BLUELOOP

Winter 2018
Newsletter

Microsoft Quarterly Review

It has been a particularly busy quarter for **Microsoft** with major version releases of many of their major product lines, but it hasn't all been plain sailing.

The rollout of their **Windows 10** October 2018 Update (version 1809) was paused as some users had reported that files had gone missing after updating. This has had a knock-on effect on other product releases such as **Windows Server 2019** as there is shared code involved. After investigation and amendment by **Microsoft** the rollout is now under way again.

During the same period **Microsoft** has released **Office 2019, SharePoint Server 2019** and **Exchange Server 2019** is now in general availability.

Although **Microsoft's** long-term productivity goal is **Office 365** in the Cloud, they have recognised that for many customers the need to keep some or all their applications on-premise. **Office 2019** will ensure this is possible. New features include enhancements to the inking feature, improved data analysis capabilities in **Excel**, expanded **PowerPoint** animation features and better security. One downside is that **Office 2019** will not be supported on **Windows** versions older than **Windows 10**, which rules out the still popular **Windows 7.**

The **SharePoint Server 2019** release has been designed to dovetail with **Office 2019** and includes **Next-Gen Sync Client** support, **Flow/PowerApps** integration and other innovations filtered down from **SharePoint Online**.

Staff Changes

A familiar face amongst the **Blueloop** customers, **Chris Rowswell** has sadly left after 10 years of professional service. We wish him all the best for the future!

As a direct replacement for Chris, **Conor MacIntyre** has joined the technical team.

Conor's IT areas of expertise are Windows Server Admin, Virtualisation and PC Maintenance. Outside of work he is a big live music fan and a keen gamer. He has recently got engaged and plans to get married in 2019.

Cyber Security – 2019 Outlook

2018 was the year that people became more aware of **Cyber** and **Data Security** for both good and bad reasons.

Firstly, the good…Since the 25th May 2018 the **General Data Protection Regulation (GDPR)** has been in force across the EU. The goal of this new legislation is to help align existing data protection protocols whilst

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increasing the levels of protection for individuals.

This has been good for businesses too, making them more aware of the consumer data that they hold and ensuring its safe keeping.

Then the bad…. If 2017 was the year of **Ransomware**, then 2018 has been the year of the 'breach' with many attackers infiltrating networks and stealing or randomly publishing personal data.

In September social media giants **Facebook** disclosed that they had suffered a security breach and up to 90 million user accounts were exposed. This is after they were fined £500,000 for 'serious breaches of data security law' earlier in the year with the **Cambridge Analytica** scandal.

British Airways suffered a sophisticated attack in August and it affected 380,000 transactions where both personal and financial information was stolen, and the **Information Commissioners Office** are currently investigating.

What will 2019 bring?

If you need any **Cyber Security** or **Data Protection** advice, please contact **Darryn or Julie** on **01460 271055**

Long-term customer testimonial

GWR have had a relationship with **Blueloop** for several years. Originally engaged to provide additional 3rd line support for Novell systems OES and ZENworks.

However, **as Steve Ord, IT Support Manager** commented:

"Our relationship now goes much further as **Blueloop** provide additional support in the form of on-site support personnel to assist the **GWR** IT team with both system support (Microsoft Office 365, Microsoft AD, Windows 7 & 10) as well as mobile device support and deployment. They also help support our small Citrix implementation and often provide additional ad-hoc services and support as required by **GWR**.
We have always found **Blueloop** to be a very good partner to work with, they are flexible and reliable in the services they provide to us. We have many, many

suppliers of IT into **GWR** but many are just that, suppliers who deliver the minimum required at the highest cost possible with no understanding or care about our business. I can honestly say that **Blueloop** are one of only two suppliers we have that are true partners and work with us to ensure we, as an IT dept., deliver what is required by the business."

Vulnerability Assessment?

Are you looking for a quick and easy way to locate system vulnerabilities? These days it is difficult to keep pace with the changing cyber-attack landscape. A simple **Vulnerability Assessment** is needed in 'real time' to identify software flaws, misconfigurations, malware, and missing patches across your applications, devices and operating systems.

Blueloop has strengthened our arsenal of tools with **Nessus** the number one vulnerability tool on the market. With automatic updates for the latest threats and vulnerabilities and a host of plugins and templates for targeted scanning, **Nessus** is really helping us to keep our customers informed, protected and dramatically reducing the risk to their organisations. **Nessus** can be used to scan internal networks as well as internet facing systems including web sites and has in-built knowledge of standards such as **PCI**.

So why not use a **Blueloop** Consultant audit to find your vulnerabilities in a fast and efficient process and receive a detailed report identifying items by host or client in a wide range of formats i.e. HTML, CSV etc. The investigation can provide up to 450 compliance/configuration templates against **Computer Information Science** (CIS) benchmarks and other best practices.

For more details contact **Julie and Darryn on 01460 271055**

Christmas & New Year

As this will be the last newsletter of 2018, Jon, Tony, Robin and all the staff at **Blueloop** would like to wish all our customers and suppliers and their families a very Merry Christmas and a Happy and peaceful New Year**.**