



The Mill

Like Newsletters Should Be.

In this issue, be sure to read...

Security: Why there's a need for cyber security even if you're in the Cloud

Technology: How to automate workflow so your business will grow



Business

Remember Fire Drills?

*By Scott Birmingham,
Principal Consultant, C.E.T., C.I.M.*

I remember when I was in public school, we used to have at least two fire drills every year. I don't recall having them in high school – maybe they thought we'd all know what to do by then – but growing up, we had them regularly.

Even now, after so many years (I won't admit how many), I remember the procedure: When the alarm sounded, leave everything where you happen to be. If sitting, stand up and wait for whoever was the person in charge of that area (teacher, librarian, nurse, etc.) to provide instructions.

I distinctly recall listening to the order in which we were to leave the room. We had already been told which way to turn after leaving the classroom and which door to use as an exit. Once outside, we had designated areas to queue up and wait.

The entire point of the exercise was to be prepared so that in the chaos

of a real fire, nobody needed to panic because everyone knew exactly what to do – and it had already been practiced!

As the saying goes, "Practice Makes Perfect."



When it comes to cyber security for your business, are you applying the same forethought?

Do you have a cyber incident response plan (IRP)? You probably have one for health & safety emergencies, why not for cyber emergencies?

What about a list of all the data your business shares with vendors and clients? If a supplier is hacked, could that put you at risk? Bank account numbers? Fake invoices? Email impersonation? Or something as simple as not receiving product when you need it?

Now comes the important question: If you have a plan, do you practice it? Do you rehearse the steps and procedures

for remediation or reducing risk?

Do you know who's in charge when an "event" happens? In my school fire drills, I knew the teacher was in charge. Does your leadership team and staff know who's in charge if you get hacked? Simply assuming that "Our IT guys will handle it" may not be the right answer. Sure, they will be involved, but if the police need to be involved, or your insurance company, or even the media, are your "IT guys" the right ones to deal with all these different types of communication? Whose responsibility would it be to make major decisions, like whether or not to pay a 6-figure ransom?

I hope you never need to deal with any kind of cyber "event", but I urge every business leader to ensure your organization is ready so that damage and risk is limited as much as possible.

If you're not sure where to start, consult with someone who has the right kind of knowledge and experience – even if it's not Birmingham!

D'Orazio especially values 'Peace of Mind'

Peace of mind! Cyber security is complicated and always changing. Birmingham has proven their ability to stay current in terms of monitoring threats and implementing new tools with which to guard against those threats. Their 24/7 monitoring and monthly system performance & integrity checks are reassuring. Their service is great, response time is great, and they spend my money like it's their own – I trust their recommendations on system requirements and never feel like I'm being up-sold. It's a very transparent relationship. We are very happy that we chose Birmingham.

Jim D'Orazio

Community Highlight



Hope restored. Lives changed.

In September of this year, Eagles Nest celebrated 20 years of working in the Flamborough community, equipping people with tools to create a healthier future.

From a transitional home for women and children, operating as Drummond House from 2005 to 2019, to the HOPE Centre, opened in 2017, Eagles Nest continues to work with individuals and families looking to make changes happen in a supportive and positive environment.

They help people understand themselves, care for their mental health and learn new tools for healthy relationships, by offering counselling, coaching and support programs to adults, youth, and children.

Eagles Nest's services are fully subsidized or minimal cost to help make them accessible to everyone.

eaglesnestwaterdown.ca



Security Discussion

"We're in the Cloud so we don't need cyber."

By Scott Birmingham, Principal Consultant, C.E.T., C.I.M.

Warning: I've heard this statement enough times that it's become a bit of a trigger for me. So much so that a saying from my youth comes to mind, though it's a bit old fashioned: "You can't fix stupid."

I could go on and on about why this statement is wrong, but instead I'll pass along a story from a conference I recently attended:

One person asked a speaker why security mattered, since their information was "in the cloud". She responded with a simple question: "How does your staff access your stuff in the cloud?"

The person looked at her like she was "a few bricks short of a load" and replied incredulously "How do you think? With their computers and phones!"

The speaker paused as though contemplating her response. Then she asked: "So, what happens if the computer or phone used by your staff to access the cloud gets hacked?" That question stopped the other person in his tracks.

There are many examples of "in the cloud" businesses being compromised in some way. Sometimes, it's the fault of the cloud service provider; sometimes, it's the fault of the business customer; and sometimes, it's neither.

If you believe that you don't need to implement cyber security because you're 100% in the cloud, I encourage you to revisit that belief with an open mind and at least have a vendor audit policy that ensures your cloud service providers meet an acceptable level of cyber security.

Shameless Self Promotion

When a Tree Falls in the Driveway

We've gotten so many questions about our boardroom table: "Where did you get it? What's the story? Can I get one? It's gorgeous!" Unfortunately for everyone else in the market for a new table, this one is unique.

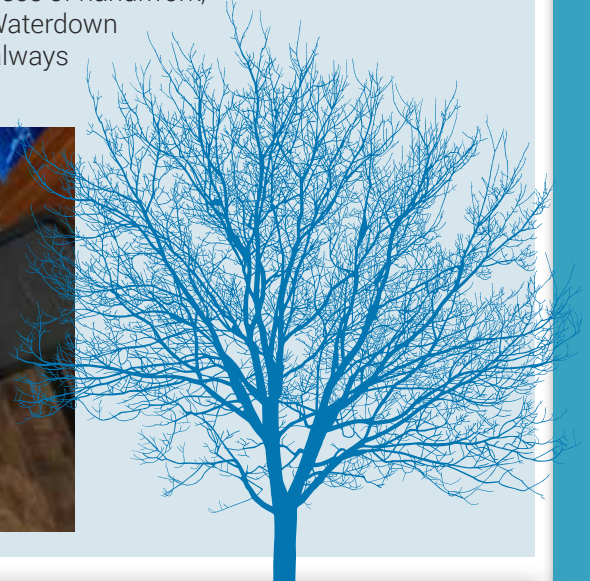
When we first moved into our Waterdown office, there was an old black walnut tree in the yard. It was one of the things we loved about the place! Unfortunately, it was dying, and we eventually had to cut it down.

"You're not getting rid of it all, are you?" the tree-removal people asked us. "There's some really, really good wood here!" We agreed, and while all the small branches were

taken away, we kept the solid trunk.

It took us 18 months to find someone who could transform our old tree into our new boardroom table. The wood had to be extensively dried in a kiln before it could be cut down and turned into boards, which were then glued together to create our new boardroom table.

So, that's the story! We couldn't be happier with it: Not only is it a beautiful piece of handiwork, it's also a bit of Waterdown history that will always be with us.



Technology

Automate Your Workflow

Of the current trends in workflow automation for growing businesses in Fall 2023, here's one worth considering.

Choose the best tool, and then integrate it

For years, business owners have looked for one-stop solutions: software or platforms that do everything you want them to. Companies that tried to sell their platforms as all-in-one solutions quickly found that they were really good at some parts of automating businesses, but were 'just okay' at others.

Now, the growing trend is to use multiple tools, each the 'best in class' for its task. Subscribing to more platforms might make you worry that you will become stuck with information in silos but, in fact, the opposite is true. This trend to pick best in class is supported by the improvement in integration tools like *Zapier*, *Make* and *PowerAutomate*. When planned properly, moving data between platforms is getting easier and better. I'm sure you agree: it's about time!

By Cameron Tulloch. Cameron is a business automation expert, and the principal consultant at Otium. Otium specializes in planning ideal customer journeys, then prescribing, configuring and integrating the tools that make those journeys run automatically.

Kahn's Korner



Just like all of us, Kahn never quite grew out of his love for big, mighty machines. Just one reason why we all love what we do!

True / False / True
ENTERTAINMENT ANSWERS:

Client Spotlight

HAND Association

Hamilton and District Heavy Construction Association



Founded in 1966, the Hamilton and District Heavy Construction Association (The HAND) formed as most associations do, to communicate to its members, contractors and consultants latest industry trends, to promote the heavy construction industry as well to protect the safety and rights of its members.

The HAND advocates and raises awareness for the sewer, watermain and road construction and maintenance industries not only in the communities it serves but with the next generation of workers through youth industry nights.

By hosting numerous annual networking events, tournaments and galas, members stay connected as well give back to various charities important to the association.

Partner Spotlight



Rewst

Rewst is a backend tool used by BCI to enhance our service delivery. At its core, it's a workflow automation tool specifically designed for security and IT service providers. It acts as "glue" to connect multiple service tools together and make decisions based on a diverse set of information. Until Rewst, the only way to perform this function was by dedicating a human resource.

Why rewst For Our Clients?

From a client perspective, you might think, "So what? How does that help me?" Though it's something a client never sees, every one of our clients benefits with Rewst because, through automation, the possibility of human error is virtually eliminated. As we expand its use, less chance of human error translates to a higher quality of service for our clients.



Interactive Infotainment

Read each cyber-security statement and circle either 'True' or 'False'.
Answers under Kahn's Korner. How many did you get right?

TRUTH
OR LIE?

TRUE FALSE Changing my complex password on a regular basis needs to be done, no matter how much of a PITA (Pain In The ASS) it is.

TRUE FALSE I don't have to worry about cyber security because my IT department takes care of it!

TRUE FALSE Most businesses don't have enough cyber insurance.