IT 101: getting to grips with IT and avoiding the silent 'SH'

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The purposes of the IT 101 presentation are to deliver a basic understanding of the various technologies used in the modern work place and to give attendees some simple ideas to consider and tools to use when updating existing IT infrastructure and when planning the next clinic, options to consider that will improve service delivery both to clients and staff and at the same time future-proofing the business.

Attendees will learn the benefits of having an up-to-date, properly installed and tested local area network (LAN) infrastructure, and how this will maximise data throughput, assist with the delivery of other services such as VoIP telephony, all while helping to minimise downtime. How a properly constructed network will reduce bottlenecks, both internally and externally, and how it will future-proof the business as software and other data service providers move to the Software as a Service (SaaS) model.

The presentation will give an insight into the various types of data connectivity available to a practice from ADSL and Fibre Broadband (FTTC) services through to the serious business products of Ethernet First Mile (EFM), Ethernet over Fibre to the Cabinet (EoFTTC) and leased lines. Why 'cheap' is not the best option for any business and that preparing for faster broadband data connections moving forward is a must and building in future-proofing is a necessity rather than nice to have.

- Learn how the benefits of properly installed and configured internet and network routers, network switches and cable management help to reduce local LAN issues and bottlenecks when transferring files and data and why centralised cabling is so important when problem solving network issues
- Understand the benefits of using business class email services, hosted or premises based, and how the image of a practice is enhanced by using domain names. How hosted email services can assist with email security and reduce the risks to the practice by keeping out the 'nasties' through spam filtering. How hosted data services and other off-site services can assist with business continuity as well as providing seamless service delivery across sites. Using two-factor authentication for online services to assist in hijacking prevention

- How general network security can be delivered and enhanced by ongoing staff training in terms of what to look for when opening an email or attachment or by clicking on that link. That through the use of acceptable internet and email usage policies can be enforced. Why open Wi-Fi is a no no, and that strict passwords policies are set up and enforced. Why regular software update policies are important
- How the increased use of mobile devices in the business, the bring your own device (BYOD) option, can impact on network and data security and ultimately business integrity and reputation when something goes wrong – how to allow the use of such devices for staff and clients while protecting the business network from external penetration
- How to start considering a business continuity plan for that 'SH' it just happened situation. Where to start, what to consider and how to work with providers to ensure that if it is ever required you can pull it all together as quickly as possible

KEY LEARNING OBJECTIVES

- The basics of good network infrastructure and the benefits of having properly installed, up-to-date and terminated cabling and network points
- The benefits of having 'proper' hardware to handle network traffic both internally and externally together with the various types of broadband and data connections that are vital to connect your business to clients and other services and how to minimise downtime
- Learn the basics of internal and external data security, email and how to avoid letting the 'nasties' in

MULTIPLE CHOICE QUESTIONS

1. What does EFM stand for?
(A) Ethernet Final Mile
(B) Ethernet Fibre Management
(C) Ethernet First Mile
(D) Ethernet Fibre Max
2. When considering business connectivity, which service is the crème de la crème?
(A) Ethernet First Mile (EFM)
(B) Fibre to the Cabinet (FTTC)
(C) Ethernet over Fibre To The Cabinet (EoFTTC)
(D) Leased Line/Ethernet
3. What does BYOD mean?
(A) Someone's surname
(B) Back up your data
(C) Bring your own date
(D) Bring your own device

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