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Why IT Support Is Not The Same As IT Security

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Stay Safe During the Holidays by Avoiding these Common Scams

LeadingIT Community News

Why IT Support IS NOT THE SAME AS IT Security

Are IT security and IT support really two different things?

Ask yourself: **Is there a single person in charge of everything in your business, or does everyone pitch in to make ends meet? Is taking on the responsibilities typically held by several professionals at once a good idea or not?**

Probably not, yet many businesses label their small business IT support as "security," even though these two professionals have very distinct skill sets and roles within an organization.

IT Support Vs. IT Security

As we've established, there are a lot of misconceptions that IT support and IT security are the same things. A lot of companies think that if they have an IT person on staff, they don't need additional staff for security. But it's not that simple.

Security is a broad term, but it generally focuses on risk management. It's about protecting your company from potential threats, such as hackers, that could negatively impact your business. It also involves creating policies and procedures for employees to follow so that they don't put your business at risk by exposing sensitive information online or sending confidential information to the wrong person by mistake.

On the other hand, IT support professionals focus on troubleshooting problems with existing technology, setting up new workstations, and other day-to-day tasks. Businesses call on IT support services to provide assistance with any issues that arise with technology, such as fixing broken equipment. IT support professionals also help users learn how to use software and hardware effectively.

If you are relying on one person for IT support and IT security, then ask yourself these questions:

- Is this person up to speed on best practices and the latest technology in security?
- Is this person making efforts to protect your company proactively?
- Can this person drop everything and jump in immediately in the case of a security incident?
- Does this person have the breadth of a team to monitor and protect your business?

It's pretty unlikely that a single individual can effectively manage all of your company's IT needs, especially given the complexity of IT security and the many responsibilities of IT support services.

A Team Is Essential

Don't assume your IT support person is addressing your security needs. It would be difficult for even the most competent individual to keep up with the ever-expanding landscape of IT security. The best and most proactive way to safeguard your business from potential security breaches is to have a team of IT security professionals who focus solely on protecting your organization.

Pictured on the cover: Back row - Jeremiah, Peter, Matt, Mallory, Scott, Nathan, Stephen, Eric, Sal. Front row - Dave, Devin

Stay Safe During the Holidays by Avoiding these Common Scams

According to the FBI's 2021 crime report, Americans lost over $6.9 billion to scams last year, which included $337 million in online shopping and non-delivery scams.

Many times, a scammer is ultimately hoping you'll send payment in the form of money, gift cards, or even cryptocurrency. In other instances, a scammer might be trying to retrieve sensitive information from you. This is called phishing, and can do more damage than sending money directly. Here's our list of common holiday scams to avoid:

Fake Charities

Scammers also love your holiday spirit and generosity. Don't let them trick you into giving money to bogus causes.

Gift Card Scams

If someone sends you an email, DM, or text message asking you to complete a payment in the form of a gift card, run fast.

Fake Holiday Emails and Deals

- Are there any grammatical or punctuation errors? An email coming from a professional source will be heavily edited and refined.

- Does the email address look legitimate? You'll want to check for any misspellings or oddities in the address. If possible, compare the email address to any previous emails this person may have sent you in the past.

- Is it too good to be true? The holiday season can be a time of magic and miracles, but those typically won't show up in your inbox. If something seems to be too good to be true, then it probably is. Remember: if you're getting something for free then there should be no need for a credit card or bank account number

Scam Text Messages

Digital scams are extremely common during the holidays, so be sure to keep your eye out for several red flags:

- Receive a message with a short code (e.g., 4-5 digits vs. the common 6-digit verification codes.

- Get a message with vague information (e.g., no order number, company name, etc.)

- See a link in a message asking you to verify information.

Tips for a More Secure Email

These days, having an email is like having a car. You need one to get yourself from point A to point B. Anytime you need to set up an account online, make a purchase, or send an attachment, chances are you're using your email to do so.

We have identified a few ways to ensure it is as safe and secure as possible:

1. **Avoid unexpected attachments or links**
2. **Use spam filters**
3. **Beware of spoof emails or phishing**
4. **Encrypt data and use strong passwords**

LeadingIT
Community News

LeadingIT recently teamed up with Extra Life, a fundraising program that raises money for the Children's Miracle Network Hospitals. Our team raised funds to donate to the cause while playing marathon sessions of our favorite video games. We believe in giving back to the community and having fun while doing so!

Continue reading on our blog at goleadingit.com/blog

LeadíngIT

Serving the Chicagoland area with offices in Woodstock, Downtown Chicago, and now in Manteno, IL.

WE ARE CELEBRATING

Happy Birthday!

Christa Gibbons - December 14th
Jaclyn Murray - December 8th
Nicole Reece - December 3rd
Kevin Slimko - December 13th