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Are You Using Augmented Reality?

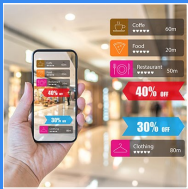
Endpoint Security is Remarkably Important for Your Business

Save Time for your Team and Clients with Video Documentation

Cybersecurity Training Doesn't Have to Be Annoying

Paying Attention to Your Business' Communications Can Have Major Benefits

### Are You Using Augmented Reality?



By now, you've likely encountered the concept of augmented reality, especially if you're a sports enthusiast watching games on TV. Those seemingly routine lines on the field during a crucial 4th and 1 situation? That's augmented reality (AR) at work, enhancing the visual experience with informative overlays...



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<https://bit.ly/3Q2YGM0>

## About Indevtech Incorporated

We are the IT department for many small businesses in Hawaii, across different verticals such as healthcare, legal, financial, and manufacturing concerns.

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[newsletter.indevtech.com](https://newsletter.indevtech.com)

## Technical Analyst Intern



Angelina Lee is a multifaceted individual bridging the realms of culinary arts and computer engineering. Hailing from the scenic locale of Waimanalo, Oahu, Angelina's journey into the world of academia commenced at LeJardin Academy, where she graduated in the class of 2013.

Driven by an insatiable curiosity for innovation, Angelina transitioned from the culinary sphere, where she honed her skills as a chef, to pursue a new passion in computer engineering. Currently enrolled as a dedicated student at the University of Hawaii at Manoa, where she is actively engaged in unraveling the intricacies of digital technology and its applications.

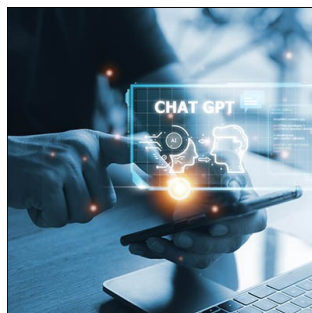
With a keen eye on the future, Angelina seeks to leverage her internship opportunity to gain invaluable experience and exposure in the dynamic landscape of computer science. Eager to immerse herself in cutting-edge advancements, she aspires to contribute meaningfully to the ever-evolving tech industry. Alongside enhancing her technical prowess, Angelina is committed to cultivating professional relationships and fostering a collaborative environment where innovation thrives.

As she embarks on this transformative journey, Angelina remains steadfast in her pursuit of excellence, embodying the ethos of continuous learning and growth. With a blend of culinary creativity and technical acumen, she is poised to make a lasting impact in the realm of computer engineering, driven by a vision of shaping a future defined by innovation and ingenuity.



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## ChatGPT For Law Offices



Let's chat about how to start leveraging **Generative AI** in your law practice today.

On January 18, 2024, Scott Cooley presented a primer in how to use ChatGPT effectively and ethically in a law firm environment.

### What is Gen-AI and ChatGPT

Any Generative AI, including ChatGPT, essentially works to answer "prompts" by predicting the natural flow of language based on its massive database of natural language conversations. Specifically, it is built to analyze sentiment and context when responding to your queries.

This means the AI system has no real "knowledge" and cannot fact-check its own work, except to analyze how likely its results would appear in natural

*(Continued on page 2)*

## Endpoint Security is Remarkably Important for Your Business



We all know that it's important to protect your business' infrastructure from threats of all kinds. Sometimes when we're reading about discourse surrounding network security, you'll see the word "endpoint." Do you know how important it is to protect all endpoints? That's what we want to explore with today's article.

We'll start by explaining what an endpoint is, the move into the importance of endpoint security and how you can ensure that you're achieving your endpoint security goals.

### What Defines an Endpoint?

An easy way to define an endpoint is "any device connected to your

## ChatGPT For Law Offices

*(Continued from page 1)*

language. Ultimately, you, the human, are responsible for making sure any output produced by Gen-AI is accurate, especially when using such technologies in client-facing interactions.

### Firm Administration Use Cases

**Save time by outsourcing tedious tasks to ChatGPT.**

We went through a live demo asking ChatGPT to plan an offsite partner retreat, including an agenda, logistical considerations, checklists, and facilitation guides for various team-building exercises. You can even use it for basic idea generation, and ChatGPT can be a great starting point when you don't quite know where to start. Since the ChatGPT conversation is contextual, every prompt you

provide builds on the input and output of your earlier conversation and the output becomes more rich the deeper into the conversation you get.

### Why is Endpoint Security Important?

Consider today's interconnected business world and how everyone is constantly plugged into important networks. Now consider how much data flows to and from each of these devices, all of which are likely connected to the Internet, mind you. For the sake of network security, you need to ensure that all endpoints are protected by a robust cybersecurity solution that can disrupt any attempts to steal data or break into your infrastructure. This is especially important in a world where Bring

network that can serve as a potential entry point for accessing data and resources." Among these devices are desktop computers, laptops, smartphones, tablets, servers, and even Internet of Things devices. Endpoints are often exploited by hackers because all it takes is one neglected device to allow for network access.

### Attorney Use Cases

**Automate the drudgery to free you up for tasks that actually require thinking.**

Attorneys may be reluctant to start using ChatGPT in their practice, but as long as certain precautions are taken to safeguard client data and preserve attorney/client privilege, ChatGPT can save time in document generation, review, and wordsmithing cover emails and replies. In its responses, ChatGPT can play any role you assign it. Many lawyer blogs have written about the power of feeding sanitized facts into

Your Own Device (BYOD) policies allow employees to use personal devices to access work resources. Add in compliance regulations that must be followed, and you have several excellent reasons to prioritize endpoint security.

### What Goes Into Adequate Endpoint Security?

Endpoint security is more than implementing one singular security solution; it's a multi-layered approach combining antivirus and antimalware tools with monitoring, intrusion detection, encryption, and other real-time methods to respond to threats. You can make endpoint security much easier by keeping systems updated and patched, your employees trained, and your access controls locked down.



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ChatGPT, then asking ChatGPT to play the role of opposing counsel, a mediator, or a jury in analyzing the fact pattern and posing counter-arguments you may not have considered.

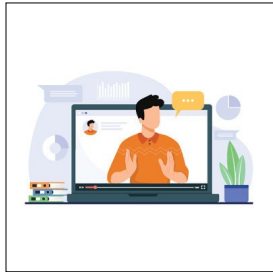
In addition to being a great "Devil's Advocate," ChatGPT can also help in devising interrogatories, deposition questions, points of clarification, and, in general, helping you be better prepared for any such proceeding.

**ChatGPT Is Not for Legal Research! See the sidebar on the next page for a tip on how to leverage ChatGPT to help with legal research...**



Read the Rest Online!  
<https://bit.ly/4a5LT37>

## Save Time for your Team and Clients with Video Documentation



I've discovered a game-changer and I'm now completely obsessed. We started making video docu-

mentation with Loom and the feedback has been overwhelmingly positive.

"The instructions are so clear!" "I love the narrated directions and seeing your face while you explain!" "This saves us Zoom meetings and loads of PDF documents with screenshots!" "Anyone can learn from your videos!"

These are commonplace reactions to the training videos we've produced with Loom over the past few months.

Here's how it works: Turn on recording with Loom and narrate as you perform a task. Loom records the screen, mouse movements, even highlighting where you click. Video is recorded and shows in a circle in the corner of the recorded screen, and your voice is record and transcribed for accessibility and subtitles.

Like many modern platforms, Loom incorporates AI to take it a step further—it generates an automatic title and summary of the video and creates chapter markings based on the transitions in your narration. Loom even creates AI-generated Standard Operating Procedures (SOPs), step-by-step instructions, and suggests follow-up tasks for viewers to try on their own.

By default, Loom videos can be accessed with a shared link, or a link to a library curated for your audience.

Viewer reactions and comments can be enabled or disabled by the creator. The videos can also be downloaded for offline viewing and posterity, ensuring that you don't need to pay Loom in perpetuity to host your videos.

We've leveraged Loom for the following use cases, but I have a feeling we've barely scratched the surface:

- Instructions to end users on how to install VPN software and connect to remote systems
- Quick videos on how to fix common problems
- Recording "howto" videos for clients when we can't reach them by phone—instead of playing phone tag, our Help Desk staff records...



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https://bit.ly/3ytqcwK](https://bit.ly/3ytqcwK)

## Cybersecurity Training Doesn't Have to Be Annoying



Navigating cybersecurity training can prove daunting for individuals across various organiza-

tions. Nevertheless, it remains an imperative task. Identifying the root causes of this reluctance enables organizations to fine-tune their training initiatives for greater engagement and efficacy. This article explores four prevalent reasons why employees may harbor an aversion to cybersecurity training.

### They Seem Irrelevant

A significant factor contributing to employee disdain for

cybersecurity training is the perceived irrelevance of the content. Many training programs inundate participants with generic information that appears detached from their day-to-day responsibilities. Consequently, employees may view the training as disconnected, leading to disinterest and frustration. To address this, organizations should tailor training to align with specific job roles, demonstrating the direct impact of cybersecurity practices on organizational security.

### Boring Delivery Methods

Traditional cybersecurity training often relies on monotonous delivery

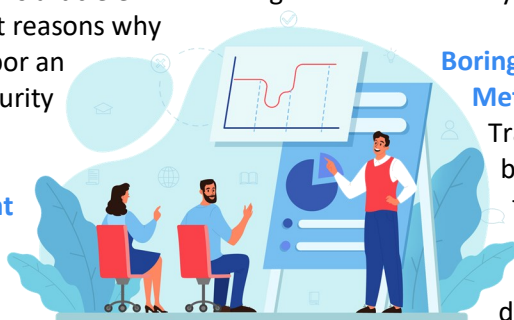
methods, such as lengthy presentations or outdated videos that depict scenarios irrelevant to individual job functions. Unengaging content quickly erodes employee interest, rendering training sessions a perceived waste of time. Organizations should explore interactive and dynamic approaches to enhance engagement, incorporating simulations, strategic methods like gamification, and scenarios directly relevant to participants. This not only makes the training more enjoyable but also boosts retention.

### Fear and Anxiety

Some employees associate cybersecurity training with fear, perceiving...



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## Paying Attention to Your Business' Communications Can Have Major Benefits



Your business communications platform needs to

work at every level of your organization, but sometimes the underlying technologies get a tad bit antiquated and your strategy needs revision. Rebuilding your communications isn't easy, but it isn't impossible either. Here are four tips to help you enhance your communication strategies.

### Define Clear Objectives

The first thing you need to do is identify the specific communication goals you want to achieve. Whether it's improving internal communication, enhancing customer relations, or portraying a positive brand image, having clear objectives will guide your efforts. You'll need to break down your objectives into measurable and

achievable targets. This could include increasing customer engagement, reducing response time, or improving employee collaboration.

### Embrace Digital Communication Tools

Using modern communication tools and technologies to streamline both internal and external communication is commonplace in business, but doing so with an idea toward maximizing productivity and efficiency is a whole other matter altogether. Consider using project management platforms, messaging apps, video conferencing tools, an Internet telephone solution like VoIP, and a full-featured customer relationship management

(CRM). Invest in user-friendly and secure platforms that suit your immediate business needs and go from there.

### Consistent Brand Messaging

One great feature available in today's communications solutions is the ability to brand nearly everything your business uses. You'll need to ensure consistency in your brand messaging across all communication channels to cultivate a brand voice that reflects your company's values and resonates with your target audience. After all, consistent messaging helps build trust and reinforces your brand identity; something that is extremely important today.

### Engage Your Audience

Finally, you'll want to actively engage with both employees and customers. Communication is all...



Indevtech has been serving Hawaii since 2001, providing end-to-end managed IT services to small- and medium-businesses. Our philosophy is very simple: we strive to be the best at what we do, so that you can succeed at what you do. We have a proven framework that, when deployed with a solid commitment from our clients, provides an unshakable foundation on which our clients can build their businesses.

**Tech Trivia**  
The world's first 1-terabyte hard drive was introduced by IBM in 2007. It was the size of a small refrigerator.



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