



## **SPAM eMail**

**-VS-**

## **Wanted eMail & Virus infiltration**

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### **Introduction**

We are constantly battling SPAM email and viruses enterprise-wide. At times the amount of viruses and SPAM email can overtake the number of legitimate emails coming into the organization. We maintain the systems to mitigate the risk of viruses exploiting the resources and to reduce the ability for SPAM to enter the systems. It is important to follow through with user procedures to help keep viruses and SPAM email from infiltrating the environment.

### **From this point forward**

Each staff member has been given an additional email address. Please use your current email address for all client and internal email communications. When registering for a newsletter, newsgroup, service, etc., please use your alternate email address. This way we can easily change the email address should it become the target of SPAM email and/or virus infiltration. The format for your alternate email address is shown by the following example: My current email address is "fpeluso@msmr.com." My alternate email address is "zfpeluso00@msmr.com." Notice the preceding "z" and ending Zeroes "00." Your alternate email address follows the same pattern.

### **Why are we trying to reduce the amount of viruses and SPAM email coming into the enterprise?**

- On average people spend 6 - 15 minutes a day trying to sift through SPAM email.
- Some SPAM email violates company sexual harassment policies.
- Many times legitimate email is mixed in-between SPAM email and an important communication is overlooked and/or deleted.
- The SPAM email is using up a tremendous amount of computer and network resources. Instead of providing services to staff members the computers are busy dealing with SPAM email and viruses.
- The SPAM email is using up the data storage on your servers. This is affecting your ability to back-up important company data properly.
- Much of the SPAM email contains viruses. These viruses are generally variants of existing viruses and can easily exploit the vulnerabilities in your systems before you even know about them. Unfortunately this has happened to many enterprises in the past, and it has caused them significant downtime. Some enterprises have been embarrassed by defacing email campaign that were routed through the servers to look as if it was coming from their domain.

### **Basic Things You Can do to Prevent/Reduce Spam**

- 1. *Avoid publishing your private e-mail address***

Putting your e-mail address on a web page is often the fastest way to generate spam in your mailbox. If you have to publish your address, try to "spamproof it" (e.g. "fpeluso at msmr dot com") or set up a "throw away" account that you can use for short periods of time and stop using later.
- 2. *Don't give your e-mail address to organizations you don't trust***

Read the privacy policy and "terms of use" statements of a website or organization before you hand them your e-mail address. Inquire about how your address will be used, who it might be sold to, and what your options are for getting out of a database/mailing list.
- 3. *Don't respond to spam***

No matter how tempted you might be to respond to a spammer and tell them off / ask to be removed from their list, don't do it. This only serves to A) validate that your e-mail address is active and thus a good target for further messages, B) contribute to their "response rate", C) further waste your time and resources.
- 4. *Educate***

Educate your users, friends, and family about spam, why it is (or is not) worth fighting, and what they can do. Spammers are often successful in getting mail through because the typical end user doesn't understand the technical issues enough to make decisions about how to respond and fight back.
- 5. *Never buy anything advertised in spam***

The reason that people spam is because they can make money. They make money, like all advertisers, by convincing people to buy a product. If no one buys the things advertised in spam, companies will quit paying spammers to advertise their products.
- 6. *Use a second email address in newsgroups***

Newsgroups are the great email address gathering ground for spammers. If you post to a group, you're going to get spam -- it is just a matter of time. So how are you supposed to participate? Use a different email address than the one you use for business and emailing friends and relatives. In other words, have a public address and a private address. You'll just have to deal with the spam in your public account.

### **About Us**

Centuric offers a comprehensive suite of products and services tailored to address the complex issues facing businesses today. Some of our main areas of expertise include Network Support Consulting Services, STORServer® Managed Data Services, Infrastructure Buildout and De Novo Services.

Centuric offers great value to its clients. In business since 2001, we employ a highly credentialed staff of professionals who deliver exceptional client service. Our company is nimble enough to react quickly to market changes, and we use the latest proven technologies. We have extensive regulatory compliance expertise. We also offer options for no capital expenditures through our managed services solutions. And our dedicated support and Help Desk personnel are always available to assist our clients.

For these reasons – and more – the 2008 South Florida Business Journal recently honored Centuric with a listing in four of its “Top 25” categories:

- Fastest Growing Private Companies
- Fastest-Growing Technology Companies
- Largest IT Consultant Firms
- Largest Computer Networking Companies

Centuric uses a federally recognized standard methodology to help our clients meet compliance and mitigate security risks. We have staff certified by the National Security Agency (<http://www.nsa.gov/>) utilizing INFOSEC Assessment Methodology (IAM). Our enhanced IAM methodology encompasses the GLBA requirements as well as the responsibility to protect institutional information and systems infrastructure.

### **Our Mission Statement**

Centuric is focused on improving our clients’ business performance by providing technology solutions. Our core portfolio comprises on-site and remote support, managed services, systems integration and business applications. Our purpose and passion is to provide signature service that consistently exceeds client expectations.

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