

# NEWSLETTER

A periodic publication for The Company, Inc.

May 2008

Volume 3, Issue 5

A1

## TELEKENEX TO BEGIN SERVICE



Cisco 7640 IP Phone

**Telekenex**, a tier one service provider, was selected by the ITSC, Information Technology Steering Committee, to provide telephone, fax, and conference calling to Company Industries, including the subsidiaries of Ultra View Widgets - UVW, Company Manufacturing Group - XYZ, Company Properties - RST, and Company Western Development - OPQ.

The contract approved and signed, the programming completed, the new equipment ordered, and now the installation is progressing. The following shows the major milestones still ahead.

May 15th	Installation for Cleveland, Houston, Portland
May 19 <sup>th</sup>	Testing begins
May 20 <sup>th</sup>	User training
May 21 <sup>st</sup>	User training
May 23 <sup>rd</sup>	Testing Completed
May 30 <sup>th</sup>	Cut over to Telekenex

Telekenex, more than just another provider; as an established Voice over IP, VoIP, provider Telekenex offers a host of services and features that extends well above the offerings of our

Phones / A2

## CHECKS IN THE MAIL



**Every** penny counts in our economy and many people are desperate to get their hands on the upcoming rebate checks, including some scammers. Most of us have received e-mails before from a group in Nigeria offering to pay you money. This scam

may be easy to see through, but how about the one from a group you trust and are expecting money from.

With hundreds of dollars coming to you from the IRS stimulus check, an offer to get it into your account

Scam / A2

## VIRTUALIZATION



The word virtualization has been used and over-used. However, when it comes to computers, datacenters, and business the word breathes new life, and renews the spirit with hope. Virtualization of servers has long been something business has done to achieve greater value from a given piece of hardware. Nevertheless, that concept has been undergoing radical metamorphosis. The results of which are just beginning to emerge with all the splendor and glory one would expect of an industry-altering event.

Leading this new emergence is VMware, the company who first brought us the concept of having multiple operating systems running concurrently on a single server or desktop. VMware has enriched its product offering well beyond virtualization of a single server. Now businesses can virtualize the entire datacenter driving down operational costs and significantly increasing system availability while providing load balancing to optimize server performance and worker productivity.

In a March 31, 2008 news release, announcing their latest product called Lifecycle Manager, VMware stated, "Customers of all sizes rely on VMware to reduce capital and operating expenses, ensure

Virtual / A3

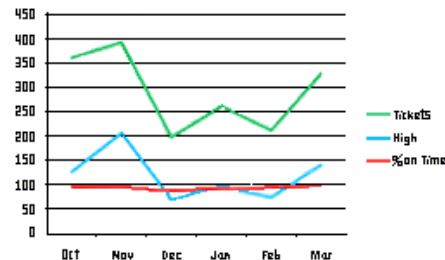
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## STATS AND FACTS

Helpdesk Tickets Last Month	<b>327</b>
High Priority Tickets Last Month	<b>142</b>
Percent Completed On Time	<b>98%</b>





# SCAM



Continued from A1

quicker is tempting, especially when the e-mail looks like it comes from the government.

There have been growing reports of people who are contacted by the IRS over the telephone citing their name, address, telephone number and even social security number claiming the bank account number on file is incorrect. The IRS is trying to direct deposit the money to the account used to pay the taxes, in an effort to get the stimulus programming going quicker. They simply need to verify account information.

Do not be fooled. The IRS will never call you on the telephone and ask you for any personal information. Neither will the IRS ever send you an email. The IRS loves to document all communication with you using standard regular U.S. mail.

The scam artists of the world are using the recent stimulus rebate checks as yet another compelling reason for you to divulge personal information. By the time you hang up the telephone and wonder if it was a legitimate call your personal information is being transmitted around the world, mostly to third world countries and countries that do not honor US law. Within minutes, charges are applied to your bank

account and within hours your complete identify may be stolen.

The cost for you to clean up the mess can be substantial and may have a residual affect that lasts for years.

Don't be taken by these scam artists. It would be much better to get your stimulus check two weeks later than to have your identity stolen. The United States Postal Service guarantees all domestic mail to be delivered with 10 days; so be patient, you'll get your check and not get burned at the same time.

~~ End ~~

# PHONES



Continued from A1

current telephone provider. It is important to understand that these added benefits will not be a part of the initial implementation. The goal is to replicate our existing system *exactly* as it is now to ensure we have captured all the current functionality. After a reasonable time on the new system making sure everything is running smoothly, we will begin to introduce the new features.

Watch for your invitation for training for the new phone system and be sure to attend.

# BUDGET SEASON OPENS



Budget season is rapidly approaching the Company family of companies. This is truer for the IT department since we need to have our budget completed by the end of June. Therefore, what does this mean for the differ-

# Inspiron 1420

Starting Price	\$1,313
Instant Savings	\$ 414
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CD / DVD writer (DVD+/-RW Drive)  
Dell Wireless 1395 802.11g Mini Card  
High Definition Audio 2.0

### Software & Accessories

McAfee SecurityCenter with anti-virus, anti-spyware, firewall, 30-Days, Microsoft Works

### Service

1Yr In-Home Service, Parts + Labor, 24x7 Phone Support

Included 3 GB DataSafe Online Backup for 1Yr  
6 Months FREE EarthLink Internet Access

### Also Includes

Integrated 10/100 Network Card and Modem  
Adobe® Acrobat® Reader 8.1  
Windows Vista™ Premium



ent divisions and departments; it means we need to start talking now.

We start this process by talking with the divisional presidents, vice presidents, controllers and department heads to



# BUDGET



Continued from A2

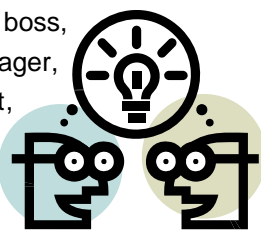
determine what project or initiatives are important for the coming year. Once the list is created there is a fair amount of research and costing required to fully understand the overall impact to the companies, both from an operation standpoint and from a financial aspect.



The information will be gathered and presented at an IT Steering Committee (ITSC) meeting for review and discussion. While some projects and initiatives are outright cut from the program most remain as something worthy of consideration. Many projects have been on the drawing table for several years and remain a vital strategic consideration for the company as a whole.

The projects and initiatives that are seen as most important for the coming year will be placed on the initial budget. Depending on how the overall budget for the company looks, we may decide to add or cut some projects or initiatives for the coming year.

So if you have ideas on how to make the company better please bring your ideas to your boss, department manager, vice president, controller, or president soon so we can consider your idea for the coming year.



## ITSC Meetings

- May 22<sup>nd</sup> Project Review
- June 19<sup>th</sup> Preliminary Budget Review
- June 30<sup>th</sup> IT Budget Submitted
- July 10<sup>th</sup> Budget Revisions
- July 17<sup>th</sup> Final Budget from IT
- ~~ End ~~

# VIRTUAL



Continued from A1

business continuity, strengthen security and go green.”

Virtualization of the datacenter brings concepts never before imagined. In days past the approach was to have different servers for different functions and the more servers you had the more secure you were. If a server went down it only took one application with it.

Then VMware introduced the concept of virtualization, which meant you could run several virtual servers on one powerful hardware platform. This approach significantly reduced the cost of hardware, electricity, air conditioning and real estate. However, the problem of hardware failure remained, and in a virtual environment, this spelled out disaster. Hardware failures would now take out several servers at the same time. As a result, only non-critical business applications were being virtualized.

Now VMware has virtualized the entire datacenter. Now we cannot only virtualization multiple servers on a single computer but also virtualize multiple computers as a single resource. All the computers in the datacenter are seen as a single resource. Applications can be moved from one piece of hardware to another without the need to stop the applications. Users are unaware what piece of hardware is actually running an application and since the application can be moved while it is still running, the user experiences zero downtime.

Now enrich the experience by establishing performance minimums for business critical applications like Great Plains or XL Reporter and the management software automatically moves active applications to hardware with lighter loads. This process frees up vital computing power and ensures optimal performance for business critical applications. When demand drops, the system automatically moves the applications back to their desired hardware and begins monitoring performance again.

But what about the problem of a single piece of hardware failing and taking down several servers. VMware has addressed that too. The system

Virtual / A4





# VIRTUAL



Continued from A3

will automatically start up a clone of the failed applications on the remaining datacenter hardware from the last snapshot. While this is not a fault-tolerant solution like a true cluster, it will recover data from within a few minutes and more importantly get the company back up and running.

The value proposition is in the savings of multiple servers, electricity, air conditioning, real estate, and now reduced downtime, increased user availability, real time performance optimization, and zero downtime for maintenance.

For more information regarding this exciting technology, contact the IT department or check out ... [www.vmware.com/solutions/consolidation/](http://www.vmware.com/solutions/consolidation/)

~~ End ~~

# VIRUS ALERTS



The viruses being released lately are of little threat. The chart below shows the most recent viruses detected by Symantec Antivirus.

## Latest Virus Threats

Severity	Name	Detected
■ ■ ■ ■	W32.Madag.A	05/06/2008
■ ■ ■ ■	VBS.Solow.F	05/06/2008
■ ■ ■ ■	Downloader.Loavita	05/05/2008
■ ■ ■ ■	W32.Bassyl!inf	05/01/2008
■ ■ ■ ■	W32.Zatyudi.A	04/30/2008
■ ■ ■ ■	Trojan.Garntet	04/30/2008
■ ■ ■ ■	Trojan.Asnoms!inf	04/29/2008



Remember not to open attachments on emails when you're not expecting it. If you don't know the person sending you the email simply delete it.

While it's not common to get a virus from a web site, without necessarily downloading a file, it is possible. The best protection from malware, spyware, and Trojan horses is to keep your system on an active antivirus program that provides automatic downloads. The best antivirus software for home use is either Symantec or McAfee. The free antivirus programs are as likely to infect your computer as protect it. The old adage holds true here too... you get what you pay for.

~~ End ~~

# MICROSOFT OFFICE TRAINING CLASSES


June 18	Excel I (a)	Word I (a)	Aug 20	Excel III (b)	Word III (b)
June 25	Excel I (b)	Word I (b)	Sept 10	PowerPoint I (a)	Outlook I (a)
July 16	Excel II (a)	Word II (a)	Sept 17	PowerPoint I (b)	Outlook I (b)
July 23	Excel II (b)	Word II (b)	Oct 15	PowerPoint II (a)	Outlook II (a)
Aug 13	Excel III (a)	Word III (a)	Oct 22	PowerPoint II (b)	Outlook II (b)

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