



## HELLO ISSQUARED FAMILY,

It's time to recollect the events and memories of this year before saying goodbye to 2021. However, the stopwatch is ON to welcome the new year 2022, which says – I'm on my way with new opportunities, goals and surprises for you all. Just a few days to hold on!



# NEWSLETTER

DECEMBER 2021

# ISSQUARED® TECHNOLOGY CENTER(ITC)

If we had to pick one moment after ISSQUARED was recognized among the Inc.5000 fastest growing companies in America for the seventh consecutive year 2021, it was watching the curtains off the ISSQUARED Technology Centre in the city of Chardon, Ohio.

An announcement that received significant visits, responses, appreciation, and applause across social media was more than a reward to all the members of ISSQUARED family. New plans to have the cybersecurity wing functional by Q1, bringing our data center footprint to deploy Fabulix Hub & Edge nodes, and much more was discussed in the all-hands meeting last month.



## ISSQUARED® WEBINARS

### HOSTED WEBINAR

Missed our live webinars held on 3rd and 5th Nov 2021? No worries, you can watch the recorded version in our website.

Discover how you can accelerate  
**Identity Governance Modernization**

 Nov. 03 and Nov. 05, 2021

#### You can learn:

- ✔ Best practices to streamline IAM/IAG use cases
- ✔ Ways to increase operational efficiency and cut down costs
- ✔ Why ORSUS IAG is flexible to adapt, powerful, easy to use & customize
- ✔ How to establish more granular access controls

<https://www.issquaredinc.com/identity-access-and-governance-webinar>



**BALA RAMAIAH**  
CEO & Founder of ISSQUARED Inc



**NEVILLE MENDONCA**  
Security Architect at ISSQUARED, Inc



### UPCOMING WEBINAR

ISSQUARED is set to host one more webinar this month. Please click on the registration link to book your time now.

ORSUS™ Identity Access and Governance (IAG) Demo:  
Steps you can take to balance security and productivity

 Dec. 16, 2021

#### You can learn:

- ✔ Get a single strategic solution to address the identity and access needs
- ✔ Automate key IAM functionalities
- ✔ Consolidate self-service capabilities
- ✔ Meet security and compliance with a set of governance controls

<https://www.issquaredinc.com/identity-access-and-governance-webinar-demo>





## PRODUCT CORNER



### PRODUCT UPDATES

In the spirit of Thanksgiving, here is a huge thank you on behalf of the product team to everyone. Thankful to be part of a growing company. Thank you for giving us all the feedback about the product and helping us create a feature-rich product for all our customers.

The month of November was exciting for us to start working on the next milestone for our modules. The Workforce is almost ready to deploy the much-awaited and upgraded version of the module. We will have user wizards for various screens in the Workforce. Super excited and thankful to the Workforce team, this will be a huge milestone for them to achieve.

SSO team had the first customer demo and it was an interactive session with very valuable feedback for the product. We will enhance and implement features recommended by the customer. Great job team and thank you for getting us here.

IAG team is super busy with customer deployments for performance fixes. Huge applause for the entire Operations and Product team for fixing issues and getting such great performance numbers.

EIAG team is super busy ensuring the product is ready and buttoned up for the next set of clients coming in. Great work team and thank you for the nights and weekend work that went into keeping our existing customers happy.

The portfolio team is taking a breather after many deployments for the new version of the product. Not ready for "primetime" yet; however, very close. Thank you, team.

We started the PkeyFx project. Thankful to the existing dev team to pitch in and get the product development going. Super excited and thankful to every member involved here. This will be a huge achievement.

Last but not the least, is the ITSM team. Great job team in ensuring we keep ISSQ's customer happy and content with the product. Thank you for ensuring, we as a company are not blocked by our products.

As announced in the All-Hands, we have a very strong and difficult target to meet. Let the party begin, after all, "Tis the season", well almost...

### IT CORNER

#### IT CONSULTING AND DELIVERY SERVICES

ISSQ participated in a CITE (California Information Technology in Education) exhibition in Sacramento, CA, on Nov 16-17.

#### PICTURES OF OUR BOOTH.



#### INFORMATION ABOUT THE CITE CONFERENCE:

Attendees of the CITE conference support all facets of IT including, CTOs and Directors of Technology, Network Managers and Engineers, Data Base Administrators, Support, and Technicians. We also attract the Classroom Teacher, Administrators, and District and County Superintendents. These groups converge to share ideas and information and find out the latest, best technology tools to help improve teaching, learning and administration. In addition, we have an impressive list of exhibitors and vendors providing the latest products and services. Anyone interested in the effective use of technology in schools is welcome!



## HR's CORNER

**Compensation and benefits:** Compensation and benefits is a sub-discipline of human resources, focused on employee compensation and benefits policy-making. While compensation and benefits are tangible, there are intangible rewards such as recognition, work-life and development. Combined, these are referred to as total rewards. At ISSQUARED, our policies are aligned with employee's growth and development.

### IN THE WORLD OF HR...

#### ISSQ ON-BOARDING:

There were 3 new additions to the ISSQUARED family during the month of November 2021. Welcome aboard.



### IN OTHER NEWS...

**25th November:** Thanksgiving Day- It is observed on the fourth Thursday of November, and this year it was celebrated on November 25. It was a national holiday in the United States. The day celebrates the annual harvest and other blessings of the past year.



### LEARNING & DEVELOPMENT (L&D)

We've completed inserting SEO meta tags in the native languages for Arabic, Spanish and French websites. The Dutch version is in progress. As planned, this would help create localized channels over social media.

We've added new pages to the website, including cybersecurity pages, INC 5000, ISSQUARED technology center, and partner pages. We will send these pages to the vendor soon.

## Udemy

### Updates

Let's appreciate Vamshi Kunuguntla for being the top learner of the month, who devoted 26 Hrs 11 Mins and was closely followed by Tirupathi Galla for committing 23 Hrs 9 Mins on the ISSQ Udemy platform. As stated in previous editions, we are glad to mention new top learners every month who inspire us to grow by learning.

According to the report of ISSQ employees' engagement with Udemy over the last 30 days, 269 users were active who watched training videos and 6.8% of the users were active via mobile app.

The average time spent on training per active user (in the last 30days) is 1 Hrs 32 Mins.

The most-watched course based on employee count of the month is Tackle Remote Learning Challenges.

To know what's more for you to learn, log on to Udemy and search for your favorite course!!!



### CURRENT OPEN POSITIONS

We are seeking new talents who would like to be part of ISSQUARED journey. [Click the link](#) to current openings for more details and refer individuals among your network who can fit in now. Also avail referral bonus for your connections.



### THE UPCOMING HOLIDAYS

#### UAE

**Commemoration Day**  
01-Dec-2021

**National Day**  
02-Dec-2021

**National Day**  
03-Dec-2021

**National Day**  
04-Dec-2021

#### USA

**Christmas Eve**  
24-Dec-2021

**ISSQ Winter Shutdown – Day 1**  
27-Dec-2021

**ISSQ Winter Shutdown – Day 2**  
28-Dec-2021

**ISSQ Winter Shutdown – Day 3**  
29-Dec-2021

**ISSQ Winter Shutdown – Day 4**  
30-Dec-2021

**New Year's Eve**  
31-Dec-2021



# SALES SUMMARY

## Top highlights from our customers:

We are closing the year with some good accomplishments in the Enterprise business, with Amgen, Booking.com, Merck, Providence, as well as customers such as Bank of Guam.

As mentioned at the last all hands meeting, the Enterprise business will be a major focus for 2022, with account-based planning and targeting.

Completed close-out of Pharma design & architecture project for a Manufacturing project. Budgetary proposals submitted for 2022.

We are seeing several Identity & Access Governance related opportunities, with engaging discussions and IAG “assessment” sessions / engagements, leading to opportunities for 2022.

Focus on IAG & ORSUS / EIAG will continue to ramp up through Q1 & Q2 2022.

## We have several promising IAG Assessments, IAG Roadmap Implementation Proposals & ORSUS licensing proposals with customers now.

The rise in traction that we have seen from several enterprises and mid-enterprise clients continue in the following areas:

Interest in EIAG product and demo requests with proof of concepts.

Security-related inquiries and RFPs, primarily around XDR / SOC service.

We continue to have some very good wins with existing clients in the VAR business, growing our footprint with more business units, regions, and product lines.

Mobile Mini has provided a good win, with some potential additional opportunities before year end.

Queen’s Medical Group and Pole To Win continue to provide more growth opportunities, as we progress into 2022.

Additional wins this month include customers such as Gray’s Harbor.

## CITE (K-12 conference)

We had a very good response to our ISSQUARED booth, as well as our presence at the conference.

It was a good opportunity to continue to have visibility in this space, as well as reconnect with existing clients that attended.

Special thanks to our team that travelled to Sacramento to represent us.

## Sales focus on product & service offerings:

As mentioned at the all hands meeting, going into Q1 2022, we will be focusing on the following, with a combination of collateral updates, coordinated campaigns, and sales training:

Product Focus:

ORSUS, EIAG & Fabulix

IAG Focus

Security & Cloud – EDR, MDR & focused areas within security & cloud

Strategic OEM partners

Collaboration / Connectivity – Carrier/UC

## Cloud and Microsoft:

The Microsoft Customer Immersion Events (CIE) continue to be a very popular and successful format, both in terms of lead generation and marketing buzz.

Several leads have been generated from the CIEs, and these are in various stages of engagement.

The CIEs will resume in January 2022.

December will be focused on strategic planning, creating content, as well as planning for cloud focus and cloud partnerships.

Based on customer feedback, this format has been further tweaked to focus on a hands-on approach.

The M365 and Sentinel sessions have the most traction.

The focus on cloud offerings for customers will continue with the opportunity in security, to learn more about M365 and Sentinel.

Operations Team has been working with finance & distribution to ensure that orders are fulfilled and booked in time, along with maintaining diligent oversight on renewal income.

There is also a lot of progress on Partnerships – from working with marketing to develop partner web pages to certifications follow-up and key relationship building.

As mentioned earlier, we will have an increased focus on certification and partnership levels, as we enter 2022.

The management team continues to refine our strategy to focus on key partnerships with greater investments in training & focused events.

The Inside Sales Team is working closely with the sales & marketing team. The management team is on track to accelerate work in this space.

The teams are working cohesively for the first major campaign around IAG & ORSUS.

Finally, and very critical to 2022, the management and sales leadership teams are going to be focused on planning for Q1, as well as 2022 overall. The goal is to leverage the momentum from various initiatives, leading to a much stronger Q1 as well as 2022.

“

Excellence is the result of caring more than others think is wise, risking more than others think is safe, dreaming more than others think is practical, and expecting more than others think is possible!!!!



## Built-in dictation

Do you send texts with Siri or Google Assistant? It's a big-time saver. You can use built-in dictation on your computer, too.



It's super simple on a Windows PC.

Press the **Windows key + H** to open the dictation toolbar.

**Note:** If this is not already enabled, click the link that pops up to turn it on.

**On a Mac, it requires a bit more setup.**

Click the **Apple logo**, then **System Preferences**.

Choose **Keyboard > Dictation**. Make sure this is set to **On**. You can set up a shortcut to start dictation here, like hitting the **Control key twice**.

Now, open a document, tap the cursor, then tap your shortcut. You can also select **Edit > Start Dictation**.

A microphone will appear. Hit **Done** when you're finished.

**Pro tip:** For best results, be sure to speak your desired punctuation. You may start an email with, "Hey there Kim comma I like your radio show period."

## The new UK law bans default passwords



As homes have transformed smarter with various devices connected to the internet, the UK government has announced new legislation to safeguard smart devices in the home from external threats. The usage of default passwords for devices connected to the internet will be banned and the firms which do not comply will be heavily fined.

According to recent research by consumer watchdog Which?, homes with various smart devices are exposed to more than 12,000 cyberattacks in one week. Cyber-criminals have a wide range of products to target across phones and smart TVs to home speakers and dishwashers connected to the internet. As a hacker attains access to one vulnerable device, the entire home's network can fall into the bad act. A similar case was reported in 2017 when a group of hackers could access data from a US casino via a fish tank connected to the internet.

Weak security of a home wi-fi can be responsible for uploading images of child abuse through the home network, which results in the law accusing an innocent member of a family.

Hence, the Product Security and Telecommunications Infrastructure Bill introduced three new rules:

Default passwords that are easy to guess are banned. All products need to have unique passwords that cannot be reset to factory default.

Customers have to be told the minimum number of instances it will receive critical security updates and patches while buying the device. If the product does not receive either, it must also be conveyed.

Security researchers will be provided a public point of contact to identify bugs and flaws.

The new regime will have the power to fine the companies up to £10m or 4% of their global turnover, once the bill is effective. The rules also apply to businesses that deliver inexpensive tech imports in the UK. The range of devices in the scope of the rule includes smartphones, security cameras, routers, home speakers, game consoles, and internet-enabled toys and white goods. However, medical devices, vehicles, smart meters, desktop, and laptop computers are not included in the remit.

The minister of media, data, and digital infrastructure, Julia Lopez states that many smart devices in the market are not secure and safe. The bill is passed to put a firewall around daily activities dependent on tech and impose a heavy fine on those who do not comply with the new security standards.

A member of cybersecurity firm Pen Test Partners, Ken Munro spoke to BBC and conveyed that the legislation is a big step towards the right direction and highlighted various vulnerabilities in smart devices which are constantly connected to the internet. However, Ken added that these laws would require periodic enhancements to deal with more complex security concerns of smart devices in the future.

[Click here](#) to visit the source.



## FDIC issues new rule for Banks to report breaches before 36 hours

The US Federal Deposit Insurance Corporation (FDIC) has announced a new rule based on cybersecurity incident notification for banks to report breach incidents to the FDIC within 36 hours post detection. The joint rule is issued by the FDIC, the Board of Governors of Federal Reserve System, and the Office of Comptroller of the Currency (OCC). The rule describes the security incident as potential harm to the integrity, confidentiality, and availability of an information system or the information that the system processes, stores, and transmits.

[Read More...](#)

## Data breach at GoDaddy exposes over one million user accounts

GoDaddy confirmed more than one million of its user's account information was compromised in a data breach, which includes account numbers, email addresses, and passwords of managed WordPress customers; announced in a regulatory filing on Nov. 23, Monday. According to the company's security and exchange commission notification, the systems were compromised on Sep. 6 when a stolen password was used by an unauthorized person but the breach was discovered on Nov. 17.

[Read More...](#)

## LIFE TODAY

### 99-year-old cyclist wins the world silver medal



The man in the above picture is Mr. Judd, posing after winning the silver medal in a global cycling competition at the age of 99. The competition had more than 5000 participants and Mr. Judd had to cover 2,348 miles over 26 days to grab that second position. It's equal to more than 90 miles in one day. Mr. Judd enjoyed the whole ride in his native Yorkshire yet moved with the help of an advanced exercise bike at a care home in Warwickshire.

This worldwide event is named Road Worlds for Seniors which is open to elderly citizens, including those with dementia wherein the participants can cycle on stationary bikes developed by Norwegian company Motitech.

The stationary cycles are connected to laptops which are linked to a TV monitor. The cyclists pedaling on the stationary machine can see themselves riding through the scenery on a TV screen.



Such kind of technology is available in gyms and home cyclists for fitness reasons but Motitech's system aims at senior citizens and people with dementia.

The Road Worlds event is supported by the sport's governing body in the UK, British Cycling. The competition started on Sep. 6 up to Oct. 1, and the participants who cycled the longest distance over that period were the winners.

[Click here](#) to visit the source.



### Microsoft to end OneDrive updates on Windows 7 and 8 by March 2022

Microsoft has announced to end the support for the OneDrive desktop application on Windows 7 and 8 via Microsoft Tech Community post on Nov 5, Friday. The company says that OneDrive users of Windows 7, 8, and 8.1 will stop receiving updates and cannot sync with the cloud from March 1, 2022. However, the users can back up the files by uploading to the OneDrive web app for systems that do not run Windows 10 or 11.

Microsoft describes it as a measure taken to focus on new operating system and deliver the most secure user experience up to date.

[Read More...](#)



### Mozilla to end support for Firefox Lockwise

Mozilla has announced to end the support for Firefox Lockwise password management app on iOS and Android devices, effective on Dec.13, 2021. The Firefox Lockwise will no longer be available to install or reinstall from the App Store or Google Play Store. The Android version 4.0.3 and iOS version 1.8.1 will be the final releases for Firefox Lockwise. The application may continue to run on devices but will not receive any security updates.

[Read More...](#)



### Facebook ensures 'more control' over the newsfeed

After numerous reports around Facebook planning to rebrand itself, the company made it official by changing its corporate name to "Meta" last month. The company states the new name would help us represent our reach beyond social media to virtual reality, without disturbing individual platforms across Facebook, Instagram, and WhatsApp.

Facebook also affirms to introduce new features for better control over what's shown in the news feed after being scrutinized for its algorithms promoting extreme content. The company says it is testing changes in algorithm to control user's ranking preferences and customize the news feed such as showing the posts from friends/connections and hiding the posts from new pages and groups.

[Read More...](#)



### Apple files against NSO Group over Pegasus spyware

Apple filed a lawsuit against NSO Group on Nov.23, Tuesday over Pegasus spyware. Apple seeks a permanent injunction to restrict NSO from using, developing, and distributing spyware to any of the makers of iPhone software, hardware or devices. NSO Group is an Israel-based tech firm known for its proprietary spyware Pegasus, which was recently identified on the phones of executives, journalists, and political activists earlier this year.

[Read More...](#)

## Twitter fixed “disappearing” tweets issue

Twitter introduced an update earlier last month to fix the concern of disappearing tweets and rolled out the timelines auto-refresh feature on desktop. The company confirmed to expand it to the iOS app on Nov. 24, Wednesday. It means now you can refresh your timeline at your leisure instead of worrying about your Twitter feed auto-refreshing and tweets disappearing before you read. Twitter also mentioned the update would arrive on the Android app soon.

[Read More...](#)



## THE LATEST NEWS ON COVID-19

### Update on Omicron (New COVID Variant) by WHO:

On 26 November 2021, WHO designated the variant B.1.1.529 a variant of concern, named Omicron, on the advice of WHO’s Technical Advisory Group on Virus Evolution (TAG-VE). This decision was based on the evidence presented to the TAG-VE that Omicron has several mutations that may have an impact on how it behaves, for example, on how easily it spreads or the severity of illness it causes. Here is a summary of what is currently known.

### Current knowledge about Omicron

Researchers in South Africa and around the world are conducting studies to better understand many aspects of Omicron and will continue to share the findings of these studies as they become available.

**Transmissibility:** It is not yet clear whether Omicron is more transmissible (e.g., more easily spread from person to person) compared to other variants, including Delta. The number of people testing positive has risen in areas of South Africa affected by this variant, but epidemiologic studies are underway to understand if it is because of Omicron or other factors.

**Severity of disease:** It is not yet clear whether infection with Omicron causes more severe disease compared to infections with other variants, including Delta. Preliminary data suggests that there are increasing rates of hospitalization in South Africa, but this may be due to increasing overall numbers of people becoming infected, rather than a result of specific infection with Omicron. There is currently no information to suggest that symptoms associated with Omicron are different from those from other variants. Initial reported infections were among university students—younger individuals who tend to have more mild disease—but understanding the level of severity of the Omicron variant will take days to several weeks. All variants of COVID-19, including the Delta variant that is dominant worldwide, can cause severe disease or death, in particular for the most vulnerable people, and thus prevention is always the key.

### Recommended actions for people

The most effective steps individuals can take to reduce the spread of the COVID-19 virus is to keep a physical distance of at least 1 metre from others; wear a well-fitting mask; open windows to improve ventilation; avoid poorly ventilated or crowded spaces; keep hands clean; cough or sneeze into a bent elbow or tissue; and get vaccinated when it’s their turn.

# DO'S AND DONT'S TO STAY SAFE DURING COVID



Regular hand wash for 30 seconds will help you avoid germs or any kind of infection.



Cover your mouth and nose while sneezing.



If you are suffering from a common cold, cough, nausea, vomiting, shortness of breath and fatigue make it a point to consult a doctor at the earliest



Avoid being in crowded places. An infected person can spread the virus instantly and crowded places is a good way to accomplish this. Make sure you wear full sleeves shirts with anti-pollution masks when you travel. Staying indoors is a rather safe option.



Do not get close to anyone, especially touching or laughing closely. Also, use anti-pollution masks when out with friends or family. Avoid touching anyone and do not use the same utensils used by another.



Spitting can increase the spread of the virus. Avoid spitting in public and at home. Also, avoid getting close to a sick person suffering from a cold and cough.



Travelling may get you infected. Use anti-pollution masks and carry a hand sanitizer with you always. If you have to travel in an emergency, consider traveling by your vehicle, avoid public transport.



If you are suffering from dry cough, back pain, nausea, and shortness of breath it is recommended that you consult a doctor rather than opt for self-medication that can leave you battling with a deadly illness. Say no to antibiotics as it would later lead to antibiotic resistance.



Most often a state of fear can lead to taking wrong decisions and use of self-medication All you need to keep in mind is hygiene.



Do not touch your face, nose, and mouth often. This avoids the risks of developing the virus.

**Note: All INDIA employees feel free to contact DJ for any COVID medical emergency.**

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**ISSQ extends its thoughts and support to all its employees amidst this crisis, we are in this together!**



ISSQUARED

**WEAR A MASK**  
FOR YOUR SAFETY AND OTHERS'