# Our 2020 Technology Plan

September 2019

**Why bother with a plan?**

- We could address our technology questions, concerns and opportunities piecemeal

- But having a plan can lead to better results with less effort – and ensure that we focus on our most important needs & opportunities

- We have three months left in 2019 – let's use them to create a 2020 Technology Plan!

**Potential benefits of a technology plan**

- Minimize technology frustrations

- Protect against identity theft and/or scams

- Use technology to improve our lives

- Get the best "bang for our buck"

- Prepare for incapacitation / death

- Other?

**Minimize technology frustrations**

- What technology frustrations do we have?

- Do others look to us to help deal with their frustrations?

- What is causing them?

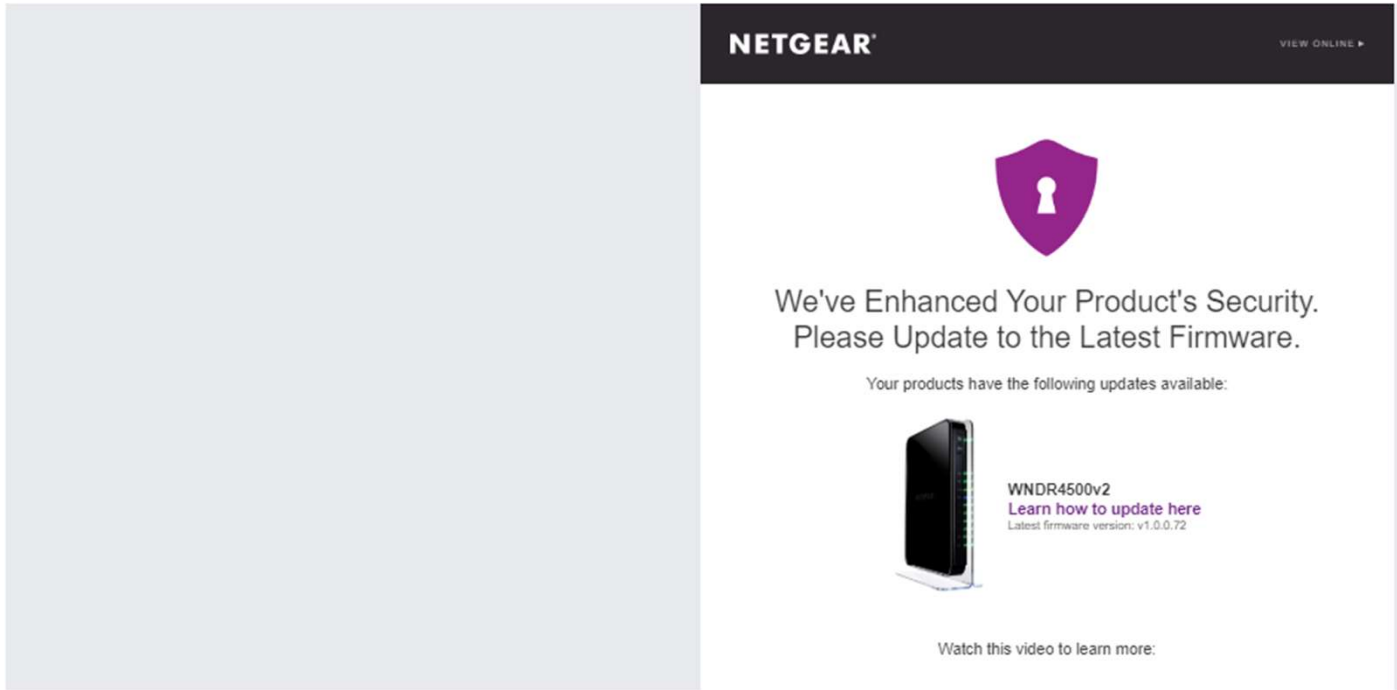- What must happen to make them go away?

# Address technology frustrations

- Learn to communicate with tech on its terms

- Keep your hardware and software up-to-date

- Learn / use tech "house-keeping" tips & tricks

- Turn to Internet search / trusted websites for help

- Call upon LCACE, friends, etc. for help & advice

- Other?

# A router firmware update reminder

NETGEAR Security <security@e.netgear.com>
To: vlli048@yahoo.com

**NETGEAR**                                         VIEW ONLINE ▸

We've Enhanced Your Product's Security.
Please Update to the Latest Firmware.

Your products have the following updates available:

WNDR4500v2
Learn how to update here
Latest firmware version: v1.0.0.72

Watch this video to learn more:

**Identity theft and/or scams**

- Hardware / software attacks

- Scams

- Extortion

**Hardware / software attacks**

- Computers, tablets, smartphones

- Routers / networks

- IoT devices (security cameras, smart home)

- Internet vs. Wi-Fi vs. Bluetooth vs. other?

- Other?

ars TECHNICA

TECH —

# "Meltdown" and "Spectre:" Every modern processor has unfixable security flaws

Immediate concern is for Intel chips, but everyone is at risk.

PETER BRIGHT - 1/3/2018, 6:30 PM

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Windows, Linux, and macOS have all received security patches that significantly alter how the operating systems handle virtual memory in order to protect against a hitherto undisclosed flaw. This is more than a little notable; it has been clear that Microsoft and the Linux kernel developers have been informed of some non-public security issue and have been rushing to fix it. But nobody knew quite what the problem was, leading to lots of speculation and experimentation based on pre-releases of the patches.

Now we know what the flaw is. And it's not great news, because there are in fact two related families of flaws with similar impact, and only one of them has any easy fix.

SPECTRE

**Protect against hardware /software attacks**

- Make sure that our hardware and software is up-to-date

- Install and use robust anti-malware software

- Change settings (hardware, OS, browsers, etc.)

- Utilize secure Wi-Fi networks / VPNs

- Other?

# Scams

- Phishing emails

- Malicious pop-ups

- Malicious websites

- Phone scams

- Other?

**Protect against scams**

- Read and save news about scams

- Build a list of actions to take or avoid

- Do not engage with potential scammers

- Seek info / advice from others before you act

- Identify "helpers" you can turn to if scammed

- Other?

**Extortion**

- Ransomware

- Threatening / scary emails or phone calls

- Other?

# Protect against extortion

- Read and save news about extortion attacks

- Ensure your anti-malware blocks ransomware

- Back up all personal files – with an "air gap"!

- Have a plan to reinstall all application software

- Identify "helpers" you can turn to if extorted

- Other?

**Identity Theft**

Identity theft can take many forms and deserves a thorough discussion beyond the scope of this presentation.

Suffice to say, this is an important subject for us all and should be part of an overall "protect ourselves from the bad guys" plan!

**Use technology to improve our lives**

How are we using existing technology?

Are there opportunities to increase our use?

What technology changes are in the works?

How can we take advantage of those changes?

**How are we using existing technology?**

- What basic technology needs do we have?

- Can we drop any needs, or combine with others?

- Make better use of current technology?

- How? Why? In what priority? On what timetable?

- Affirm / reaffirm which tech providers to use

- Other?

New technology is not always dramatic!

**Affirm / reaffirm which tech providers to use**

- Apple / Microsoft / Google / Linux – or a mix?

- Misc. hardware – printer, router, smart home, etc.

- Functionality vs. ease vs. cost?

- Software: Which?  Why?  Support? Cost?  Etc.

- Other?

**Stay attuned to new / changing technology**

- Windows 7 no longer supported after 1/15/2020

- Wi-Fi 6 rolling out in 2020

- 5G wireless is currently in test; rolls out in 2020 and beyond

- EdgeChromium browser roll-out in 2020

- T-Mobile / Sprint merger

- Multiple USB options

- Other?
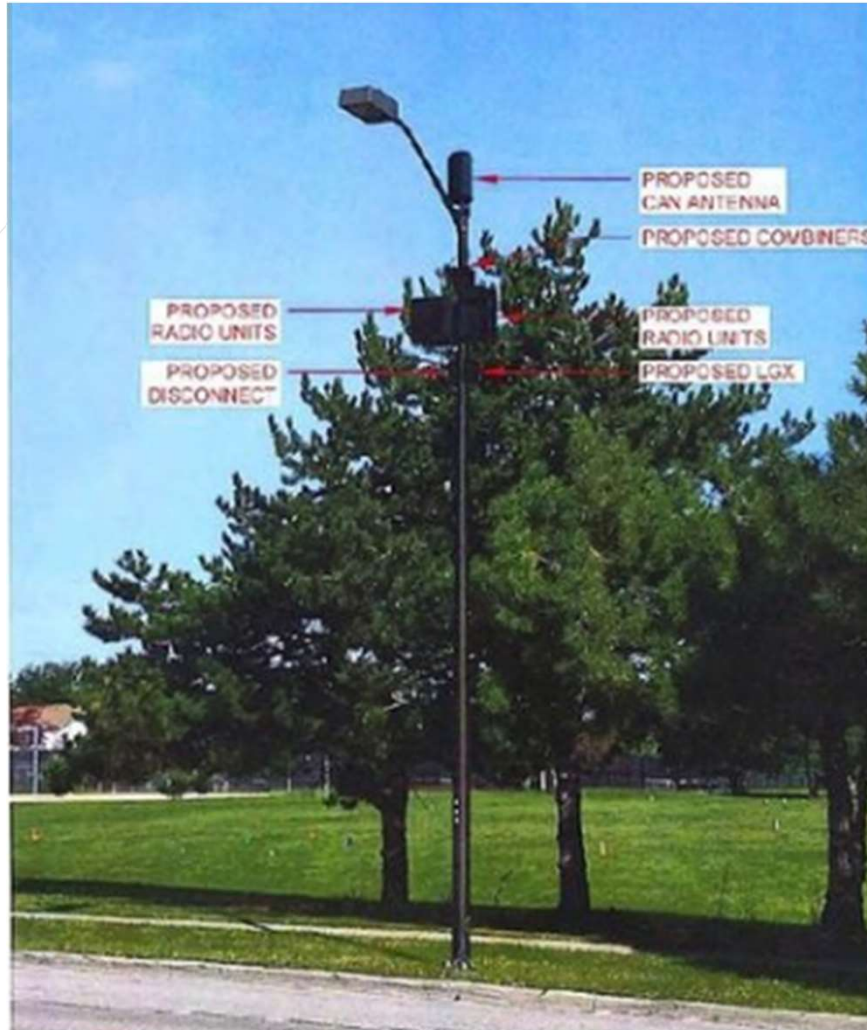
Graphic rendering of a 5G antenna on a streetlight

- [NETGEAR Nighthawk AX8 8-Stream WiFi 6 Router (RAX80) - AX6000 Wireless Speed (up to 6Gbps) Coverage for Large Homes | 5 x 1G and 1x 2G Ethernet ports | 2 x 3.0 USB](#)

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**Ways to stay attuned to new technology**

- Look for technology news in mainstream media

- Check out tech websites / newsletters

- LCACE meetings & newsletters; APCUG videos

- Consult knowledgeable friends & family; Internet search

- Technology presentations at libraries / elsewhere

- Other?

# Ways to get the best "bang for our buck"

- Align hardware & software to current and anticipated needs

- Reconsider your choice of current or planned providers

- Consider Costco, Sam's Club and Amazon. (Best Buy and others offer price matching.) Or, consider used / refurbished gear.

- Follow best practices for technology disposal

- Other?

**Follow best practices for technology disposal**

- Become knowledgeable about environmental and security concerns associated with disposal

- Consider donating items in good condition (LCACE?)

- Recycle everything else at local electronic recycling events / facilities or at Best Buy or other retailers.

- Be sure to "wipe" or otherwise remove personal data from donated or recycled items

- Other?

**Prepare for incapacitation / death**

- Several years ago we talked about "Digital Afterlife"

- Just as we accumulate physical / financial "stuff" during our life, we also accumulate digital "stuff"

- What is to be done with our digital life if we become incapacitated or die?

- Here's a video reminder: https://youtu.be/QaZMfoUQdTc?list=UUxDTDRVp6jZy_MTSoq7mJsg

"It's very user-friendly, once it gets to know you."

**Anything Else?**

# "Failure to plan is planning to fail"

**Make 2020 a great year for your technology!**