



Bell Ringer

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Your Business Has Enough to Manage...

LET ITC HANDLE THE TECH

Running a business takes time, energy, and attention. The last thing you need is technology problems slowing you down. ITC's Managed IT Services help take the stress out of managing technology, so you can spend more time serving customers, supporting employees, and growing your business.

Whether you operate a small local business or a larger organization, ITC provides technology solutions designed around your needs. With a local team ready to help, you can feel more confident knowing your systems are protected, your data is backed up, and help is available when you need it.

Technology That Makes Your Workday Easier

- **Hosted Voice.** Give your customers and employees a reliable way to stay connected. ITC Hosted Voice makes it easier to manage business calls with a cloud-based phone system that can grow with your needs. You won't have to worry about maintaining costly on-site phone equipment because ITC handles the setup, leasing, and ongoing management.
- **IT Support.** When technology isn't working, your business can't work at its best. ITC's experienced technicians help resolve technology issues, maintain your systems, and plan for future needs. Whether you need help troubleshooting a problem or want to ensure your equipment and software run properly, you have a local team to turn to for support.
- **Managed Firewall.** Protect your business from online threats without managing network security yourself. ITC monitors and manages your firewalls, switches, and wireless access points to help keep your network secure. With added layers of protection, you can spend less time worrying about your network.
- **Endpoint and Anti-Virus Protection.** One infected computer can put important business information at risk. ITC uses Sophos Endpoint Protection to help protect your Windows, Mac, and Linux devices from malware and other cyber threats. Real-time intelligence from SophosLabs helps identify potential risks, giving you added confidence that your business devices and information are better protected.
- **ITC Backup.** Accidentally deleted files, equipment failures, or unexpected disruptions can threaten your business's data and daily operations. ITC's secure cloud backup solutions help protect the files and data you depend on, including information stored on workstations, servers, and databases. If something goes wrong, having reliable backups can make recovery easier and help your business get back on track. You can also monitor your backups through a convenient online dashboard.

Focus on Your Business. We'll Help With the Technology.

You have a business to run, and technology should help you do it. ITC's Managed IT Services help you reduce security risks, limit disruptions, protect important information, and keep your team productive.

ITC can find the right solutions for your business. Call 1.800.417.8667 or visit www.itc-web.com to learn more about ITC's Managed IT Services.



Do you own a small business? Check out **SmartBiz** and benefit from this all-in-one connectivity solution. To learn more about **SmartBiz**, visit the ITC website at www.itc-web.com/smartbiz

EVERYDAY USES FOR AI

By Michael Martinell, Network Broadband Technician

For many of us, “artificial intelligence” first appeared on television or in movies. K.I.T.T. helped Michael Knight out of one tight spot after another. Rosie, the robotic maid on *The Jetsons*, rolled through the house with a broom and a wisecrack. The WOPR computer in *WarGames* nearly started a catastrophe before learning that some games are better left unplayed. Then there was *The Terminator*, which gave us a darker warning about machines taking control. Popular culture taught us to be fascinated by AI while staying a little suspicious of it.

Today, AI is no longer science fiction, but it is not quite K.I.T.T. or Rosie, either. Its foundations date to the 1950s, when computer scientists began experimenting with machines that could recognize patterns. As computers became faster and gained access to more information, those capabilities improved. Modern AI now works with words and pictures and offers suggestions based on patterns it has learned. It does not think like a person and can make mistakes, but when used thoughtfully, it can be surprisingly helpful.

How to Use It Today

AI assistants are now available through many search engines, social media sites, computer programs, websites, and smartphone apps. Using an AI assistant can feel a lot like having a conversation. You do not need to learn a special computer language. A plain request such as “Explain this in simple terms” is often enough to get started. You can ask an AI assistant to:

- Explain a confusing or unfamiliar term.
- Suggest meals from ingredients you already have.
- Help write a polite note or email.
- Create a simple game to play with children.

Start with a low-risk task, such as asking for ideas for a hobby or project. If the first answer misses the mark, tell it what to change: “Make it shorter,” “Use simpler words,” or “Give me another example.” The back-and-forth is part of using the tool.

You Are Always in Charge

You decide what to keep, change, or ignore. Think of AI as a fast assistant or a first draft, not the final word. It can misunderstand a question or confidently give a wrong answer. For important medical, financial, legal, or safety information, check with a doctor, financial professional, attorney, or another source you trust.

Protect your privacy, too; never enter passwords, Social Security numbers, bank information, or other sensitive details. Your experience, common sense, and judgment remain essential.

So go ahead and be curious. Ask a question, try a simple task, and decide for yourself what is useful. You may not have K.I.T.T. waiting in the driveway or Rosie tidying the kitchen, but a small piece of that once-fictional future is already here.

ITC UNIVERSITY IN NOVEMBER

By Holly Stormo, Marketing Communications Specialist

The Internet makes it easier than ever to stay connected, shop, manage finances, and find information. But as technology advances, so do the ways scammers try to steal personal information and money. In November, ITC University is teaching classes on Internet Security. We’ll cover creating strong passwords, recognizing phishing emails and suspicious text messages, and knowing what to do when something doesn’t seem right.

One of the biggest topics we’ll explore is artificial intelligence (AI) and how scammers are using it to make their tricks more convincing. Learn how criminals can create fake emails, imitate familiar voices, and generate realistic pictures and videos to fool unsuspecting people. We’ll also discuss how to use AI tools more safely and what personal information you should never share.

Whether you use the Internet every day or just occasionally, this class will help you feel more confident recognizing potential scams and protecting your information. Join ITC University and learn how to stop, think, and verify before you click!

The November classes will be held at 10:00 AM and 2:00 PM on the following dates:

- Ivanhoe - November 17
- Webster - November 18
- Clear Lake - November 24
- Brookings - December 2
- Milbank - December 3

Sign up by scanning the QR code or visiting the ITC website at www.itc-web.com/itcuniversity. If you have any questions, please call ITC at 1.800.417.8667. We hope to see you in class!



EMAIL SECURITY

Your email account is an important part of your online security, and protecting it starts with knowing what to look for. **ITC will never send you an email asking you to click a link and enter your email username and password.**

Scammers often send fake emails that look like they come from a trusted company. These messages may claim your email account needs an upgrade, your password is expiring, or you must verify your account to avoid losing access. Their goal is to trick you into sharing your login information.

If you receive a suspicious email asking you to sign in, do not click the link or enter your information. Instead, delete the message. If you are unsure whether an email is legitimate, contact ITC’s Help Desk for assistance.

Remember, when it comes to your email security, stop and think before you click. A little caution can go a long way in keeping your personal information safe.