

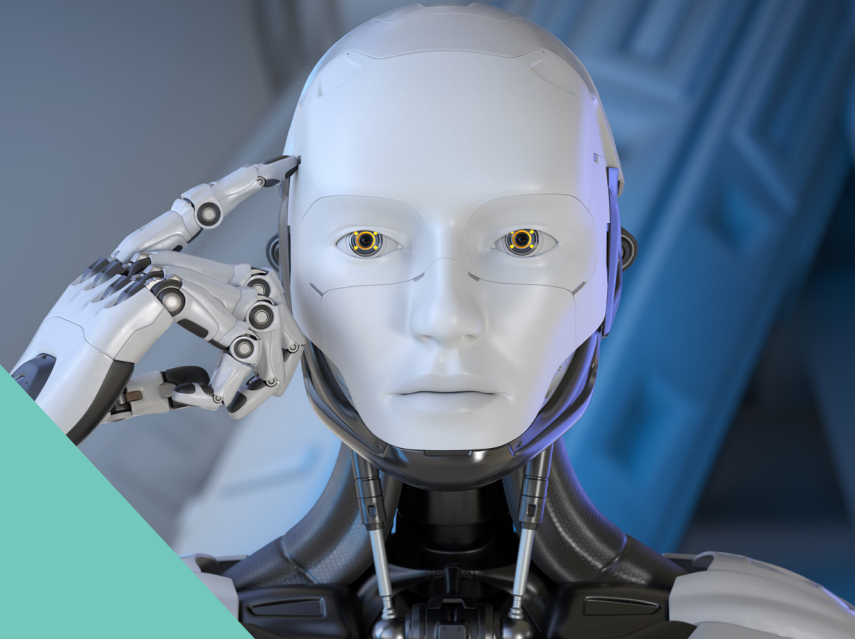
Technology Insider



May 2023

YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

What's all the fuss about ChatGPT?



ChatGPT is a chatbot that uses artificial intelligence, allowing you to talk to it in a very human way. It's been making the news around the world for some of the remarkable possibilities it seems to be creating.

But what exactly is it, and why is it making such waves?

ChatGPT is trained on real human language. It can answer questions and even compose documents, like emails, essays and computer code.

The exciting thing is the way it allows you to have a natural-feeling conversation with it to generate different responses – perhaps adding more detail, or asking it to use less technical language.

It was created by research company OpenAI, which is funded and managed by some of the most influential names in tech. And while it's still in its research and feedback-collection phase, it's currently free to use (with limitations).

It's different to a search engine because it's designed with conversation in mind. While it can answer questions, it doesn't search the internet for information. Everything is learned from training data (it has no knowledge past 2021).

So, while many people have started using ChatGPT to write essays and articles, the facts may not be accurate. In fact,

tech media website CNET recently had to issue multiple major corrections after it created 78 articles using the chatbot.

Because it's trained on huge amounts of text published online by humans, it's had trouble telling fact from fiction, and has also been found to reproduce some unwanted biases – for instance against women and people of colour.

It's not changing the world just yet. But it's already clear that there is huge potential for both individuals and businesses alike.

The trick is going to be understanding the purpose of using AI to create something and then to knowing whether to apply a human touch or leave it alone. Leave it to the robot or involve a human?

Have you tried ChatGPT yet? What are your feelings about using AI in your business? We'd love to hear your thoughts.

PS a human wrote this article 😊



A four-day week doesn't mean four-day security.

Are you one of the many companies around the world that's looking at a four-day working week? Perhaps you've already made the leap.

For lots of businesses, it's never going to work. But those that have tried it have generally found it to be hugely positive. It improves your employees' experience, making them more loyal, engaged, and productive.

It can help to attract and retain better talent, while improving your brand reputation. And let's not ignore the cost savings of shutting down the office for an extra day.

But it has to be done right. Forcing people to cram the same amount of work into fewer hours could be a recipe for burnout and exhaustion.

That can lead to corners being cut, which in turn could lead to a cyber security disaster.

Even if processes aren't being intentionally skipped, human error due to a lapse in concentration becomes inevitable.

And according to the World Economic Forum's 2022 Global Risk Report, nearly all cyber security issues can be traced back to human error.

What does that mean for your business?

If you're considering a four-day week, work closely with your people to make sure they aren't experiencing additional

pressure. And never assume that fewer office hours means you can relax your cyber security.

You should reassess your measures to make sure they stand up to the change in working patterns, but also revisit your policies so that all routine tasks are still accounted for in the new working week.

Comprehensive security policies become even more important when you change a working routine, so you may also want to beef up your approach.

Consider introducing 'zero trust' strategies if you haven't already. These give people access to only the files, software, and systems they need to do their job – and nothing more.

Finally, refresh employees' cyber security awareness with regular training. If security practices are not followed, it's often because they are not fully understood.

There's a lot to think about, but professional advice is always on hand.

If it's something you're considering, just get in touch.

NEW TO Microsoft 365

Teams

Targeted in-meeting notifications... and a major rebuild

Teams keeps the new features coming. Next up, it's the ability to send messages to specific people while on a call. They can respond and react privately, too.

You can also expect a bunch of new features as they're rebuilding the app from the ground up for extra speed and reduced battery drain.

Will this be helpful for your business, or just another distraction?

Outlook

Working hours and location

New options are coming to Outlook that allow you to set more flexible working hours each day and specify where you're working from.

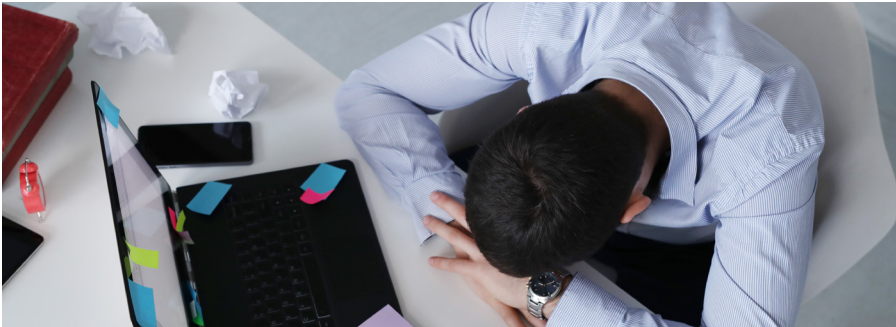
Everyone can see this so there's no confusion over when you're working (and when you're not.)

This is how you can get in touch with us:

CALL: 01392 796779 | **EMAIL** ask@bluegrass-group.com

WEBSITE: www.bluegrass-group.com

What is App fatigue and why is it a security issue?



The number of apps and web tools that employees use on a regular basis continues to increase. 71% of employees feel they use so many apps that it makes work more complex.

We get a “ping” when someone mentions our name on a Teams channel. We get a notification popup that an update is available.

App fatigue is a very real thing and it’s becoming a cybersecurity problem. The more people get overwhelmed by notifications, the more likely they are to ignore them. This leads to many issues that impact productivity and cybersecurity.

How Does App Fatigue Put Companies at Risk?

Employees Begin Ignoring Updates

When digital alerts interrupt your work, you can feel like you’re always behind. This leads to ignoring small tasks seen as not time-sensitive. Tasks like clicking to install an app update. Employees overwhelmed with too many app alerts, tend to ignore them.

When updates come up, they may quickly click them away. They feel they can’t spare the time right now and aren’t sure how long it will take. Ignoring app updates on a device is dangerous.

When they’re not installed, the device and its network are at a higher risk. It becomes easier to suffer a successful cyberattack.

Employees Reuse Passwords (and They’re Often Weak)

Another security casualty of app fatigue is password security.

The more SaaS accounts someone must create, the more likely they are to reuse passwords. It’s estimated that passwords are typically reused 64% of the time. Credential breach is a key driver of cloud data breaches. Hackers can easily crack weak passwords. The same password used several times leaves many accounts at risk.

Employees May Turn Off Alerts

Some alerts are okay to turn off. For example, do you really need to know every time someone responds to a group thread? But, turning off important security alerts is not good.

There comes a breaking point when one more push notification can push someone over the edge.

What’s the Answer to App Fatigue?

It’s not realistic to just go backward in time before all these apps were around. But you can put a strategy in place that puts people in charge of their tech, and not the other way around.

- Streamline Your Business Applications
- Have Your IT Team Set up Notifications
- Automate Application Updates
- Open a Two-Way Communication About Alerts

Tech Fact!

The first-ever VCR (Video Cassette Recorder) was the size of a piano! In 1956, the Ampex Corporation introduced the VRX-1000



DID YOU KNOW?

...about Microsoft Edge flags?

Microsoft Edge flags are an experimental feature that can enhance your browsing experience. They make scrolling smoother, enable multiple items to download at once, and even allow you to choose a colour profile for your browser.

Enable them by typing **edge://flags** in your address bar and selecting the flags you’d like to trial.



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Monthly update from Dave



Does it seem like AI is about to take over the world?

Since ChatGPT came on the scene, closely followed by Google's Bard, it feels like AI has taken a giant leap forward. CEOs are using it to write emails and job candidates are having it draft their resumes. That's just the tip of the iceberg.

If you're both excited about its potential and terrified of what it can do, you're not alone.

Like any disruptive technology (e.g., the cloud, the internet), AI is just beginning to make a splash and companies are still trying to understand how to best use it.

When used responsibly, AI-powered chatbots like ChatGPT and Bard have a lot to offer workers in the way of productivity. But they do have their drawbacks and need to be reined in for specific purposes.

If you'd like chat about AI and its uses, we can help.

Get in touch, we can help.

Regards

Joint Managing Director

P.S. We've moved office. One of the (few) benefits of the pandemic has been the change in working practices with being able to comfortably mix office and home working. We're now in a lovely office just 10 seconds walk from Courtenay House!

[Our new address is 8 Kew Court, Pynes Hill, Exeter, EX2 5AZ.](#)

Why not pop in for a coffee sometime?

Not delighted with your IT Support?

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Question: I've deleted an important file – can I get it back?

Answer: If you've checked your recycle bin and it's not there, don't panic. As long as you have a working backup, your file should be recoverable. Just don't do anything else... call an expert (we can help).

Question: What's the best way to make sure my people are following security best practice?

Answer: If you have good security in place and you're regularly training your people – but find you're still seeing human-error security issues – consider creating a strict policy that sets out the rules they need to follow... and the consequences of not doing so.

Question: I have an in-house IT tech, but need extra help. Should I outsource it all?

Answer: It doesn't have to be an either/or solution. An external IT specialist can work seamlessly with an in-house team with great results.