This year’s Annual IT Conference, Back to the Future, was held on December 3, 2014 at the Crowne Plaza, Jamesburg, New Jersey. Conference speakers and presentations spanned a range of challenges that behavioral health providers face. June Noto, COO and Director of the IT Project, said, “Our goal is to help our nonprofit member organizations be better prepared to serve their clients — whether it is in the aftermath of a natural disaster or by adapting to ever-changing technology — and we selected our speakers and presenters with that goal in mind.”

Followig is a short summary of some of the key speakers and presentations:

To start off the day, the Keynote Speaker Dennis Morrison, Ph.D., Chief Clinical Officer of Netsmart, brought the audience through the growing pains of technological innovation with his presentation, The Role of Disruptive Innovation in Health Care. He discussed various cultural changes throughout history and some of their effects on established behavior. Citing innovations such as the printing press, radio, TV, iPhones and the Uber cab, Dr. Morrison explained how those innovations were met with resistance to the changes they created. This progressed to discussing the increasing consumer drive for using online apps for many health needs. As health applications’ popularity increases, so does the ability of professionals to monitor the activity for a more immediate response of assistance to patient needs.

There were many key takeaways from the plenary presentation, Message Mapping for Emergency, Disaster and Crisis Communication Effectiveness by Robert Chandler, Ph.D., from the Nicholson School of Communication, University of Central Florida. Dr. Chandler explained the need for preparing in advance as communication is difficult under the best of circumstances and disasters are typically unexpected. Attendees learned how the more stress an individual is under, the lower their ability to communicate will be. Dr. Chandler cited that the average reading skill is at the 10th
As we embark upon a new year, I reflect on major events of the past, and look forward to new opportunities in the future. Looking forward is always more exciting to me than dwelling on the "what could have been" of the past. But 2014 certainly had some great moments, and the IT Project was in full swing offering free educational workshops to mental health and substance use treatment providers. The IT Conference held in December was another smashing success! I want to thank everyone who participated!

The keynote delivered by my esteemed friend and colleague, Dr. Denny Morrison, the Chief Clinical Officer at NetSmart, Inc., was an disruptive innovation. I know that, as computer and networking professionals, we tend to think that all innovation relies on some form of computer technology, but innovation, at its heart, is the use of any technology, especially the technologies available in the era of the innovation. Dr. Morrison pointed out that one of the biggest innovation disruptors in our society was the invention of the printing press in the mid 1400s. Whereas monks of the era were hand scribing bibles that would take years to produce, the printing press cut the time significantly for a fraction of the cost. It was met with much criticism from the Church, which wanted to control or censor what was being written. In the day, history states that the printing press was the most powerful innovation of our time. Through the rapid distribution of information, knowledge has been able to be spread and public opinion molded like nothing before television or radio was introduced in the past century. And nothing is truer about the Internet, and the Internet was introduced in the past century.

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"The early adopters are those who stand the best chance of succeeding." - June Noto, Director, IT Project

Even though 2014 had seen its share of successful product releases, the year has also seen its share of failed mobile products, smartphones, tablets, and more.

Amazon Fire Phone
One of the most notable failures was Amazon’s Fire Phone, setting an example of how not to develop a product. The Fire Phone was more about serving Amazon not its customers. Products such as the Fire Phone are the result of forgetting that your products for customers keep you in business.

Android and Tizen smartwatches
As a category, smartwatches didn't make great strides for the consumers. The most noticeable disappointments were led by Android and Tizen OSes. Samsung Galaxy Note Pro 12.2
Samsung gave us its 12.2-inch Galaxy Note Pro 12.2, demonstrating that bigger is not always better. It is not the most physically easy device to hold and use for its size.
Microsoft Internet Explorer 11: Pros, Cons and Features

The pros of Microsoft Internet Explorer 11 are that it is faster and more standards-compliant than previous versions. It has a more efficient interface with better security and privacy features, as well.

The cons are that there is no syncing and no WebRTC support, and it will only install on Windows 8 and 6.1.

Internet Explorer had been frequently derided for not being a “modern” Web browser. Those days are now behind it as Internet Explorer 11 (IE 11) has been made available on Windows 8.1, and also for the more widely used Windows 7. It has been recognized as leading in the areas of graphics hardware acceleration and touch input.

Installation

Even though IE 11 requires Windows 7 with Service Pack 1, it is toasted as having low system requirements: a 2.33GHz processor, 512MB of RAM, a Super VGA graphics adapter, and 70MB of hard disk space—so it should run comfortably on older PCs.

Interface

Those who upgrade from IE 10 or even IE 9 will notice very little change in the browser’s interface.

Performance

With IE 11, JPG decoding has been enhanced with the implementation of “hardware acceleration” leading Microsoft to claim this technique is up to 45 percent faster than using the CPU. However, IE 11 does rank as the browser with the second highest amount in used RAM.

Standards and Compatibility

Microsoft has included support for WebGL in its browser. Other major browsers have incorporated support for the 3D language for quite some time, whereas Microsoft previously thought 3D graphics should use standard HTML5 features and take advantage of hardware acceleration mentioned above. IE 11 will now support Google’s faster SPDY replacement for the standard HTTP web protocol—but only on Windows 8 and 6.1.

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Security and Privacy

Although IE has a questionable past when it comes to security, it has made improvements with concerns of malware in recent years. There is a separate menu called Safety, where you can control its privacy and security settings. NSS Labs, in its recent test study, showed that IE 11 detected and blocked more than 99 percent of socially engineered malware.

IE does treat privacy very seriously. Upon its initial setup, the check box for “Do Not Track” is set to “on” by default, disappointing many web ad firms. IE 11 adds a “Do Not Track exceptions API” to let you control tracking. In conjunction, IE’s Tracking Protection feature will actually block all of third-party interactions and cookie placing based on TPLs—tracking protection lists—created by independent privacy organizations, to which you can subscribe. IE also includes a private browsing mode, called InPrivate browsing, which prevents cookies, temporary Internet files, history

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Developer Tools

A revamped developer tools in version 11 of the browser is available if you just tap F12, which also brings you to developer’s interface.

For the full article, please see: http://www.pcmag.com/article2/0,2817,2427047,00.asp

iOS 8 Vulnerability has Severe Security Consequences

A vulnerability identified by FireEye mobile security shows that Apple devices are vulnerable to “Masque Attacks,” in which malicious apps installed on the devices can then replace other genuine applications.

Hackers initiate a “Masque Attack” by tricking a victim into downloading a fake application. To do this, the hacker uses what looks like an in-application application in order to entice the victim to download it. Once installed, the malicious application can replace authentic applications, such as banking and e-mail applications. Actions like this can give the hacker access to bank accounts, login information and e-mail accounts.

It has also been found that data from the original application often remains cached and open to the malicious application. This means that sensitive information like login credentials can be stolen without the victim ever even logging into his accounts. FireEye gave several technical nuances, as well, including that apps distributed using enterprise provisioning profiles (“EnPublic apps”) are not subjected to Apple’s review process. Therefore, the attacker can leverage iOS private APIs for powerful attacks, such as background monitoring (CVE-2014-1276), and mimic iCloud’s UI to steal the user’s Apple ID and password.

What can you do to protect your device?

FireEye warns not to install any apps from third party sources other than the official Apple App Store. Don’t click “install” on any pop-up message from a third party website and always click “don’t trust” and uninstall the app immediately if iOS shows an alert from an “Untrusted App Developer.”

If you think you may have been the victim of a “Masque Attack,” FireEye specifically recommends: “iOS 7 users can check the enterprise provisioning profiles installed on their iOS devices, which indicate the signing identities of possible malware delivered by Masque Attacks, by checking ‘Settings -> General -> Profiles’ for PROVISIONING PROFILES.”

iOS 7 users can report suspicious provisioning profiles to their security departments. Deleting a provisioning profile will prevent enterprise signed apps, which rely on that specific profile from running. However, iOS 8 devices do not show provisioning profiles already installed on the devices and we suggest taking extra caution when installing apps.

The bug affects 95 percent of all Apple mobile devices. To understand how many people are impacted by this issue, consider that Apple sold 51.6 million iPhones and iPads in the past quarter alone. The vulnerability had been communicated to Apple in July of this year.

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Hands-On Testing

“For every antivirus review, I run a hands-on test of the product’s ability to detect and prevent malware attacks. I also check each product’s ability to detect and prevent download of the very latest malware. Starting with a seed of links from London-based NRG-Ethics, I sift out those that point directly to a malicious executable online. Using executable file links makes it easy for me to measure success. If a malicious download reaches the desktop, the antivirus failed. If it wipes out the file during download, or blocks access to the URL completely, it succeeded,” according to Rubenking.

“The antivirus field is huge. I currently track dozens. In a field that big, there’s room for multiple products to earn the title of Editor’s Choice,” Rubenking said. “Three products share the Editor’s Choice honor for best overall antivirus:

- Kaspersky Anti-Virus (2015) - $27.20 at Amazon
- Bitdefender Antivirus Plus 2015 - $39.95 at BitDefender

Whatever your antivirus needs may be, there are more than two dozen well-regarded applications that should meet those requirements. If you encounter any difficulties making your decision, you should consult PCMag’s roundup of the best free antivirus apps as there are some excellent choices that won’t impact your budget. For the full article, please see http://www.pcmag.com/article2/0,2817,2372364,00.asp

The general consensus is that it still has a long way to go to produce a unified OS. Recently, Microsoft publicly made the first steps to doing just that, with Windows 10. Skipping the Windows 9 name entirely, the Redmond, Wash. firm aims to step into the next generation of computing with the right foot forward.

You will soon be able to download Microsoft’s Windows 10 Technical Preview by venturing over to its Windows Insider Program website. You will need a Microsoft account to get started. It’s worth bearing in mind that it is not the finished article, so it may be a bit rough around the edges.

Is the new OS any good? Read our hands on Windows 10 review.

Windows Developer Preview.

- Microsoft released its Windows Insider Program on October 1st, designed to keep early adopters up to date with the latest preview builds of Windows 10.
- Starting with Technical Preview for laptops and desktops, the preview build will extend to servers shortly after.
- As of October 7, the preview build became available to Windows 7 users, as well.
- Consumer preview builds will not be available until early next year, according to Microsoft’s Terry Myerson.
- The Technical Preview will end sharply on April 15 at next year, which conveniently leaves right off at...
- Microsoft’s Build 2015 conference next April at which the company will talk more about Universal Apps and likely issue a Windows 10 release date.
- Finally, the company promises that Windows 10 will ship to consumers and enterprises “later in the year” in 2015, Myerson said.

For full article please see: http://tinyurl.com/lkwcwrm
grade level, which can drop four grades under stress. Crisis always finds the weakest link, making meaningful preparation for a strong communication plan key.

In order to overcome the many challenges of communicating during crisis, Dr. Chandler suggests making specific instructions for the three categories in which communication is necessary: People, Processes, and Technology. Having prepared messages in advance that are short (three sentences) and having multiple messages will help. Also, create a list of people with whom the organization needs to communicate.

One of the workshops presented was Data Breaches are on the Rise: How to Stay off the HIPAA Wall of Shame, presented by Miranda Alfonso-Williams, CIPM, CIPT, CIPP/E/US, of the WAM Consulting Group. Attendees learned more of the financial incentives hackers have to target the many vulnerabilities in organizations, including hard drives, multi-function devices, smartphones and USB drives. Discussed were the HIPAA compliance obligations in regards to each type of data breach and the respective risks to the clients and agencies.

Michael Lande of Maureen Data Systems gave attendees a live demonstration of Microsoft’s Cloud service, Office 365. Participants saw hands-on how to perform live video chats and conferences, as well as collaborative working documents, such as Excel files that can be edited over the Internet by multiple users.

Return on Investment: Conversion to Voice Over Internet Protocol and Hybrid Phone Systems was presented by Ivo Allen, Founder and President of Hunter Technologies. Beginning with the options of VOIP: being fully hosted in the Cloud or a hybrid combination of traditional phone service and the Cloud hosting. Discussed were the many advantages of using VOIP, which include its more economic cost, no geographical boundaries and its rich media services. Attendees also were made aware of how to make a well-rounded decision about VOIP by learning about its weaker attributes, which include voice quality, power and carrier dependency, its need for bandwidth and also its vulnerability to hacking.

More Training Always Being Planned
Be on the lookout for upcoming notices about the next IT Conference. In the meantime, don’t forget to take advantage of the free trainings we are offering through the IT Project contract with the Division of Mental Health and Addiction Services, which include a full-day workshop on Coding and Billing for Mental Health and Addiction Services Training.

Code Updates: CPT, ICD-10, DSM-5 and HCPCS Level II Code Changes on February 9, 2015 from 8:30 a.m. to 3:30 p.m. at the RWJ Conference Center in Hamilton, NJ.

Visit www.njamhaa.org/free-trainings for detailed information and registration information.

Where else can you get trainings for FREE other than NJAMHAA’s IT Project?

IT Project Proudly Recognizes IT Heroes at Annual IT Conference
NJAMHAA’s IT Project team was delighted to honor the following individuals as IT Heroes during the recent conference:

- Robert Arroyo, Director of IT, FAMILYConnections, Inc. (IT Hero - Individual)
- Amr Osman, John Brooks Recovery Center (JBRC), (IT Hero – Outstanding Use of New Technology)
- Greg Muller, CIO, Health Republic Insurance of New Jersey, (IT Hero – Excellence in Technology)
- Ani Vosbikian, Data Analyst Twin Oaks Community Services, (Honorable Mention)

While IAB Calls for Internet Privacy, PermaCookies May Maintain Their Presence
Recently, the Internet Architecture Board (IAB) announced a protocol to restore the trust of users in the internet. The IAB recommends that encryption be “the standard across the web” and should be the default at all levels of the Internet. The IAB believes that ubiquitous encryption can help address the shortcomings of the original design and protect users from attackers and surveillance, reported the Post.

Meanwhile, in the same month that the IAB called for more security and privacy, the fate of an anti-privacy program known as permacookies remains uncertain. Permacookies is a program initiated through mobile carriers AT&T and Verizon, which assigns an undeletable identification number to mobile customers’ online activity. Unlike normal cookies, which can be deleted or blocked entirely, permacookies cannot be removed by the users. The information about the individual’s browsing is then sold to advertisers.

After an outcry from advocates and consumers, AT&T has stated that it will now allow its customers to opt out of the permacookies. However, Verizon will not at this time change its permacookies. For people wishing to maintain their privacy while perusing the Internet, two recommendations are using Wi-Fi connections to bypass the cellular network altogether and using a VPN, which can offer privacy.