NDA

Business Skills
Qualifications
IT Solutions

Members of the Launceston Hazara community attending a course at NDA

Dear client

We have something important to discuss this month about a new and more vicious spike in malware centred around 'spear phishing'.

Password Managers
We can all recognise the obvious attempts such as the grammatically challenged and poorly written emails from .ru, urging us to click on a link. But what if you were to receive urgent email correspondence from a client or supplier, followed a few minutes later by a phone call purporting to be from a senior executive in the client / supplier, asking you to open the attachment or click on a link?

This is spear-phishing: carefully targeted campaigns, often aimed at the PAs of senior executives in large organisations. The intent is to embed Trojan horse software on the organisation's server, giving criminals keyboard tracking capabilities and Administrator access to the entire network.

Malware and viruses generally seem to be on the increase - and the software and nature of attacks are becoming more sophisticated. What can you do to minimise the chances of having your online bank account cleaned out, or some extensive on-line shopping performed in your name?

Password managers offer an important additional degree of security. Our article below explains what password managers do (yes, they manage your passwords),

explains how they can offer an important additional layer of security and recommends one particular example of the genre.

The Hazara

Last week we commenced one of the more intriguing training challenges we have undertaken: IT training for a group of non English-speaking Hazara immigrants.

The Hazara are a group of tribes thought to have arrived in the Hazarajat region of Afghanistan from Uzbekistan and Mongolia in the 16th century. They have a history of uprisings and revolts against the Pashtun majority. Following the end of the Russian occupation of Afghanistan in 1992, the Taliban targeted the Hazara and other ethnic minorities. Many Hazara fled, becoming refugees in Iran and Pakistan, with some migrating to western countries.

It was largely Hazara refugees that were rescued by the Norwegian freighter, the Tampa, and subsequently refused access to Australia by John Howard's government. They eventually settled in New Zealand.

Launceston hosts a growing population of Hazara immigrants and NDA is presenting a series of computer courses to assist in their cultural integration. The challenge is that we have no common language or even a common alphabet, as the Farsi language favoured by the Hazara uses a Persian script.

To get around this problem we focused on browser-based software that can be controlled by the mouse. Along the way I have discovered some useful things:

- Google Maps can not only locate businesses or services near your address, but also tell you what bus to catch, the location of the nearest bus stop and what time the next bus leaves.
- Google Translate can translate from English to Farsi and display a virtual Farsi keyboard, so Persian words can be typed and translated to English.
- There is a Farsi channel on YouTube.
- The browser can be switched between multiple foreign languages.

I did, however, have a Homer Simpson moment when experimenting with changing the language in the Chrome browser to Farsi. No problem in switching from English to Farsi:

No - I couldn't understand it either...

The problem came when I tried to change it back again and could not read the menus, which now appeared reading from right to left in Farsi. Dohh – reinstall Chrome time!

Bike blog
After last issue's article on your blogs I was inspired to begin writing one. What to choose as a subject? Eventually I settled on cycling, travel, the physiology of exercise, social media and exercise - and wine (why limit yourself, eh?). Be the first to follow Training for Le Tour.

With warm regards

Nigel Davies
Director, NDA

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Password Managers
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Most PC users now have to manage multiple combinations of user names and passwords. A quick tally of my collection reveals 52 passwords in current use (and you don't use the same user name and password for every site you visit...do you?).

Most of us have devised some sort of method of managing this process. Until recently I asked the browser to remember passwords on computers where I was the sole user and maintained a (password protected) list of passwords in Outlook Notes. This was a far from perfect solution:

- When accessing infrequently used sites or sites with complex passwords it was inconvenient to have to open Outlook, Open Notes and copy and paste the password.
- If I changed a password I had to remember to update the Outlook Notes copy.
- If I memorised and typed passwords the process was vulnerable to keyboard capture malware.
- It is quite difficult to devise multiple passwords that are both complex and memorable.

Password managers offer a free or low cost solution to these problems. There are many password managers but I will concentrate this article on LastPass.

I became aware of LastPass when the Heartbleed virus became public knowledge. Thawte, an issuer of certificates for secure web transactions, recommended users to change their passwords and suggested LastPass to manage the process. I have been using the software for several weeks now and feel comfortable in recommending it. There were a couple of issues in the first week of use but these were more due to my not fully understanding the software.

Here are the main things you might want to know:

- When you first use LastPass it can import all your existing stored passwords from Internet Explorer and Chrome.
- LastPass encrypts your passwords with a 256 bit key, stores them on your PC in an encrypted 'vault' and synchonises the vault across all your devices. The vault is protected by a single password (that you have to remember!)
- When you go to a previously visited website it fills in the username and password without you touching the keyboard (so bad luck keyboard capture malware).
- When you visit a new website it offers to remember the user name and password and adds them to your vault.

- It will generate and store complex random passwords for new or existing sites - passwords that you do not need to remember.
- It offers several multi-factor authentication options.
- You can share passwords with family members and friends if they use the same accounts.
- It identifies and warns you if you use the same password for more than one site.
- You can add multiple form-filling profiles. When you purchase something online, just select the appropriate profile (work / home) and it fills in the form - including credit card details if you wish.

LastPass is free for use on PCs. If you wish to exend its use to smartphones and tablets it will cost you $12 US per annum.

Limitations

LastPass works fine for websites but is less convenient for phone apps that require a password.

This article provides an in-depth summary of the technical side of the software.

Stuff
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Time Management
Thank you for your amazing response to our Time Management Flyer. To meet the demand we have scheduled an additional course in Hobart on **Thursday 29 May**. Please call Janelle on 1300 765 736 if you would like more information.

Work Health & Safety
We have scheduled our new WH&S course for Hobart (3 June) and Launceston (18 June). You can read about it here.

The NBN
Ha ha. Ha ha ha. Ho ho. Well it would be funny if it wasn't so serious. NDA has had a physical NBN connection for six months now. Unfortunately the NBN doesn't believe it is there, despite the fact that we can read them the serial number of their box on our wall. And until their system acknowledges it's there, our ISP can't make a connection.

And as I write, I have had the NBN on speaker phone for at least 60 minutes waiting to speak with someone about a home connection - and the call has just dropped out!

Current Government employees eligible for qualification funding
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photo of frazzled government employee included to catch your attention

Good news! **All current Government employees (State, Commonwealth and Local Government) are now eligible for State 'User Choice' funding for existing workers** (subject to eligibility determined by an Australian Apprenticeship Centre). The following table shows which NDA qualifications are supported - in most cases the funding covers the entire fee.

Qualification
Cert II in Business
Cert III in Business
Cert III in Business Administration
Cert IV in HR Management
Cert II in IT, Digital Media and Technology
Cert III in IT, Digital Media and Technology
Cert IV in IT
Cert IV in IT Support
Cert IV in IT Networking
Cert II in Tourism
Cert III in Tourism

You can view the outlines for these qualifications here.

What to do next

This is a great opportunity to upgrade your CV with a new qualification - and if you study with NDA **the qualification fee includes attendance at all relevant NDA IT and management courses at no additional cost**.

We recommend that you **follow up quickly while this funding is available**. If you would like more information, please email info@nda.com.au or call 1300 765 736.

What you said - feedback from recent newsletters

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On Wool Runners...

Couldn't resist the opportunity to speak Kiwi while being fleet of foot in the mornings. Have signed up. They look fabulous. Thanks for the link.
Michele Round, Pinot Shop

Morning Nigel,
Great newsletter as usual and love the pics. Would seriously like to try a pair of the shoes!
Louise Manka, Country Club Tasmania

Hi Nigel
Thanks for changing my email address for your newsletter (which I always enjoy). I've just left UTAS and am setting up as a freelance writer and editor, something I have done before though not full time; if you come across anyone in need, please forward my flyer to them.
Mel Roome

Mel used to work at NDA and is a meticulous operator. If you require writing, editing or proofreading services you can contact her on 0439 918 994.

On Project Management...

Maybe you could provide free access for politicians - may save us all money in the long run :)
Ray, Dept of Education

On Time Management...

Sorry no time to read it!
I completed time management training with you 18 months ago and can say it is the best skill set I have put into practice to free my desktop and reduce stress and increase my productivity…… and still go home on time!
Thanks for that.
Matthew Drake, Housing Choices Tasmania

Love the promo... very clever.
Describes perfectly the thought process! Important facts in red.... easy for busy people to see at a glance. Clever.
Fiona Dewar, Northern Midlands Council

Forthcoming training courses
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The following courses will shortly be presented by NDA - some at significant discounts on standard rates. To obtain the discount, please phone Janelle on 1300 765 736 and mention this email when making bookings. Clients with existing bookings for discounted courses may not change them, but additional people may be

added at the discounted rate.

Hobart IT Courses
Project 15/16 May - $480
Word Intro 19/21 May - $480 **two for the price of one**
Word Intermediate 21/22 May - $480 **two for the price of one**
Word Advanced 22/23 May - $480
PowerPoint 26 May - $240 **two for the price of one**
Excel Introductory 2/4 Jun - $480
Excel Intermediate 4/5 Jun - $480
Excel Advanced 5/6 Jun - $480
MYOB Advanced 10 Jun - $285
Access Intro 12/13 Jun - $480
Crystal Reports Intro 18/19 Jun - $$570
Crystal Reports Advanced 23/24 Jun - $570
Publisher 27 Jun - $240 **two for the price of one**

Hobart Business Skills Courses
Managing Successful Projects 14/15 May - $570
Time Management 29 May - $285
WH&S in the Workplace 3 June - $285

Launceston IT Courses
MYOB Setup and Operation 15/16 May - $570
PowerPoint 19 May - $240
Excel Introductory 2/3 Jun - $480
Excel Intermediate 3/5 Jun - $480
MYOB Advanced 10 Jun - $285
Image Manipulation 18 Jun - $195 **two for the price of one**
Project 23/24 Jun - $480
MYOB Setup and Operation 26/27 Jun - $570

Launceston Business Skills Courses
Time Management 20 May - $285
Professional Telephone Techniques 17 Jun - $285 **two for the price of one**
Business Writing Skills (Basics) 24 Jun - $285

Devonport IT Courses
PowerPoint 19 May - $240 **two for the price of one**
Word Intro 20/21 May - $480
Word Intermediate 21/22 May - $480
Excel Introductory 3/4 Jun - $480
Excel Advanced 5/6 Jun - $480
MYOB Advanced 10 Jun - $285
Project 12/13 Jun - $480
MYOB Setup and Operation 26/27 Jun - $570

HOBART	**LAUNCESTON**	**DEVONPORT**
Level 3, Trafalgar Centre, 110 Collins St	Level 1, 65 St John Street	The Roberts Building, 23 Stewart St

Hobart TAS 7000	Launceston TAS 7250	Devonport TAS 7310
Phone: (03) 6224 2660	Phone: (03) 6334 4910	Phone: (03) 6423 4547