



Summer 2014

## A QUICK OVERVIEW OF BRING YOUR OWN DEVICE (BYOD) IN THE WORKPLACE

In today's work environment, organizations are moving quickly to design strategies to allow and embrace the "BYOD to work" philosophy. Empowered to select their own devices, people become mobile and productive while having more satisfying work experiences. These strategies should also approach the subject from an IT point of view to address the concerns of security, simplicity and cost reduction.

BYOD can be defined as a strategy that allows people to use their own devices. The reality is that many people already bring their own devices to work, regardless of any BYOD policies that may be in place. The lack of a coherent approach to BYOD can leave organizations exposed to risks from security and compliance to escalating IT complexity. IT staff needs a way to control this usage and prevent it from introducing security risks to the organizations. With a uniform policy, your IT staff can then provide optimal freedom while maintaining security and control.

Policies can vary significantly among organizations, depending on their priorities and concerns, and should be designed in consultation with human resources, finance, legal and IT security teams. A successful BYOD policy should strive to combine simplicity with effective security, control and management.

For more information, please see the following links:

[http://www.citrix.com/content/dam/citrix/en\\_us/documents/oth/byod-best-practices.pdf](http://www.citrix.com/content/dam/citrix/en_us/documents/oth/byod-best-practices.pdf)

<http://www.citrix.com/solutions/bring-your-own-device/overview.html>

<http://www.citrix.com/solutions/bring-your-own-device/features.html>

[http://www.citrix.com/content/dam/citrix/en\\_us/documents/products-solutions/guidelines-for-deploying-citrix-byod-solutions.pdf](http://www.citrix.com/content/dam/citrix/en_us/documents/products-solutions/guidelines-for-deploying-citrix-byod-solutions.pdf)

[http://www.citrix.com/content/dam/citrix/en\\_us/documents/products-solutions/bring-your-own-device-freedom-state-and-local-government.pdf](http://www.citrix.com/content/dam/citrix/en_us/documents/products-solutions/bring-your-own-device-freedom-state-and-local-government.pdf)



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## From the Director - Bits and Bytes

So far, 2014 has been a phenomenal year for the IT Project. Our new training program, courtesy of the NJ Division of Mental Health and Addiction Services (DMHAS), has attendees flocking to our offerings. We have, and will continue to have, numerous workshops on HIPAA/HITECH, privacy and security, BYOD (Bring Your Own Device), Outcomes, Big Data, EHR implementation best practices, the basics of the EHR incentive program and Meaningful Use, interactive communication technologies, the new diagnostic system and ICD-10 transition planning, mobile EHR strategies, disaster preparedness, management and recovery. And we are eager to share with you strategies from the leading vendor of e-mail archiving for management, HIPAA Compliance and Disaster Recovery, not to mention e-discovery for litigious matters on June 24th.

# Save the Date!

## IT Project Annual Conference

### December 3, 2014

It has been a busy and exciting year, but the IT Project remains committed to bring you the best informational resources we can find. And to put the cherry on the top of the cake, these trainings are FREE to any DMHAS funded agency. It doesn't get much better than this!

So, stay tuned for our announcements and don't be left out. These workshops fill up very quickly, and we want to make sure that you have every opportunity to attend. We are also excited to have a Save the Date out for the upcoming IT Conference, Back to the Future. Each year, we wait until the spring to offer this conference, so we

thought we would switch it up a little. So, on December 3, 2014, we are hosting this conference at the Crowne Plaza in Monroe, NJ. We are ecstatic that Dr. Dennis Morrison, the Chief Clinical Officer at Netsmart, Inc. and the former CEO of Centerstone Research Institute, will discuss Disruptive Technologies and Innovation. And delivering the plenary session for the day is Dr. Robert Chandler, the Director of the Nicholson School of Communication at the University of Central Florida, who will discuss Message Mapping: The Chandler Model. Dr. Chandler's research and expertise have been tapped by government, health and community agencies, as well as major world enterprises. He is an expert on crisis and risk communications, and disaster recovery and addresses audiences around the world, from Warsaw to Sydney and Seoul to St. Petersburg. We are excited that he will be visiting the Garden State.

Please reserve December 3, 2014 on your calendars, so you can attend the conference and hear from these high profile leaders in the industry.

As we move into the next fiscal year, we continue to face challenges with data exchange, EHR implementations, governmental regulations, technology challenges, risk, disaster planning, and thwarting off new and prevalent ransom viruses that seem to just come out of nowhere. The IT Project has encountered and already assisted several agency members who were attacked by such malicious code, that it caused a considerable amount of downtime, on the part of the individuals infected. In some cases, the virus spread to their entire network, despite having anti-virus safeguards in place already. These can be scary times. And the IT Project is here to help you get through it all.

If you want to learn more about the services we offer, just drop me an email at JNoto@njamhaa.org. I will be happy to discuss our services and options with you.

For now, enjoy the summer of 2014!

Peace to all,  
June



## The IT Project Offers Unbeatable Values!

### Rate Card

#### Bundled Services

Block of 100 Hours: \$7440 (\$74.40/hour)
Block of 75 Hours: \$5998 (\$79.98/hour)
Block of 50 Hours: \$4350 (\$87.00/hour)

#### Individual Services

On-site network support (LAN/WAN): (Troubleshooting and/or new installations, system software installations, configurations, backup software support)	*\$100.00/hour
Asset inventory management- Call us for details	\$10/unit (one PC setup= 1 unit)
Computer based forms development/deployment:	\$75.00/form
Develop and distribute your computer use policies and procedures	\$1000 flat fee
Develop strategic technology plan- Call us for details	\$2000 flat fee
On-site (your facility) Training Services:	\$650/Full Day
Web site development	Call us for pricing
Project Management	Call us for pricing
Special Projects (database development/report writing)	Call us for pricing

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## NJAMHAA'S IT PROJECT HOSTS YET ANOTHER SUCCESSFUL IT CONFERENCE

NJAMHAA's Information Technology (IT) Project hosted its annual conference, *Get Into the Groove: Desperately Seeking IT Solutions*, on March 5, 2014. Keynoting the event was Christopher Hines, Life Sciences Application Innovation Services Leader from IBM Global Business Services. Mr. Hines delivered an overview of how predictive analyses will help shape the future of healthcare. Using interoperability to share data for treatment purposes will also allow for analysts to look for trends that could potentially save lives in the future by "predicting" certain conditions and contributing to disease management.

There were many exciting presentations throughout the day that covered topics such as interoperability and electronic health records (EHRs), using EHR data to improve health outcomes and get paid for services, the need for penetration testing and exposing risks "before they expose you", more on meaningful use, breaking down data silos and the newest form of high-risk behavior exposure for those in jeopardy by way of legalized Internet gambling in New Jersey.

The highlight of the conference truly came during the IT Hero Awards presentations where staff from different cross-sections of agency types were

recognized as essential components of their organizations' success.

Tied for the top award, *IT Hero*, Joe Centimole from Monmouth Cares, Inc. and Roshan Trambadiya from Mental Health Association of Essex County were ecstatic that they were nominated by their managers and took home the awards. According to June Noto, NJAMHAA's COO and Director of the IT Project, "The IT Hero Awards are our way of recognizing staff who make significant contributions to the mission of their organizations. Information technology is part of each organization's infrastructure and many times goes unnoticed or

## Congratulations to the 2014 IT Heroes!



June Noto, Director of the IT Project, and Debra Wentz, CEO of NJAMHAA (center) with the 2014 IT Hero Award recipients (from left to right): David Jacobs, Joseph Centimole, William Barry, Roshan Trambadiya, Stephen Fioravanti, and Kristen Bulas.

unrecognized. Employees just expect the 'stuff' to work, not realizing that there are humans who keep their networks in top shape and running efficiently. And each year we receive different types of nominations from staff who know there are others who should equally be recognized."

One such recipient was Kristen Bulas, from Catholic Charities, Department for Persons with Disabilities, who implemented technologies specifically for consumers with intellectual disabilities

that improved the quality of their lives. Additionally, Stephen Fioravanti from Trinitas Regional Medical Center received the **Outstanding Use of Delivery System** Award for taking the lead in implementing a new EHR system for his hospital. Also receiving an **IT Hero** award was David Jacobs of Mental Health Clinic (MHC) of Passaic. Receiving the **IT Hero, Lifetime Achievement Award**, David has dedicated years of service to MHC Passaic and also implemented an EHR at this small but important agency. Finally, William Barry from Twin Oaks Community

Services received the **Lifetime Advocate Award**, as he has dedicated many years of his life to the behavioral health sector and IT. "Retiring from service this year, Barry has been a longtime friend of the IT Project and worked tirelessly alongside of the staff for many years to effect and implement changes in IT processes that would best serve providers and the Division of Mental Health and Addiction Services," Noto said.

# OFFICE 365 OFFERS FREE CLOUD

Is your organization ready to move all of its word processing, spreadsheet, presentation and e-mail to the cloud? Well, now might be the right time to consider the move. Have you heard that Microsoft makes available to nonprofit organizations its cloud-based version of its Office product and host e-mail free?

The product is called Office 365 and yes, it is free! NJAMHAA's IT Project has already helped a handful of agencies to move to Office 365. At first, we were just helping to move their e-mail systems to the 365 system, but as we have time to learn more about the system and when the agencies we have helped get online are ready, we will be helping them move all their Office data to the 365 cloud.

## Benefits of Office 365

Office 365 deepens the word processing, data analysis, communication and productivity features of Office that your staff already knows well. Here are some of its key benefits:

**Office Web Apps.** You're on your way home from the office and realize that you forgot to update an important document. What do you do? With Office Web Apps, you can open, view and edit documents right from your browser (Internet Explorer, Chrome, Firefox or Safari) on your home computer. Your staff can use Office 365 on up to five of their own devices, giving them the flexibility to work wherever and whenever they need.

**Hosted e-mail.** With Microsoft Exchange Online, you can access your e-mail, shared calendars and contacts from your PC, Mac, smartphone, or tablet without having to set up a VPN or remote access to your office. Office 365 provides each user with 25 GB of mailbox storage with attachments of up to 25 MB each.

**Document sharing.** Easily share documents with your colleagues with SharePoint Online, which is like an

online document repository in the cloud. You can even edit documents simultaneously with others, saving you precious time.

**High-definition collaboration.** Microsoft Lync Online is an all-in-one tool for video calls, web conferencing, instant

**Security and privacy.** Along with built-in spam and malware protection for e-mail, Office 365 also lets you add security to mobile devices. Your IT staff can manage and customize your organization's security options in a single console (a web-based admin center). If your organization deals with

sensitive information, your data will be protected in the cloud. Office 365 is compliant with industry standards including **HIPAA, FISMA, BAA**, and others.

**Support 24/7.** Don't have on-call IT staff? Office 365 provides 24/7 professional-level support for issues ranging from critical to mild (depending on the plan your organization has).

To learn about eligibility, go to <http://www.microsoft.com/about/corporatecitizenship/en-us/nonprofits/whos-eligible/>. Please be aware that in the Ineligible Organization section, it notes the following: **Healthcare organizations** included in Microsoft Health Programs are ineligible for Microsoft Nonprofit Programs. Visit the Microsoft Volume Licensing for Health website for more information. **Exceptions include independent nonprofit community, behavioral and women's health clinics; hospices; emergency services; and blood banks.**

This means that your organization should be eligible!

## Choosing the Right Plan

Nonprofits and charities vary in staffing and technical needs, so there isn't a "one-size-fits-all" Office 365 plan. There are two free donated plans:

- **Office 365 Small Business for Nonprofits**
- **Office 365 Enterprise E1 for Nonprofits**

The free donated plans do not include the full installed version of Office (which includes Word, Excel, PowerPoint, etc.). **To supplement these free Office 365 plans, you can request the latest version of Office through TechSoup.** Office

**MICROSOFT OFFICE 365**  
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SMB  
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+9% will save 8 in the next 2 years

23% cost savings  
+5% will save 5 in the next 2 years

The 4 most important advantages

About Microsoft Office 365

Microsoft Office 365  
Work with Microsoft Office as usual - but now more efficiently wherever you may be.

messaging and voice calls. With high-definition (HD) video conferencing, you can meet and collaborate with out-of-office staff and volunteers. Lync Online includes a real-time note-taking feature so you can keep track of ideas and notes from your meetings.

# STORAGE AND MORE

Standard 2013 (<http://www.techsoup.org/products/--LS-48332-->), which is available to eligible nonprofits for an admin fee of \$24, and Office Professional Plus 2013 ([www.techsoup.org/products/-LS-48344-](http://www.techsoup.org/products/-LS-48344-)) is available for an admin fee of \$32.

Eligible organizations can also upgrade to the discounted paid plans, which offer the desktop Office apps. With these plans, your staff can use Office apps on up to five devices per user. The discounted plans are:

- Office 365 Small Business Premium for Nonprofits (\$2 per user per month)
- Office 365 Enterprise E3 for Nonprofits (\$4.50 per user per month)

The Small Business plans are designed for smaller nonprofits with one to 10 users and no on-site IT staff. The Small Business Premium actually has a limit of 25 users. The Enterprise versions, on the other hand, are designed for organizations of all sizes that are running server-client networks, such as Windows Server.

*Please note there are several plans, but we recommend organizations get the Enterprise E1 plan. Also, if you have staff who wants or needs mobile apps, you will need to pay for the E3 plan for nonprofits, which is currently \$4.50/user per month. But, you only need to purchase this for those staff who needs this. All other staff can use the free E1 level plan.*

## How to Get Office 365

For more information on 365, you can call staff at the NJAMHAA IT Project and also visit a few web pages, such as <http://www.techsoup.org/support/articles-and-how-tos/are-you-ready-for-microsoft-office-365-for-nonprofits>.

To get started, also visit the Microsoft Office 365 for Nonprofits site at <http://www.microsoft.com/about/corporatecitizenship/en-us/office365-for-nonprofits/>.

## OPENIAM INTEGRATION WITH MICROSOFT TECHNOLOGIES

For those who may be interested in an easy-to-manage solution for identity and access control in a Microsoft enterprise environment, OpenIAM may be able to provide that for you. The OpenIAM Identity Manager (IDM) is available as an appliance that can provide integration with password synchronization, provisioning and single sign-on.

The key component is the OpenIAM Active Directory Password Filter that allows users to change their passwords on their Windows desktops and synch to the IDM. The IDM then synchs other systems the users may access with the new passwords.

Provisioning is handled through the IDM Provisioning Engine and Connectors that will reconcile changes in the target systems back to IDM.

OpenIAM also provides a Single Sign On solution across Microsoft Enterprise technologies, such as Sharepoint, Office 365 and Lync 2013. Seamless Single Sign On between on-premise and Cloud resources is another added benefit available through the OpenIAM solution.

For more in-depth analysis and information, including demos, case studies, support and training, please visit the OpenIAM website at <http://www.openiam.com/>.



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## IBM LAUNCHES GROUNDBREAKING ENCRYPTION DEVELOPMENT



IBM has recently been granted a patent for a new form of encryption known as “fully homomorphic encryption” (HE). Its purpose is to enable encrypted data to be processed without being decrypted. The granting of this patent suggests that a real, deployable solution is close to being realized, instead of being just a theory on paper. That theory could mean programs or entire machines could run encrypted

and exchange data among themselves. Although the idea of HE seems simple enough, it is a complex operation that may take years to develop, refine and utilize. As Paul Ducklin of Sophos wrote in his *Naked Security* blog, “Imagine if I could simply take encrypted data, leave it encrypted, search that data, and get the results in a plain text search.” However, renowned security technologist Bruce Schneier offered a more skeptical view about its practicality in 2009: “Visions of a fully homomorphic cryptosystem have been dancing in cryptographers’ heads for thirty years,” and “...performing a Google search with encrypted keywords...would increase the amount of computing time by about a trillion. Moore’s Law

calculates that it would be 40 years before that homomorphic search would be as efficient as a search today.” Considering a recent set of breakthroughs, skepticism still remains, as expressed by Bob Gourly of CTOvision.com: “I have seen nothing in any of the research that makes me think a solution can be put in place that cannot be defeated by bad guys. And if that can’t be done, then the solution will not solve any problems; it will just add processing overhead.” Meanwhile, in hopes of advancing its HE development, IBM is offering public challenges for its HE schemes to examine in detail any successful attacks.

Use the following link for more information. [http://www.infoworld.com/t/encryption/ibms-homomorphic-encryption-could-revolutionize-security-233323?source=IFWNLE\\_nlt\\_blogs\\_2014-01-02](http://www.infoworld.com/t/encryption/ibms-homomorphic-encryption-could-revolutionize-security-233323?source=IFWNLE_nlt_blogs_2014-01-02)

## THE U.S. FCC RULING ON NET NEUTRALITY

In a new ruling on who will control the internet and how they will do it, the Federal Communications Commission (FCC) has decided that internet service providers (ISPs) such as Cablevision, Comcast and TimeWarner will be allowed to create a “fast lane” and charge for its usage. Companies that provide streaming content that require high speed connections to deliver that content, such as Netflix and Hulu, may then pass these additional costs onto customers. This may also create a different pricing structure for the individuals and the options available to them for internet access.

For more information, please see the following article from Jim Lynch at TechSoup: <http://tinyurl.com/l3ypdns>

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## MICROSOFT INTRODUCES THE SURFACE PRO 3 TABLET

Microsoft recently introduced its Surface Pro 3 tablet. Arriving late at the table, Microsoft did not introduce its first Surface tablet until 2012 - a full three years after Apple introduced the iPad. The original Surface saw poor sales. The Surface Pro 2 has sold somewhat better as a laptop replacement. With the Surface Pro 3, Microsoft is confident it has created one device that can serve as a tablet and as a PC.

Time will be the judge of the Surface Pro 2's versatility. However, there are agencies here in New Jersey that have integrated Surface Pro 2 tablets into their IT networks. Unlike the iPad, Surface Pro tablets have several advantages for productivity. The Surface Pro line can run your existing software just like a regular laptop would. (Note that the Surface line does not: that can only run apps from Microsoft's

online app store.) They can be joined to your existing Windows domain and users can log in with their existing domain accounts.

The Surface Pro trades off less storage space for a smaller size and lighter weight. That's important to workers

who see clients in the field and don't want to lug around heavier machines. The Surface Pro 3 sports a larger screen than its predecessors, but weighs only 800 grams.

If your agency makes extensive use of laptops, the Surface Pro line is worth considering. The lower weight may well be worth the lower storage space, with cloud storage becoming more widely available. The Surface Pro 3 may yet be the device that unifies your tablet and your PC.



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## GOOGLE COMPLIES WITH HIPAA USING BUSINESS ASSOCIATE'S AGREEMENT

# Good news for agencies wanting to use

Google Gmail, Calendar, Drive and Apps Vault Service: As of September 2013, Google has offered to sign a HIPAA Business Associate's Agreement (BAA) to provide compliance with the adopted HIPAA regulations governing the security of individuals' Protected Health Information (PHI) and certified Electronic Health Records (EHR). As stated, this offering only covers Gmail, Calendar, Drive and Apps Vault Service while excluding other available services, such as Google+, Google Groups, Google Sites and various other third party Marketplace Apps. More details are available through the following link: <http://www.techrepublic.com/blog/google-in-the-enterprise/google-agrees-to-sign-baa-as-means-to-hipaa-compliance/>

Be aware, however, that this development does not guarantee total privacy and security for anyone's personal medical health records. It specifically addresses *Electronic Health Records*. Hard copy information is much more difficult to monitor and police. Can you verify all the boxes of paper holding your sensitive medical information have indeed been shredded according to your wishes or the establishment that held them?

Your information may pass through several different establishments or institutions that do not adhere to the strict standards set by HIPAA. Educational, employment and financial records that may include medical information are not covered by HIPAA regulations. There is no universal privacy rule for sensitive medical information. Consider

that even though some establishments and institutions do comply with HIPAA regulations, some individuals working for those organizations may have a different view of their obligations. Another possibility to acknowledge is the loss or theft of devices containing individuals' personal records. You would like to think that these devices are all protected by some form of modern tools to be tracked, disabled or erased and render them useless if lost or stolen, but that may not be the case.

Use the following link for additional information:

<http://www.techrepublic.com/blog/it-security/your-medical-records-hipaa-and-the-illusion-of-privacy/>

## MICROSOFT EXTENDS OEM PRELOADS FOR WINDOWS 7 BUSINESS USERS



As a Valentine's gift for its business user community, Microsoft announced mid-February that it will allow OEMs to continue to provide new PCs with Windows 7 Professional beyond October 2014, the original cutoff date under the company's normal sales

life cycle. However, the OEMs will not be permitted to build and sell new PCs with consumer editions of Windows 7 after October 31, 2014. While Microsoft says Windows 7 Pro will be available to OEMs beyond October 31, 2014, they are not yet disclosing what the new cutoff date will be. Once the date is determined, Microsoft will provide OEMs and customers with a one year heads-up.

Shad Larsen, Senior Business Program Manager for the Windows business planning team, revealed this change comes because Windows 7 remains the largest part of Microsoft's installed base and is still in the midst of being deployed by business customers. Boxed copies

of Windows 7 at retail had ceased as of October 30, 2013. Microsoft has not changed its planned end of support for Windows 7, which remains at January 13, 2015 for free support and January 14, 2020 for extended support. After the 2020 date, Microsoft will no longer provide fixes, updates or patches for Windows 7.

Use the following link to obtain additional information:

<http://www.zdnet.com/microsoft-extends-date-for-oem-preloads-of-windows-7-for-business-users-7000026362/#ftag=RSS14dc6a9>

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