



“As a business owner, you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems finally and forever!”  
*Chuck & Michelle Sherman, Owners*

February 2012

**Inside This Issue...**

When An Employee Loses A Laptop, Phone Or Other Device, Who Should Pay? .....Page 1

Shiny New Gadget Of The Month: MoTool.....Page 2

How To Say No And Stop Dam Failure .....Page 2

Funny Love Quotes .....Page 3

Heather and Michelle Go to Nashville, TN.....Page 3

Mike Rodis turns 10!.....Page 3

CSU’s GridWatch Managed Services.....Page 4



# CSU Connection

*“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”*

## When An Employee Loses A Laptop, Phone Or Other Device, Who Should Pay?

Here’s a little quandary for you to consider: If you have employees using company-owned laptops, phone or other devices, who’s responsible for replacing them if they get lost, stolen or damaged? This is a sticky question and one that needs to be addressed BEFORE Joe walks into your office to sheepishly admit he’s left his laptop at Starbucks last night.

Under federal law, an employer has the right to deduct the costs of a lost or damaged device from their employee’s paycheck PROVIDED that deduction doesn’t drop the employee’s compensation below minimum wage. However, California considers the loss and damage of electronic devices to be a cost of doing business and will only allow you to charge back your employees if they were negligent. Virginia may have similar laws - so the first thing you should do is check with an attorney who specializes in employment law to know what you can and can’t do.

Next, decide what your policy is going to be on this topic and communicate that in writing to your employees. It should outline what care they should take with company-owned mobile devices as well as the consequences of losing or damaging them. Yes, the term “policy” makes us all cringe, but it’s important to make sure you and your employees have a written understanding of what your expectations are, as well as what their responsibility is.

### A BIGGER Loss To Consider

The cost of replacing a lost device is actually insignificant compared to the bigger cost and risk of the data it contains. Of course this opens up another can of worms all employers need to think about – security on mobile devices. And since some employees are using their OWN devices, you’ll need to think through what the rules are for company owned AND employee owned devices.

But one thing is for sure: if you and your employees are storing sensitive information like passwords, credit card information, client or patient data on mobile devices, extra care MUST be taken to ensure the security of that data if the device is stolen. As always, if you need help in determining what your policy should be and how to secure mobile devices, give us a call. This service is free to all GridWatch Platinum Managed Services clients.

## Shiny New Gadget Of The Month The Mo-Tool



Everyone knows the fastest way to a man's heart is through his stomach, but do you know the second fastest way? With tools!

So, here's the perfect Valentine's Day gift. It's not just any tool, this is like a Swiss Army knife on steroids.

The Mo-Tool (short for more tool) is power-packed with:

- Axe blade
- Hand-crafted red oak wood inlay handle
- Hammer head
- Screwdrivers
- Knives
- A can opener
- Wire cutter
- File
- Pliers
- A wrench

It's perfect for the garage or even as an emergency tool set to keep in your vehicle. Give one to your dad, your uncle, your best friend or your son. It's a handy tool anyone would appreciate having.

They can be found at Amazon for around \$40.

## How To Say No And Stop Dam Failure

Are you about to experience dam failure? Let me explain what I mean. As a CEO Coach, I have conversations with leaders of companies from a variety of industries, shapes and sizes. Yet one pattern that nearly all these business leaders share is that they say "yes" too often.

Think about your schedule like a reservoir with the dam. Every time you say yes to something, you're adding more and more water to that reservoir. Say yes too often and pretty soon you're going to have to open the spillway to let something else out. Keep this up for a while, and eventually you'll experience dam failure.

To protect your reservoir of time, I'm going to give two tips that you can use to help you say "no" more often than you say "yes."

The first deals with **saying no to others**. The more successful you become as a business owner or a CEO, the more people will be drawn to you. They'll want you to be involved in their projects. That's not to say that you should say no to all of them, but you need to be judicious in the "yeses."

A simple way to handle this is to ask for requests through email. Email allows you to review their request in a calm environment, away from social pressure, and view it in relation to your calendar. Then, if you decide to say no, you can take your time to craft a diplomatic response.

The second tip deals with **saying no to yourself**. Most entrepreneurs, business owners, and CEOs are great idea generators. They have many ideas about business improvements or maybe even new business ventures. However, when they say yes to too many of those ideas, pretty soon they have to open the spillway of their time reservoir, causing them to neglect other things—or, even worse, experience dam failure.

I recommend using a *perhaps list*. A perhaps list is a running list of all those great ideas that you have. Put ideas on that list, and then set up a schedule—perhaps once per month—to review that list and decide whether it's time to add something new to your already busy schedule. These two simple tips will help protect your precious time and focus. Follow them consistently, and you'll go a long way toward avoiding dam failure.

### Guest article provided by:



Dave Crenshaw is an author, speaker and CEO coach. He has appeared in TIME magazine, Forbes, SIRIUS XM Radio, and the BBC News. His first book, *The Myth of Multitasking: How 'Doing It All' Gets Nothing Done*, has been published in six languages and is a time management best seller. His latest book, *Invaluable: The Secret to Becoming Irreplaceable*, is also an organizational behavior and motivational bestseller. Dave has helped thousands of clients worldwide harness chaos, get focused, and build invaluable businesses. For videos and articles from Dave, visit [www.DaveCrenshaw.com](http://www.DaveCrenshaw.com)

## ***The Lighter Side...*** **Funny Love Quotes**



There is a place you can touch a woman that will drive her crazy. Her heart. ~Melanie Griffith

Love is grand; divorce is a hundred grand. ~Anonymous

I was nauseous and tingly all over. I was either in love or I had smallpox. ~Woody Allen

Forget love, I'd rather fall in chocolate. ~Anonymous

The great question... which I have not been able to answer...is, "What... does a woman want?" ~Freud

Marriage is the triumph of imagination over intelligence. Second marriage is the triumph of hope over experience. ~Samuel Johnson

An archeologist is the best husband any woman can have; the older she gets, the more interested he is in her. ~Agatha Christie

Gravitation cannot be held responsible for people falling in love. ~ Albert Einstein

You can't put a price tag on love, but you can on all its accessories. ~Melanie Clark

## **Heather and Michelle Go To Nashville!**

Last month, Heather and I took a trip to Nashville, TN to meet with hundreds of IT business owners. During the three day conference, we learned what is working well for small IT companies and what we could be doing differently to add more value to our client relationships. Communication is an area that we found we would really like to improve on. We need to get out and talk with all of you to discuss what is working well for you and what you would like to see improved. "Get out from behind your desk" was a common phrase that we heard over the three days. At a minimum, we need to set up meetings with all of our GridWatch clients to discuss the work that we have been doing "behind the scenes" to keep your businesses running smoothly and efficiently.

Our trip to Nashville was 95% IT seminars and 5% free time. During our free time we caught a shuttle downtown, had a great dinner and did some 'cheap' souvenir shopping. We were looking for Nashville T-shirts for our kids, Heather was successful, I wasn't. This was my third trip to Nashville, my kids already have the T-shirts, so I bought zipper pulls. (I got the ole' "is this all?" when I got home). It was a rather balmy evening, around 55 degrees. That night while we were sleeping there was a tornado warning! We were so tired from all of the meetings that Heather and I both slept right through all the wind! A snow covered vehicle met us at the extended parking lot at BWI when we returned.

### **MIKE RODIS turns 10!**

Mike Rodis started working with us in April of 1997. He started as a printer technician and spent quite a few hours traveling downtown on various service calls. After a year or so, we pulled him in to dispatch, then we also trained him in sales. He took a leave of absence from 2004-2008 to move down to Florida to see if he was capable of living through hurricanes... When he called me in 2008 and told me he was thinking of moving back to our area and would I consider having him come back to work at CSU, I didn't even hesitate. I even offered to set up a cot for him at the office!

This year, to celebrate his 10 year anniversary, CSU is sending Mike and his wife Jami to The Sandals Resort at Paradise Island, Bahamas in May. The trip will also just happen to fall on Mike and Jami's 20 year wedding anniversary! Have a great trip Mike, and

Happy Anniversary's!

## ***Seriously, why can't our computers just work when we need them too??***

### **GridWatch — CSU's Managed Services program**

We want to watch out for you... This is how we can do it. GridWatch is designed to dramatically reduce or eliminate computer problems in your business while maximizing your network's speed, performance, and stability, without the expense of a full-time IT staff.

Our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss

#### **This program is ideal for businesses that:**

- Need to have their computer network, e-mail, database, and Internet access up and running 24/7/365 without problems.
- Value the security of their data, and want to do everything possible to prevent loss, corruption, or theft.
- Want to maximize the speed, availability, and performance of their network.
- Hate dealing with--or thinking about--computer problems and other complexities of operating a computer network.
- Don't have the time or staff to deal with computer network maintenance.

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In August 2011, we signed up with Computer Services Unlimited (CSU) Grid Watch service because we were having on-going server issues, which caused our computers to run slower than normal or be down during our business hours. As a paperless practice using Avimark, our computer system plays an important role in the way we run the veterinary hospital and having it down creates a stressful environment for our team of Doctors and staff.

CSU was instrumental in defining deficiencies within our computer equipment and network. They provided us with recommendations and a proposal to watch our Server 24x7, something we had never done before. Now if our Server has problems, CSU knows about it immediately and is able to remedy the problems, most times remotely. In addition, our operating system is kept up to date, as well as our virus protection. All of this is done without it affecting our daily use of our systems. We have been very pleased we took the leap to have our systems monitored consistently and we are very pleased with the staff's technical abilities and customer service.

*Drew Luce, DVM Aldie Veterinary Hospital*

## **Who Else Wants To Win A \$25 Gift Card?**

### **Take my monthly "Trivia Challenge" and you could win too!**

The Grand Prize Winner of last month's Trivia Challenge Quiz is Jodi Shannon, GridWatch client, Treasure Trove! She was the first person to correctly answer my quiz question from last month:

**Which of these famous people has a birthday of January 1st?**

The choices were: a) Betsy Ross b) Paul Revere c) J. Edgar Hoover d) All of the above. The correct answer is d) All of the above. Congratulations, Jodi, you've won a Starbucks Gift Card!

**Now, here's this month's trivia question. The winner will receive a \$25 gift card to Harris Teeter.**

#### **Computer Scientist, Tim Berners-Lee is noted for creating?**

- a) The First Computer b) The World Wide Web
- c) Turbo Tax Software d) Web Conferencing

***Call me right now with your answer! 703-968-2600***