prompts, including the images.

### 4. Enjoy Smart Business Insights in Excel

Excel Ideas can automatically detect patterns and trends in your data. It will suggest charts, tables, and summaries that best suit your needs.

### 5. Save Time in Outlook with AI Help

Use Copilot in Outlook to summarise the key points of an email to save yourself reading time. It can also help write emails and suggest responses to emails in your inbox.

*As we embrace the era of intelligent productivity, M365 becomes more powerful. Its new AI innovations pave the way for a more efficient work environment. By incorporating these capabilities into your daily workflow, you're staying competitive.*

## Essential Tips for Business Texting

*You use your mobile phone for everything else. Your partner even texts you to grab some milk or to tell you they'll be gone when you get home. It's quick, easy and gets the job done. Why not in business too?*

If you're going to text for business purposes, follow these 7 tips to keep it professional:

1. Consider if your message is urgent. Your text may interrupt your recipient, be sure there's a good reason for that interruption.
2. Is email better? Most people prefer business communications via email as it better respects their time and ability to respond appropriately. Text messages are also easily lost if sent at a bad time.
3. Do they only email you? If yes, respond to them in the same way. If they email, send an email. If they call, call them back.
4. DON'T TYPE IN ALL CAPS. DON'T YOU FEEL LIKE SOMEONE IS YELLING AT YOU WHEN THEY TYPE IN ALL CAPS? DON'T SEND EMAILS OR TEXTS IN ALL CAPS.
5. Proofread your message. Ever hear of "Auto-Correct" in text messages? Some can be downright embarrassing. If you're taking the time to write the message, take the extra seconds to proofread.
6. No abbreviations! Your recipient shouldn't have to decipher your text message with a decoder ring. Be as clear as you can with proper grammar and pronunciation. No sense in risking losing a customer who gets fed up with your messages.
7. Include your name in the message. Not everyone knows who you are simply by your phone number. Assume that the person doesn't know who the message is coming from.

*If you do text in a business environment, especially with a customer or prospect, follow these 7 tips to ensure that you are perceived as the true business professional that you are!*

### NEED A LAUGH?

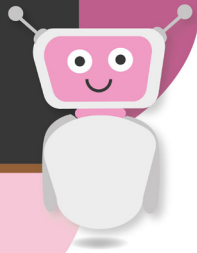
Why doesn't Mike Tyson play games on a Play station?



Because he's an X-Boxer!



## 9 TIPS FOR SETTING UP AI RULES FOR YOUR STAFF



Artificial intelligence (AI) is a powerful tool. It can enhance the productivity, efficiency, and creativity of your staff. But AI also comes with some challenges and risks. Businesses need to address and manage these to use AI effectively.

Here are some tips for setting up AI rules for your staff. These tips can help you harness the benefits of AI while avoiding the pitfalls:

1. Define the scope and purpose of AI use.
2. Establish ethical principles and guidelines.
3. Involve stakeholders in the decision making process.
4. Assign roles and responsibilities.
5. Provide training and support.
6. Ensure data security and privacy.
7. Put a feedback loop in place.
8. Review and update your AI rules regularly.
9. Encourage a growth mindset.

## HOW SMALL BUSINESS CAN APPROACH WORKFORCE TECHNOLOGY MODERNISATION

Technology plays a pivotal role in driving efficiency, productivity, and competitiveness. For small businesses, workforce technology modernisation is both an opportunity and a challenge.

Embracing modern technology can empower small businesses. It can help them thrive in a digital era. Important benefits include improved employee retention and decreased cybersecurity risk not to mention the productivity and time-saving advantages.

Here are some steps to get your small business get started:

- Assess Your Current Technology Landscape
- Align Technology Goals with Business Objectives
- Focus on Cloud Adoption
- Invest in Collaborative Tools
- Look at Cybersecurity Measures
- Embrace Mobile-Friendly Solutions
- Look at Remote Work Options
- Consider Automation for Efficiency
- Provide Ongoing Training and Support
- Watch and Adapt to Evolving Technologies



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For your FREE copy of this book, go to:  
<https://www.dspit.com.au/cybersecurity-essentials/>

## WIN A \$20 BUNNINGS GIFT CARD!

There was no winner for last month's trivia question. The answer was a) Symbolics.com

You could be the winner of this month's trivia question. Just contact us with the answer to the question below, no googling! Good Luck!

What year was the first iPhone released?

- a) 2001
- b) 2007
- c) 1999
- d) 2010



Call us with your answer  
(03) 9001 0817 or email  
[jo@dspit.com.au](mailto:jo@dspit.com.au)

