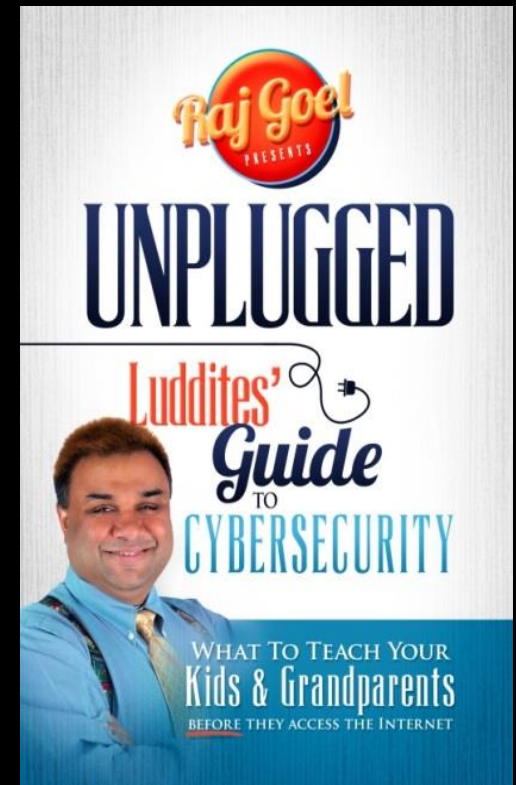
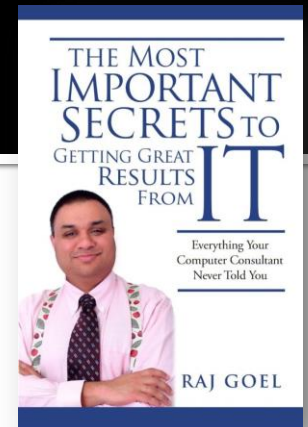


# Creating OBVIOUS SOPs



Raj Goel, CISSP

<http://www.rajgoel.com/?s=dojo>



# Raj Goel, CISSP

» Author, entrepreneur, IT expert and public speaker, Raj Goel is globally known as the go-to man in cyber security and privacy law. He is committed to educating individuals and organizations about online safety and how to protect their most important assets – **people and data**. His expert advice helps individuals, companies and conglomerates navigate their way through the world's ever-changing technology and increasingly complex IT compliance laws. He often appears in the media and at conferences world-wide to educate the public on cyber-security and digital privacy, a subject he is passionate about.

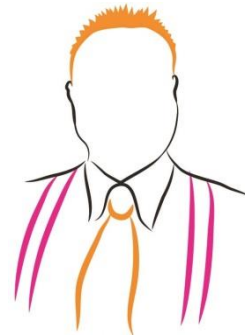
## » **Security, Civil Liberties and Peace of Mind**

» When you need the right approach to complying with HIPAA/HITECH, PCI-DSS or simply protecting your assets, Raj Goel, as any of his loyal clients will tell you, is the man to call upon. Raj's credentials are impeccable. A 25-year veteran of the IT industry and an expert in online security, Raj has personally consulted with organizations ranging from Fortune 100 corporations to small family companies to governments world wide.

» Raj is fueled by his passion for enhancing Civil Rights in Cyberspace, his love of helping people keep themselves, their families and their companies safe online. He is available as a consultant and a public speaker and often sought after by major media outlets and companies.

## » **Key highlights:**

- **Author**, "UNPLUGGED Luddites Guide To Cybersecurity", **Amazon**, 2015
- **Author**, "The Most Important Secrets To Getting Great Results From IT", **Amazon**, 2012
- **On-Air Television Cybersecurity Expert**, **WPIX11**, New York City (2013-present)
- **On-Air Cybersecurity Expert**, Columbia News Tonight, **Columbia University**, NYC
- **Keynote speaker**, NCSL 2013, **Government of Netherlands**, The Hague, Netherlands
- **Keynote speaker**, **Government Of Curacao**, 2013
- **Keynote speaker**, "what should MSP's know about compliance", **Datto** partner conference, 2013
- **Author**, "Googling Your Privacy and Security Away", **Infosecurity Professional Magazine**
- **Author**, "Trends In Financial Crimes", **Infosecurity Professional Magazine**
- **Author**, "Life Of A Child (2014) – raising a generation of cyber-at-risk youth", **Infosecurity Professional Magazine**, 2014
- **Author**, "Welcome To The World Of Dating Sites", **Infosecurity Professional Magazine**, 2015



# Media Appearances



The New York Times

Entrepreneur

(ISC)<sup>2</sup>

SECURITY TRANSCENDS TECHNOLOGY™

BrightTALK™



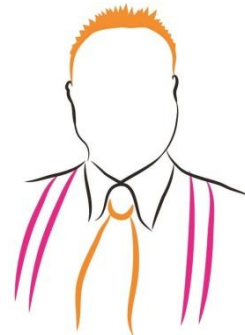
PenTest magazine



NEW YORK COUNTY  
NYCLA  
LAWYERS' ASSOCIATION

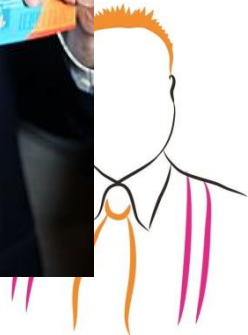
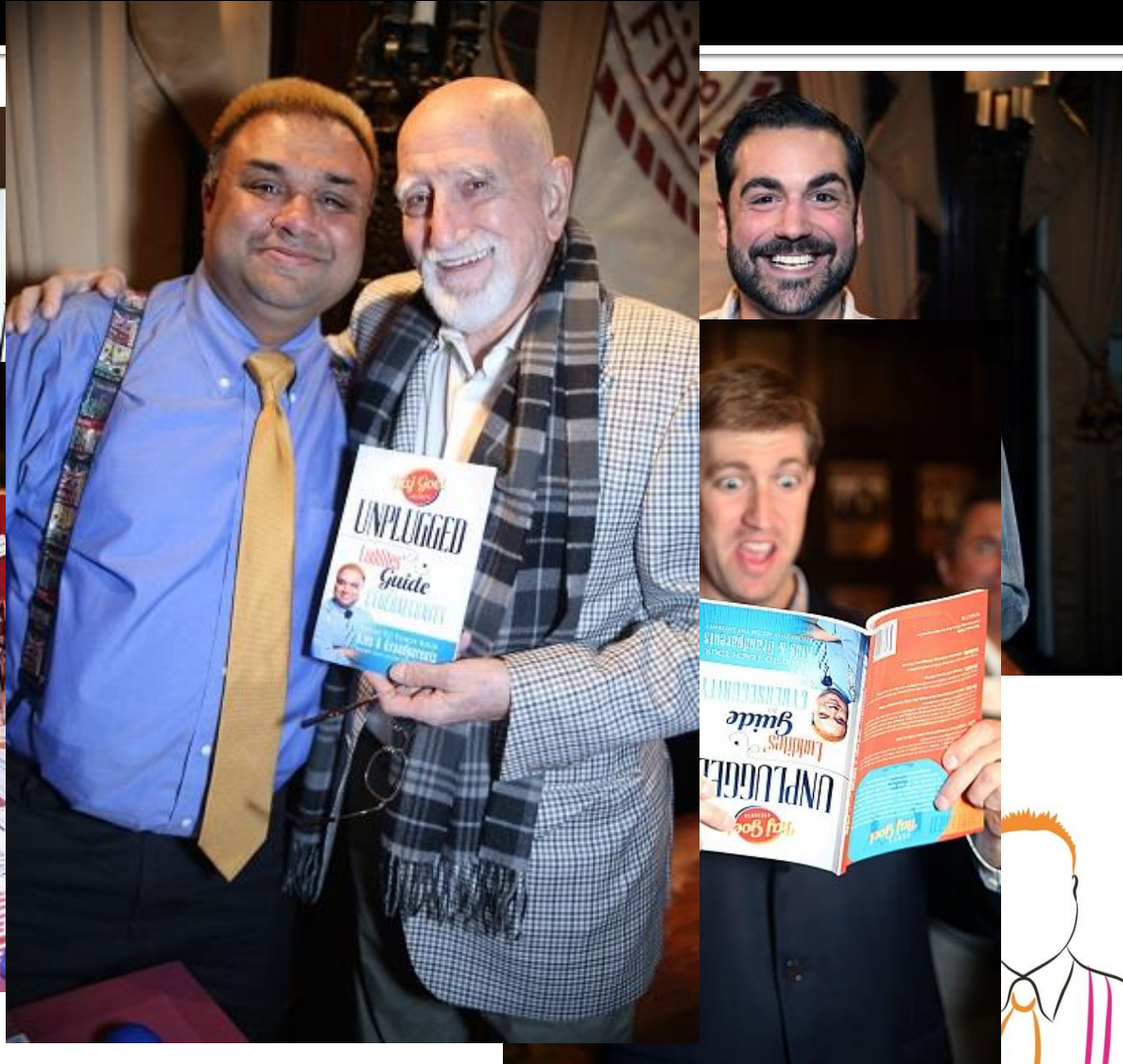
# Raj Goel, CISSP – MSP Credentials

- » **Keynote Speaker – DATTO 2013 – What MSPs should know About Compliance**
- » **Presenter/Speaker:**
  - **Cyberoam** Partner Conference 2014
  - **Cyberoam** Webinars
  - **Continuum** Navigate 2015
  - **MSPRadio**
  - **ITNation** 2015
- » 2014 Finalist, TechnologyMarketingToolkit (Robin Robins)
- » **Author**, 2 books



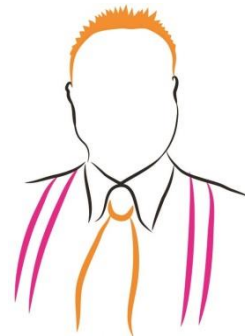


# Book 2 Launch Party!!



# About BRAINLINK

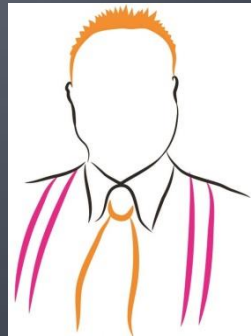
- ✓ Founded in 1994
- ✓ Profiled in NYTimes, Entrepreneur, PBS, WPIX11, etc
- ✓ Passionate about SOPs, SOTs, Process and Profitability
- ✓ Award Winning MSP – 2015 SmartCEO Magazine Winner for our “SOP Culture”



# Why SOPs?

“When I say that the company’s prosperity rests on such things as our sixty-six-steps-to-clean-a-room manual, I’m not exaggerating,”  
J.W. Marriott Junior

<http://www.economist.com/news/christmas-specials/21591743-be-my-guest>



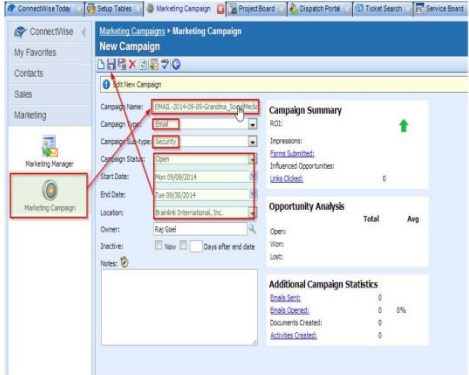
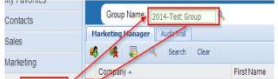
# What's an SOP?

## Standard Operating Procedure

- It's how you do something repeatedly, without deviation or failure
- Any changes or updates are reflected in an updated SOP

**No great brand thrives without building SOPs**

The screenshot shows a Confluence page with a table of steps and screenshots. The table has three columns: Step, Task, and Screenshot. Step 1 describes publishing a post on LinkedIn. Step 2 is logging into Connectwise. Step 3 is creating a new campaign in Marketing Manager, with a screenshot showing the 'New Campaign' form. Step 4 is selecting a newsletter group, with a screenshot showing the 'Group Name' dropdown menu.

Step	Task	Screenshot
1	Publish the post on the website or linked in If sending a newsletter article, the sub type will be NEWSLETTER End Date - always jump ahead one month	e.g. <a href="https://www.linkedin.com/pulse/article/2014/09/08/134501369550-grandparents-are-offering-their-grandkids-to-predators?trk=prof-post">https://www.linkedin.com/pulse/article/2014/09/08/134501369550-grandparents-are-offering-their-grandkids-to-predators?trk=prof-post</a> or <a href="http://www.brainlink.com/2014/08/15/tem-construction-firm-sues-bank-for-193k/">http://www.brainlink.com/2014/08/15/tem-construction-firm-sues-bank-for-193k/</a>
2	Login to Connectwise	
3	Create a <b>NEW CAMPAIGN</b> in Marketing manager If sending a newsletter article, the sub type will be NEWSLETTER End Date - always jump ahead one month	
4	Select the <b>NEWSLETTER</b> group (in screenshot, it references <b>TEST GROUP</b> , but when sending the <b>NEWSLETTER</b> EBLAST, choose <b>NEWSLETTER</b> group) Select the checkbox at the top which will select all of the contacts in that group. Then choose the envelope icon to compose new email (PROCEED TO NEXT STEP WITH SELECTED CONTACTS)	





# SOP Template

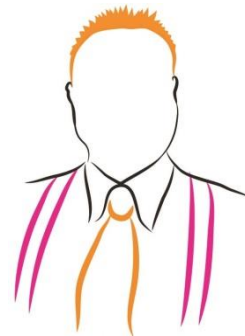
## SAMPLE SOP

**Purpose:** This is how we document repeatable, reproducible processes

**Audience:** Brainlink Technical and Marketing Employees

Step#	Description	Screenshot

Stay tuned till the end to get your free SOP template.



# SOP Example



Page | 1 of 1

Author

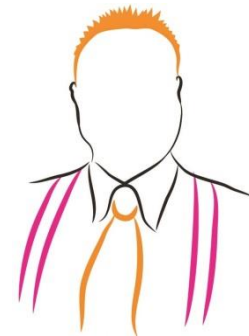
Last Updated at 2/16/2014 11:15 PM by Raj

<CLIENT>

<TITLE>

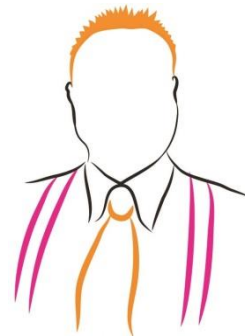
Step	Description	Screenshot
1.		
2.		
3.		
4.		
5.		
6.		
7.		

- Brainlink's SOP template



# Brainlink's SOP Culture

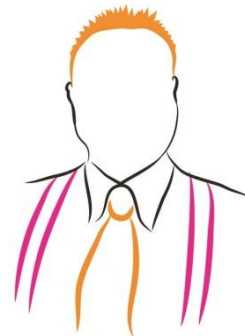
- Our team lives by this mantra
  1. You are either USING an SOP
  2. Or you are MODIFYING an existing SOP
  3. Or you are CREATING a new SOP
  4. Or you're looking for another job
- In 2014-2015, I hired 14 techs.
  - 12 were terminated.
    - 10 for not adopting the SOP culture.



# What are OBVIOUS SOPs?

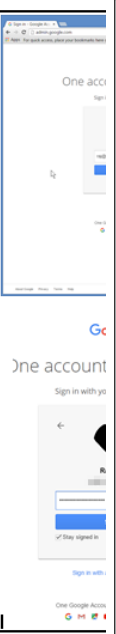
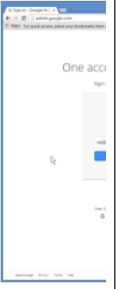



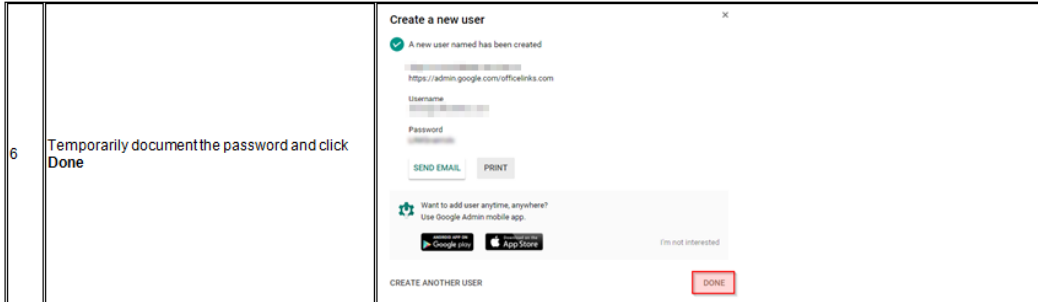
#	Setting up a new <del>workstation</del> employee	SOP Links
1	Gmail account, alias (if any) and distribution groups	SOP - <del>Workstation</del> - Gmail - Creating a New Account SOP - <del>Workstation</del> - Gmail - Creating an Alias
2	Add to LASTPASS and share groups	SOP - <del>Workstation</del> - Adding a new user to LASTPASS
3	Add to SLACK	<a href="#">SOP - <del>Workstation</del> - SLACK - Adding Employees to SLACK</a>
4	Add to ASANA	
5	Add to <del>HOSTEDSUITES</del>	SOP - <del>Workstation</del> - Creating HOSTEDSUITES account
6	Add to <del>CRM</del>	SOP - <del>Workstation</del> - <del>CRM</del> - Adding <del>Workstation</del> Employee to <del>CRM</del>
7	Add to <del>Microsoft</del>	SOP - <del>Workstation</del> - Add New Employee to <del>Microsoft</del>

- All the SOPs needed to setup an Employee



# Example #1 – Creating a GMAIL Account

## SOP - CLIENTNAME - Gmail - Creating a New Account

Step	Task	Image
1	Log into <a href="https://admin.google.com/">https://admin.google.com/</a> as <a href="mailto:raj@CLIENTNAME.com">raj@CLIENTNAME.com</a> Credentials are in <a href="mailto:raj@CLIENTNAME.com">raj@CLIENTNAME.com</a> LastPass and in AuthAnvil	
2		
3		
4	Enter a <b>firstname</b> , <b>lastname</b> , <b>username</b> (typically <b>firstname</b> ) and click <b>Set Password</b> (or use the <b>temporary password</b> they give you. The user will need to change it anyway).	
5	Click <b>Create</b>	
6	Temporarily document the password and click <b>Done</b>	
7	Communicate the password to the user.	
	<b>SOP Complete</b>	

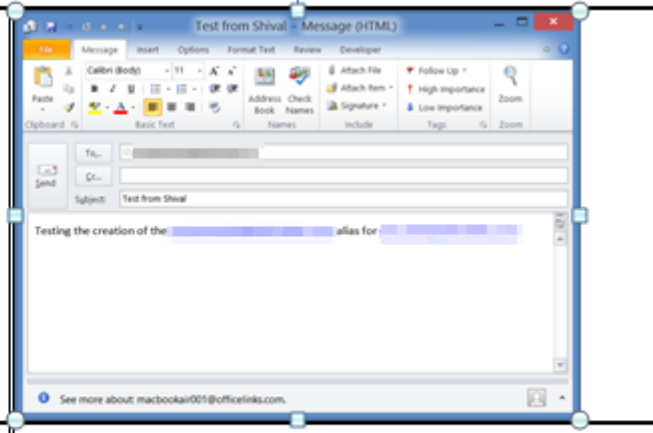
- Document the “gee, everyone knows this”



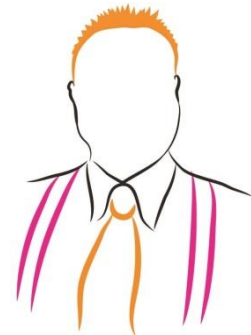


# Example #2 – Creating a GMAIL Alias

SOP -	
Step	
4	Click on the Account Button
6	Type in the name of the alias and click <b>SAVE CHANGES</b>
8	Send a test email to the alias.
9	Check the master account that the alias is pointing to and ensure the email came in successfully.
<b>SOP Complete</b>	


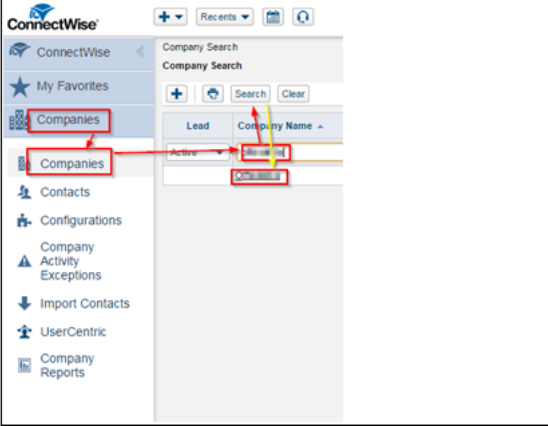



- This was created after I wasted an hour

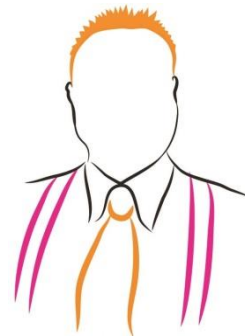


# Example #2 – 5 Step SOP

## Brainlink - SOP - Connectwise - Setting Default Tech For A Client

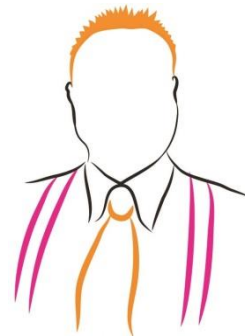
Step	Task	Screenshot
1	Login to <u>Connectwise</u>	
2	Click Company -> Companies	
3	Enter CLIENT NAME in search box Click SEARCH  Click CLIENT NAME in results area (yellow arrow)	
4	Click TEAM tab	
5	SOP Complete	

- This will save you hours...



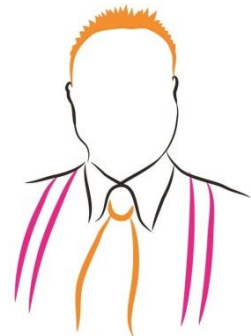
# Key Benefits

- Lower Staff Training Costs
- Better Employees
- Consistency in client experience
- Better Documentation



# Key Challenges

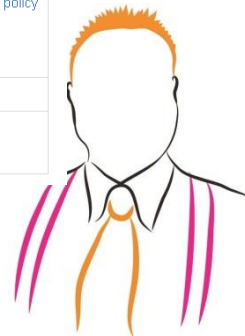
- Your techs don't know HOW to document properly
- You don't know how to TRAIN them in proper SOPs
- Your team lacks the SOP Culture



# Accelerating Staff Training

- Build a list of **WHAT** you want your employees to learn

#	Type	SOP
1	Core Setup	<a href="#">101-BRAINLINK-SOP-Cyberoam-Initial_Unboxing_and_Setup</a>
2	Core Setup	<a href="#">102 SOP - Brainlink - Cyberoam - Upgrading Firmware</a>
3	Basic Networking Setup	Setting up Network Interfaces - SOP Needed
4	Basic Networking Setup	<a href="#">SOP - Brainlink - Cyberoam - Creating Network Hosts Objects</a> <a href="#">BRAINLINK-SOP-Cyberoam-Adding Network Services Objects</a>
5	Basic Networking Setup	Setting up Firewall Rules - SOP Needed
6	Basic Networking Setup	<a href="#">904 SOP - Brainlink - Cyberoam - Creating Virtual Hosts</a>
7	Basic Networking Setup	Configuring Static Routes - SOP Needed
8	Basic Networking Setup	Setup DHCP Scopes - SOP Needed <a href="#">SOP - Cyberoam - DHCP - Create Static DHCP Reservations</a>
9	Basic Networking Setup	<a href="#">905 Brainlink - SOP - Cyberoam Establishing Site to Site VPN between two Cyberoams</a>
10	Basic Networking Setup	SSL VPN - Must determine which SOP to keep <a href="#">BRAINLINK-SOP-CYBEROAM-SSL VPN Configuration Setup</a> <a href="#">906 SOP - Brainlink - Cyberoam - VPN - SSL VPN Cyberoam Setup</a> <a href="#">SOP - Brainlink - Cyberoam - VPN - SSL VPN Cyberoam and Windows 7 Setup v1.0</a>
11	Basic Networking Setup	Load Balancing - SOP Needed
12	Security and Reporting Setup	<a href="#">BRAINLINK - SOP - Adding Firewalls To iView v1.0</a>
13	Security and Reporting Setup	<a href="#">SOP - Brainlink - Cyberoam - Set per user internet access, web filter, applications policy</a> <a href="#">906 Brainlink-SOP-Cyberoam-Web Filtering-Applying to All Network Traffic</a> <a href="#">BRAINLINK-SOP-Cyberoam-Pushing Web Filter Policies to Multiple Cyberoams</a>
14	Security and Reporting Setup	<a href="#">SOP - Brainlink - CCC - Creating and Deploying the CryptoWall IPS Policy</a>
15	Security and Reporting Setup	<a href="#">920 Brainlink - SOP - CYBEROAM-Cyberoam_SSO_AD_Setup</a> <a href="#">SOP - Brainlink - Cyberoam - Troubleshooting CTAS and SSO Related Timeouts</a>





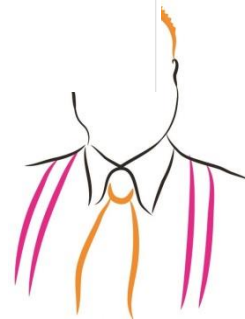
# Accelerating Staff Training

## ■ Build it into your hiring process

New Hire Training Process

Week	Tasks	Pages
1	a. W2, employee agreement, AUP, NDA signing	
	b. Skype, text, email TEAM COMMUNICATION training <ul style="list-style-type: none"> <li>Daily team call status updates</li> <li>How to respond to SKYPE STATUS UPDATE requests</li> <li>How to respond to TEXT STATUS UPDATE requests</li> <li>Daily EMAIL status summary</li> </ul>	
	Developing SOPS	SOP - Brainlink - Greenshot - Setup and Use
	Accessing the CONTINUUM A+, Network+, MCSA, MCSE training portal	SOP - Brainlink - Training - Accessing Certification Training from ConnectWise
	c. ConnectWise Training Completion <ul style="list-style-type: none"> <li>Training Video: <a href="http://sop.brainlink.com/files/private/2014-08-03%20-%20Brainlink%20ConnectWise%20Training%20-%20Distilled.mp4">http://sop.brainlink.com/files/private/2014-08-03%20-%20Brainlink%20ConnectWise%20Training%20-%20Distilled.mp4</a></li> <li>Timesheet tracking &amp; review</li> </ul>	Brainlink - SOP - Creating Configurations in Connectwise Brainlink-SOP-Creating an SOP and Posting it to Connectwise SOP - Brainlink - Continuum/Connectwise - Opening a NOC Ticket to Resolve Backup issues BRAINLINK-SOP-Creating Service Order Templates SOT from SOP
	b. Continuum Ticket Handling	SOP - Continuum - Creating and Assigning COMMUNICATOR
	c. Read and be able to discuss Raj's Book	
	a. Daily Support/Ticket handling <ul style="list-style-type: none"> <li>EMAIL response training</li> <li>Raj or Shival review ALL client-facing communications</li> </ul>	
	b. Ability to search/find data in CONFLUENCE, SOPS, CONNECTWISE on our clients/processes	
	Read the BRAINLINK MSP Agreement and SAMPLE PROPOSAL	

2	c. ND Reports - Phase 1 (run) & Phase 2 (reporting)	BRAINLINK-SOP-Generating Network Detective Reports BRAINLINK-SOP-Importing NetworkDetective Data Into Connectwise
	d. Configuration / Confluence Updates	
	e. Perform DAILY BACKUP & IVIEW reviews	SOP - Brainlink - Continuum - Vault DBR Process Daily Backups Review Template BRAINLINK-SOP-DATTO-recover Off Datto Vault into ESXi local store
	f. Brainlink RATES & CONTRACTS review	
	a. Runbook review Tech has read a client runbook. Can answer: How many locations? Printers? Who has Dymo (or timberline or Bloomberg) What is their wifi password? How many servers, desktops, which firewall, etc.	



# Accelerating Staff Training

## ■ Discuss it in interviews – HIRING & REVIEWS



You run your business and leave the IT to us.

Raj Goel, CISSP  
Co-Founder, CEO  
[raj@brainlink.com](mailto:raj@brainlink.com)  
917-685-7731

UNK	Windows			
	Active Directory Group Policy			
	New User Setups	<a href="#">SOP - [redacted] - Chrome for Work - Server and Policy Configuration</a>		
	Distribution Groups	<a href="#">SOP - [redacted] - Deployment - New User Setup</a>		
	Organizational Units	<a href="#">SOP - [redacted] - Exchange - Creating a Distribution List</a>		
	Disabling Users	<a href="#">Group Policy, Login Script, Drive Mapping Changes</a>		
Creating Domains				
Mapping Drive letters via scripts and/or via group policy				
4	e. Install VMWare Server via SOP	<a href="#">BRAINLINK-SOP-Installing ESXi 5.5</a>		
		<a href="#">BRAINLINK-SOP-Provisioning Local Storage in ESXi</a>		
		<a href="#">Brainlink - SOP - ESXi - Accessing ESXi Servers</a>		
	f. Configure 2x vmware servers to attach to iSCSI round-robin	<a href="#">SOP - Brainlink - ESXi - Setting up Round Robin iSCSI with Thcus</a>		
5	a. Install AD + AD2 + Exchange 2010 via SOP	<a href="#">[redacted] Server 2008 + Exchange 2010 Setup (Gallin)</a>		
	b. Client Communication Training			
	1) Prioritizing			
	2) Scheduling			
	3) Triaging			
6	Cyberoam ONLINE Training Completion			

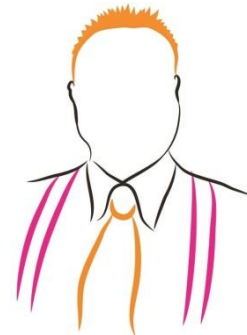


You run your business and leave the IT to us.

Raj Goel, CISSP  
Co-Founder, CEO  
[raj@brainlink.com](mailto:raj@brainlink.com)  
917-685-7731

	/view	<a href="#">BRAINLINK-SOP-Using /VIEW to perform traffic analysis</a>		
7	Service Desk Handling	<a href="#">SOP - Deployment - Assigning Setups to NOC</a>		
	Mac OSX	<a href="#">OfficeLinks Mac OSX Setup</a>		
	Dell Hardware Alerts	<a href="#">BRAINLINK-SOP-Responding to Dell Server Hardware Alerts</a>		
	<b>Hats for the New Person to Wear</b>			
	<ul style="list-style-type: none"> <li>Daily BACKUPS &amp; /VIEW review</li> <li>Monthly ND Reports</li> </ul>			
	<ul style="list-style-type: none"> <li>Win2008 Training Start</li> <li>Cyberoam Training</li> <li>Training the next person</li> </ul>			
	<b>Service Board Triage</b>			
	<ul style="list-style-type: none"> <li>Tag tickets with priority</li> <li>Tag tickets with a schedule</li> <li>Assign tickets to relevant technicians</li> <li>Follow-up "regularly"</li> </ul>			

Current NEW HIRE 90-day training runbook: 997 pages

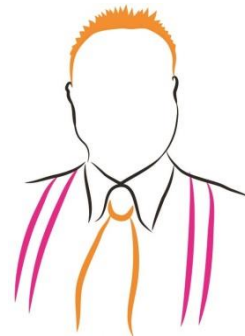


# Develop the RUNBOOK

## ■ Runbooks are CRITICAL to focused training

### Table of Contents

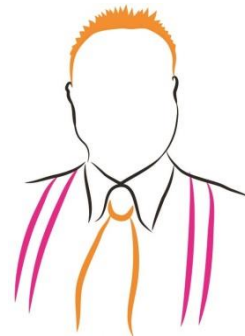
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# Develop the RUNBOOK

- Ours is 997 LEGAL pages long

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20	Moving a User between Databases	878
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22	WEEK7 - Windows	881
23	Removing Users from a Distribution list	938
24	Adding Users to a Distribution list	940

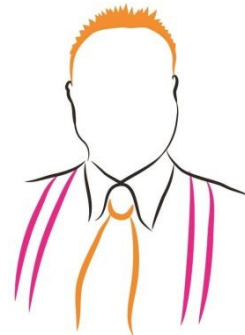


# Develop the RUNBOOK

- We build them for client hires as well

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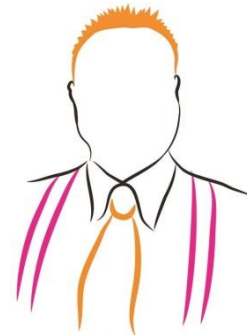


# Track The Training!!

## ■ Connectwise is your friend

#157 - [Redacted] & TRAINING for BLOPS		Status
Project Totals		In Progress
▼ Paperwork	Phase 1	Open
<input type="checkbox"/> Employment Offer	43130	Completed
<input type="checkbox"/> Signed NDA	43131	Completed
<input type="checkbox"/> Signed Employment Agreement	43132	Completed
<input type="checkbox"/> Signed CONFIDENTIALITY & INVENTION Agreement	43133	Completed
<input type="checkbox"/> Provided Drivers License & SSN card	43134	Completed
▼ Access & Accounts	Phase 2	Open
<input type="checkbox"/> Brainlink.net account setup	43135	Completed
<input type="checkbox"/> Connectwise account created	43136	Completed
<input type="checkbox"/> Confluence account created	43137	Completed
<input type="checkbox"/> Continuum Account created	43138	Completed
<input type="checkbox"/> Add cell phone to Brainlink's google voice	43139	Open
▼ SOPs Trained	Phase 3	Open
▼ Week1	Phase 3.1	Open
<input type="checkbox"/> Install & Accessed Connectwise	43140	Cancelled
<input type="checkbox"/> Install NOC agent & AV onto laptop	43141	Cancelled
<input type="checkbox"/> Email setup on laptop & phone	43142	Cancelled
<input type="checkbox"/> Software to Add to laptop	43143	Cancelled
<input type="checkbox"/> Review & Discuss the DAILY WORKLOG format	43144	Completed
<input type="checkbox"/> Accessing the CONTINUUM A , Network , MCSA, MCSE training portal	43145	Open
<input type="checkbox"/> ConnectWise Training Completion	43146	Completed
<input type="checkbox"/> Developing SOPs	43147	Completed

<input type="checkbox"/>	Creating an SOP and posting it to Connectwise	43149	Open
<input type="checkbox"/>	Creating an SOT from SOP	43150	Completed
<input type="checkbox"/>	Daily Support/Ticket handling	43151	Open
<input type="checkbox"/>	Perform DAILY BACKUP & IVIEW reviews	43152	Open
<input type="checkbox"/>	Opening a NOC ticket to resolve backup issues	43153	Open
<input type="checkbox"/>	Continuum Communicator Install	43154	Open
<input type="checkbox"/>	Webroot AV dashboard - needs NEW SOPs	43155	Open
<input type="checkbox"/>	Reflexion & GFI Spam filtering process	43156	Open
▼ Week2	Phase 3.2	Open	
<input type="checkbox"/>	Onboarding and offboarding new employees	43157	Open
<input type="checkbox"/>	WEEK2 - Install VMWare Server	43158	Completed
<input type="checkbox"/>	Install RNK Desktop	43159	Completed
<input type="checkbox"/>	Install HALCRAFT Desktop	43160	Completed
<input type="checkbox"/>	Install GALLIN Desktop	43161	Completed
<input type="checkbox"/>	Install Arbitr Desktop	43162	Completed
<input type="checkbox"/>	PRTG Alerts reading	43163	Completed
<input type="checkbox"/>	PRTG DNS & HTTP alert setup	43164	Completed
▼ Week3	Phase 3.3	Open	
<input type="checkbox"/>	Install AD + AD2 + Exchange 2010 via SOP	43165	Completed
<input type="checkbox"/>	Cyberoam Training Completion	43166	Open
▼ Week4	Phase 3.4	Open	
<input type="checkbox"/>	Windows SOPs	43168	Open
<input type="checkbox"/>	Outlook SOPs	43167	Open
<input type="checkbox"/>	Exchange	43169	Completed
<input type="checkbox"/>	Network Detective	43170	Open
<input type="checkbox"/>	NEWT	43171	Open

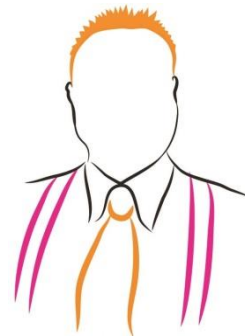


# Pay The Piper

Service Team Member Roles

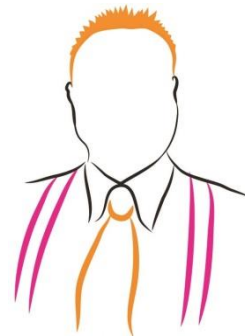
Level	Title	Level Certifications	Required Certifications	Base Annual Salary TBD
1	Desktop Technician	Connectwise Training, Continuum Certified IT Expert	0	\$5000
		CompTIA A+	2	\$6000
		MCSA Desktop 1 (680 or 687)	3	\$7000
2	Desktop Administrator	MCSA Desktop 2 (685 or 688),	4	\$8000
		CompTIA Network+ OR CCNA	5	\$9000
		Cyberoam CCNSP Certified	6	\$10000
		VMWare VTSP,	7	\$11000
		VMWare VSP	8	\$12000
3	Systems Engineer	CompTIA Security+,	9	\$13000
		MCSA Server (410)	10	\$14000
		MCSA Server (411),	11	\$15000
		MCSA Server (412)	12	\$16000
		Datto	13	\$17000
4	Senior Systems Engineer	MCSE Server (413)	14	\$18000
		MCSE Server (414),	15	\$19000
		VMWare VCP	16	\$20000
5	Virtualization Rockstar	All Above Certifications	ALL	\$25000

- We tie raises & bonuses to training



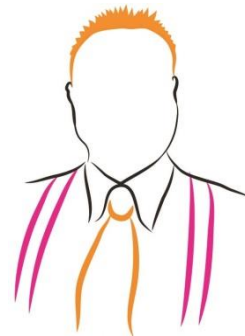
# How do you do this for yourself?

- Adopt the SOP mindset
- License our SOP library
- Develop the SOP CULTURE
- PROFIT!!!

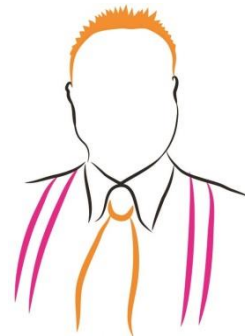


# Resources

1. <https://attendee.gotowebinar.com/recording/5011078477814407682>
2. <http://www.brainlink.com/2014/12/17/secret-to-brainlinks-success-process-and-sops/>
3. <http://www.brainlink.com/2015/04/24/the-joy-of-sops/>
4. <http://www.brainlink.com/about-us/media/how-to-build-excellent-standard-operating-procedures-that-will-drive-business-growth-mspradio-47/>
5. <http://www.brainlink.com/2015/05/30/the-joy-of-sops-2/>
6. <http://www.brainlink.com/2015/07/08/the-joy-of-sops-better-than-pizza-better-than-chocolate-better-than-sex-how-to-create-effective-sops/>
7. <http://www.brainlink.com/first-fridays-with-raj-2/>
8. <http://www.brainlink.com/2015/10/27/creating-obvious-sops/>
9. [http://www.brainlink.com/files/2014/02/SOP\\_Template.doc.docx](http://www.brainlink.com/files/2014/02/SOP_Template.doc.docx)



# Questions?





# Contact Information

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Author of

### **UNPLUGGED Luddites Guide To Cybersecurity**

<http://www.amazon.com/UNPLUGGED-Luddites-Guide-CyberSecurity-Grandparents/dp/0984424830/>

### **The Most Important Secrets To Getting Great Results From IT**

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