



NEWS SUMMARY

Microsoft Targets Mid-Market With CRM

Microsoft delivers a new customer relationship management (CRM) product that will deliver be delivered via its Great Plains unit.

Problems with IE could allow hackers to read files off your PC

Microsoft has released patches for two security holes in its Internet software that could allow hackers to read files off a user's computer or information in Web pages that they visit.

Salesforce.com Delivers New Apps, Readies Offline Version

Hosted application provider Salesforce.com launched new products aimed at delivering greater functionality for its sales force automation applications while keeping cost and deployment complexity to a minimum.

Life Tips

The feelings you have on another person reflects the feelings that the person has on you.

—Japanese Proverb

OpenAxis News is intended to provide useful information regarding Information Technology to our clients and friends.

The news covers new version releases, hotfix file update, and some IT tips.

Business Tips: Bringing Result

Whenever we have a project in our daily life, it is crucial how we think the object of the project. Any project needs cooperation among people, money, information (technology) and time. Each segment of the project must be coordinated with each other and finished as scheduled. We work for the project to bring the successful result.

Our belief that we will be successful is the key. The belief only comes from specific facts found in our hard work and open mind. A lot of trials and errors give us confidence and cooperation among people working together. Go to the worksite and work together with our colleagues and listen, listen, listen to others.

After the various trials and errors, we can always find the solutions and **bring the result**. Do not give up – hang on!

Our client, a building management company, hired ABC Company, a roofing specialist to replace old roofs. ABC Company then hired a few sub-contractors. But they did not have enough experience on new roofing materials, and they failed in material manufacture's inspection tests several times. The replacement work had not been finished even after 10 months. Ten-

ants at the buildings often complained about water leakages during the rainy season. Tom, a Property Manager of our client has been complaining that ABC Company has never finished as they promised.

We called the owner of ABC Company and he replaced the manager with Jeff, who promised to finish roof replacement work in 2 weeks and clean up roofs on 4th Thursday of each month for the next 5 years.

Jeff did not clean up the roofs as we expected, however. I worked together with Jeff and Tom, cleaning drainpipe entrances – leaves, dirt accumulated around pipe entrances and sweeping water pools with a broom. Tom mentioned "Oh no. This is not our job. ABC Company should have finished before our inspection." He is correct. However, I believe Jeff does not know how to clean up the roofs. I said, "Tom, you are 100% correct. However, I just want to bring out result. I want to show Jeff how to clean up and work together." Tom never understood what I meant. He never cleaned up the roofs even if I stated the above.

During the first 3 months, I noticed a lot of leaves on the roofs every time and

there were so many trees close to the buildings. Because of the trees, the sidewalks along the buildings have so many cracks, which are dangerous. I recommended our client to cut 40 trees after the meeting with Growing Company, a landscaper. We cut down 40 trees and bought a little broom and swept a lot of water pools on the roofs and pointed them out to Jeff for placing crickets.

Jeff was very happy and learned how to clean up as we expected.

He now cleans up the roofs from 7:00 a.m. to 9:00 a.m. before Tom and I arrive.

Still, we have to continue our monthly inspection and find out sections of leakages on the roofs. However, we have seen a lot of progress such as no leaves, less water pools, less leakages and better relationship with Jeff. It took me 6 months to see eye-catching progress or results since I started 4th Thursday meeting with Jeff.

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At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

We provide management and computer consulting services by identifying issues, implementing solutions, and managing all your IT needs.

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Computer Tips: Security Planning and Policies.

Are your computer systems protected? Do you have a protection plan to safeguard against computer viruses or hard drive damage? As a company heavily reliant on computer technology, it is absolutely imperative that your data be protected. The fact that your computer system currently runs without problems does not guarantee a problem-free future. In the event of a disaster, data cannot be easily repaired or replaced and a plan must be in place to minimize the effects of damage. It is not exaggeration to say that the data on the computer system is the core of your business.

In order to create a successful security plan, systems must first undergo a risk assessment. A risk assessment identifies the vulnerabilities of your system and plans for possible disasters. There are three questions that must be resolved when assessing the security of your system:

- 1) What is in the computer system and database (Which application do you use?; What kind of data (financial, customer, etc) do you have in your database?)?
- 2) What are the vulnerabilities of the computer system and database?
- 3) How much money is the organization willing to expend to upgrade or obtain new adequate protection against these threats?

The system environment determines what kind of risks the system is facing. The typical examples are:

- 1) Viruses, worms, Trojan horses
- 2) Denial of service attack tools
- 3) Disgruntled employees
- 4) Unauthorized deletion or modification
- 5) Unauthorized disclosure of information
- 6) Natural Disasters (Floods, Fires, Earthquakes)
- 7) Physical hard-disk damage.
- 8) Software bugs and compatibility

No plan of action can be put into place before a risk assessment has been performed. Consider how the risks mentioned above *could* threaten your system and what kind of plan you have. You should create the security plan before it is too late.



Office Tips: New IE patch: Apply Immediately!

Microsoft released a patch to correct six new security vulnerabilities in its Internet Explorer browser (Internet Explorer 6, Internet Explorer 5.5 with Service Pack 2, Internet Explorer 5.5 with Service Pack 1, and Internet Explorer 5.01 with Service Pack 2 (CAUTION!! for Windows 2000 only) , including one that could let a hacker run any program on a victim's computer. This is a cumulative patch file and will solve most of the known vulnerabilities. Microsoft flagged the six security vulnerabilities as "Critical", and it is strongly encouraged that the patch be applied immediately. You can download this patch from <http://www.microsoft.com/windows/ie/downloads/critical/q316059/default.asp>

Have a question for Microsoft Windows or Office Product?
Ask our specialist and they can answer on this newsletter.
Please feel free to email your question to techsupport@openaxis.com.