The future of desktop support

*Dr. James Stanger - CompTIA*

For some time now, the service and support industry has debated the responsibilities of the different tiers within the traditional service desk. In this interactive session, you’ll be exposed to the research that CompTIA has conducted around the evolution of support. Join James Stanger for some eye-opening, data-driven conclusions about the changes that have occurred in the industry over the last three years, and discuss how the traditional tiers are evolving. You’ll also learn about new key performance indicators, as well as fundamental shifts that impact today's ITSM support responsibilities.
We’ll be talking about:

1. Our research: How supporting device diversity and the evolving end-point has moved IT support to analytics

2. The evolution of tech support, from our perspective

3. Leveraging the impact of automation, self-support, and the cloud on the help/service desk

4. Five essential skills employers require today for first and second-line support workers, regardless of support tier

James Stanger, PhD

*Chief Technology Evangelist - CompTIA*

A+, Security+, Network+, MCSE, LPI Linux LPIC-1

*Liaison between corporations and IT Pros — provide direct input into CompTIA’s certification and education offerings*

- Help desk support metrics
- Technical support skills
- IT Service Management (ITSM)
- Security analytics
- Penetration testing, risk assessment, and intrusion detection
- Linux and open source
- Network administration
- Web technologies
- Award-winning author and instructor
Tell me about yourselves . . .

Which of the following best describes your job?

A. Help desk / service desk worker
B. Networking professional
C. Security / cybersecurity professional
D. Looking for a gig
E. Management

We asked just under 1,000 people worldwide about their tech support experience, including factors that have changed what they do. Let’s discuss their responses.
device diversity and the evolving endpoint – some trends

Do the above factors all lead to a Universal Basic Income (UBI), or to simply understanding our role in the company’s narrative?
Building a digital organization

- Of all the changes happening across IT, the help desk role may be undergoing the most dramatic change.
- The required technical skills cover a broad range of topics, policies and procedures.
- More important than ever

“Whether the first line of support is managed in-house or outsourced, there is a growing need for well-rounded technicians to support digital strategy.”

“There is a growing need for knowledge in operational procedures and project management. Technical skills allow service desk analysts to get the job done; process knowledge allows them to fit the service desk into the larger flow of the business.”

Question

What level of help desk / service desk support do you provide?

A. Level 1
B. Level 2
C. Level 3
D. Are you kidding? Everything!
Can move beyond – or enhance – the traditional models

Evolution of the “help desk” into ITSM

More jobs in the infrastructure sector than ever before

Android, iOS, consoles, IoT

Information Technology Service Management (ITSM)

Mobile – iPad, Android, consoles

Linux, Mac OS, Windows

DevOps

Automation

Evolution of the Desk

Security – first line of defence?

Networking – essential tasks

Troubleshooting of all devices
Building a digital organization

- Help desk interacts with more business units than ever before
- Increasingly-diverse set of skills required
- Service management jobs – including help and service desk – have seen year-over-year growth
- More jobs than ever before available

### Technical Skills

<table>
<thead>
<tr>
<th>Skill</th>
<th>% of Companies in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>40%</td>
</tr>
<tr>
<td>Database/Information management</td>
<td>38%</td>
</tr>
<tr>
<td>PC support</td>
<td>36%</td>
</tr>
<tr>
<td>Storage/Backup</td>
<td>33%</td>
</tr>
<tr>
<td>Networks</td>
<td>31%</td>
</tr>
<tr>
<td>Cloud architecture</td>
<td>29%</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>27%</td>
</tr>
<tr>
<td>Web development</td>
<td>27%</td>
</tr>
<tr>
<td>Server/Datacenter management</td>
<td>27%</td>
</tr>
<tr>
<td>Mobile device support</td>
<td>24%</td>
</tr>
<tr>
<td>Application development</td>
<td>23%</td>
</tr>
<tr>
<td>Big Data tools/analytics</td>
<td>23%</td>
</tr>
<tr>
<td>Virtualization</td>
<td>21%</td>
</tr>
</tbody>
</table>

A fundamental shift in the desktop mission

- There’s a greater variety of “things” to support.
- The emphasis is now on users’ ability to access data from any device, rather than the device itself.

**Top troubleshooting areas:** Login issues, access control, slow service access, browser/app issues, wireless connection, device-to-device/syncing problems, lost files, frozen device / device acting strangely.
Working with back-end systems

- Yes, tier 1 positions are going away / have gone away
- But “tier 2” means different things today
  - Interaction with complex back-end systems
  - Cloud
  - Linux
  - Virtualization
  - Authentication
  - Automation
  - Orchestration support

What has been the most significant change in end point technology in your organization?

A. Introduction of mobile devices / BYOD
B. IoT devices are here - and I support them
C. The new operating systems that I have to learn
D. The security technologies I need to understand
E. Moving from managing PCs to managing data / information
Data-driven research concerning the help desk / tech support job role

<table>
<thead>
<tr>
<th>Industry</th>
<th>2017 US IT Job Postings</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional, Scientific, and Technical Services</td>
<td>2.28m</td>
<td>23%</td>
</tr>
<tr>
<td>Insurance Carriers and Related Activities</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>Credit Intermediation and Related Activities</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Transportation Equipment Manufacturing</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Publishing Industries (except Internet)</td>
<td>2%</td>
<td>7%</td>
</tr>
<tr>
<td>Educational Services</td>
<td>2%</td>
<td>6%</td>
</tr>
<tr>
<td>Hospitals</td>
<td>2%</td>
<td>6%</td>
</tr>
<tr>
<td>Computer and Electronic Product Manufacturing</td>
<td>2%</td>
<td>5%</td>
</tr>
<tr>
<td>Administrative and Support Services</td>
<td>2%</td>
<td>5%</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>2%</td>
<td>5%</td>
</tr>
</tbody>
</table>

*professional, scientific, & technical services cited in 214,421 US IT job postings full year 2017.*
Top Specialized Skills in IT Job Postings

1. SQL
2. Software Development
3. JAVA
4. Project Management
5. JavaScript
6. Software Engineering
7. LINUX
8. Oracle (?)
9. Technical Support
10. Python

Top Skill Clusters in IT Job Postings

1. IT: Software Development Principles [Similar]
2. IT: System Design & Implementation [Similar]
3. IT: SQL [Faster]
4. IT: Operating Systems [Similar]
5. IT: Technical Support [Faster]
6. IT: Microsoft Office & Productivity Tools [Faster]
7. IT: Java [Similar]
8. Business: Project Management [Much Faster]
9. IT: JavaScript & jQuery [Much Faster]

Top Skills Cited in IT Job Postings – 2017

2.28m US IT job postings in 2017, of which 9% do not specify specialized skills.

2.28m US IT job postings in 2017, of which 14% do not specify skill clusters.

Salaries and Job Growth for IT Positions

<table>
<thead>
<tr>
<th>ONET Code</th>
<th>Core IT Occupation</th>
<th>Average Annual Salary*</th>
<th>Projected NEW Jobs 2017 - 2027</th>
<th>2017 – 2027 % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-3021.00</td>
<td>Computer and Information Systems Managers</td>
<td>$135,800</td>
<td>74,263</td>
<td>19%</td>
</tr>
<tr>
<td>15-1111.00</td>
<td>Computer and Information Research Scientists</td>
<td>$111,840</td>
<td>4,421</td>
<td>16%</td>
</tr>
<tr>
<td>15-1121.00</td>
<td>Computer Systems Analysts</td>
<td>$87,220</td>
<td>128,732</td>
<td>20%</td>
</tr>
<tr>
<td>15-1122.00</td>
<td>Information Security Analysts</td>
<td>$92,600</td>
<td>19,717</td>
<td>20%</td>
</tr>
<tr>
<td>15-1131.00</td>
<td>Computer Programmers</td>
<td>$79,840</td>
<td>-5,695</td>
<td>-2%</td>
</tr>
<tr>
<td>15-1132.00</td>
<td>Software Developers, Applications</td>
<td>$100,080</td>
<td>185,932</td>
<td>21%</td>
</tr>
<tr>
<td>15-1133.00</td>
<td>Software Developers, Systems Software</td>
<td>$106,860</td>
<td>68,785</td>
<td>15%</td>
</tr>
<tr>
<td>15-1134.00</td>
<td>Web Developers</td>
<td>$66,130</td>
<td>57,862</td>
<td>22%</td>
</tr>
<tr>
<td>15-1141.00</td>
<td>Database Administrators</td>
<td>$84,950</td>
<td>16,995</td>
<td>14%</td>
</tr>
<tr>
<td>15-1142.00</td>
<td>Network and Computer Systems Administrators</td>
<td>$79,700</td>
<td>44,734</td>
<td>11%</td>
</tr>
<tr>
<td>15-1143.00</td>
<td>Computer Network Architects</td>
<td>$101,210</td>
<td>18,854</td>
<td>11%</td>
</tr>
<tr>
<td>15-1151.00</td>
<td>Computer User Support Specialists</td>
<td>$49,390</td>
<td>116,908</td>
<td>16%</td>
</tr>
<tr>
<td>15-1152.00</td>
<td>Computer Network Support Specialists</td>
<td>$62,670</td>
<td>26,293</td>
<td>12%</td>
</tr>
<tr>
<td>15-1199.00</td>
<td>Computer Occupations, All Other</td>
<td>NA</td>
<td>29,230</td>
<td>9%</td>
</tr>
<tr>
<td>17-2061.00</td>
<td>Computer Hardware Engineers</td>
<td>$115,080</td>
<td>6,742</td>
<td>9%</td>
</tr>
<tr>
<td>49-2011.00</td>
<td>Computer, Automated Teller, and Office Machine Repairers</td>
<td>$37,100</td>
<td>3,561</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>NA</td>
<td>797,335</td>
<td>15%</td>
<td></td>
</tr>
</tbody>
</table>

IT Salary Trending

Mean Salary Percentiles, 2016

Mean Salary % Change 2015-2016

CAGR = 1.9%

Systems Analysts: 2.1%
Software Developers, Applications: 1.8%
Network Architects: 1.6%
Information Research Scientists: 1.1%
Computer Occupations, Other: 1.1%
Computer Support Specialists: 0.8%
Network Support Specialists: 0.6%

Note: many factors affect salary besides occupation such as location, job level, experience, industry, experience, academic credentials, etc.

Mean Salary Percentiles, 2016

25th 50th 75th 90th

$175k $125k $75k $175k

Mean Salary % Change 2015-2016

Systems Analysts: 2.1%
Software Developers, Applications: 1.8%
Network Architects: 1.6%
Information Research Scientists: 1.1%
Computer Occupations, Other: 1.1%
Computer Support Specialists: 0.8%
Network Support Specialists: 0.6%

Note: many factors affect salary besides occupation such as location, job level, experience, industry, experience, academic credentials, etc.

five essential skills employers require today for first and second-line support workers
Five essential skills – our “takes” from the industry survey

Tech skills

1. Cybersecurity
2. Linux / endpoint
3. Programming / automation
   - Shell scripting
   - Python, bash, PowerShell (?)
4. Networking
   - TCP/IP
   - Network segmentation
   - VPN
5. Soft skills
   - “Customer service mindset”
   - Project management
   - Turn negatives into educational opportunities

“We want someone who wants to solve problems”

“Can this person really look beneath the hood?”

“Can he or she see around the corners of a problem?”

Emerging tech impact on security issues at the help desk

Additional help desk considerations

1. Automation
2. AI
3. Blockchain (really?)

“New trends in technology are creating new possibilities for automation and artificial intelligence. While the impact to overall job numbers is unclear, one thing is certain: non-repetitive technical skills will be in high demand.”

<table>
<thead>
<tr>
<th></th>
<th>Not Much</th>
<th>Some</th>
<th>A Lot</th>
<th>NET Impact*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud implementations</td>
<td>24%</td>
<td>41%</td>
<td>35%</td>
<td>76%</td>
</tr>
<tr>
<td>Bring Your Own Device (BYOD)</td>
<td>32%</td>
<td>35%</td>
<td>34%</td>
<td>69%</td>
</tr>
<tr>
<td>Internet of Things (IoT)</td>
<td>37%</td>
<td>39%</td>
<td>24%</td>
<td>63%</td>
</tr>
</tbody>
</table>
Most essential security skills for support / help desk

Top Examples

- Networking / network security
- Passwords
- Troubleshooting
- Patch management
- Network knowledge
- Awareness / attention to detail
- Encryption
- Customer service / friendliness / patience / professionalism
- Communication
- Antivirus / ransomware
- User education
- Social engineering
- Malware
- Recognition
- Prevention / proactiveness
- Common sense / critical thinking / logic / reasoning
- Identity & access management
- Policies

Source: CompTIA, IT Security and Support | Overall results, n=439 IT pros

Let’s talk security: Where attacks tend to occur

- The **interstices**: The gaps! Where one technology connects with another – the “in between” places
- Examples
  - Where “meat space” and “cyber space” converge
    - That evil television . . . Or notebook . . . Or phone
    - Business E-mail Compromise
    - Coding issues
    - Physical access to a building
  - Wireless access points (unencrypting data on the device)
  - SMS/mobile/ and Web technologies: Facebook
  - SQL and Web servers (SQL injection)
  - Desktop support!

The ultimate “interstice” is where tech meets the end user – and that often means help desk
What is multifactor authentication?

A. The use of physical tokens.
B. Using something you know, and something someone else knows.
C. The use of more than one authentication technique.
D. The use of more than three authentication techniques.

Cyber skills at the help desk

- Multifactor authentication
  - 2-factor (a.k.a. strong authentication)
  - 3-factor

Companies value:
- The ability to explain it
- The ability to implement it

Can you explain the authentication process of an automated SSH session?
Handling dreaded customer support comments/questions

Here are some, as found by our respondents

- “I followed the antivirus instructions, but now I get a new login screen. Can you help?”  
  **Ransomware**
- “Can you help me download my e-mail to my new phone?”
  **Fix? Replace!**
- “How long will it take before you can replace the broken screen on my tablet/phone?”
- “Could you explain this weird code that I keep seeing when I try to go up to the Intranet?”
- “I think I’ve gotten hacked. My password worked on Friday, but now I can’t get in.”
  **Password reset!**
- “Whenever I launch an application on my computer, the screen shows something completely different.”
  **Didn’t heed notices**

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**Job roles and Linux**

Where is Linux used in the IT world today?

<table>
<thead>
<tr>
<th>Job role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems administrator</td>
<td>Configuring Linux systems to support file sharing, database, and e-commerce. Includes DNS, DHCP, and supporting services.</td>
</tr>
<tr>
<td>Web systems administrator</td>
<td>Apache and Linux run over 50% of the Web.</td>
</tr>
<tr>
<td>Virtualization/ Linux and Windows administrator</td>
<td>Linux systems are often the foundation of virtualised environments. Therefore, even virtualised Windows and VMWare administrators are expected to know Linux.</td>
</tr>
<tr>
<td>Intrusion detection technician / analyst / consultant</td>
<td>The Snort IDS, for example, was effectively “born” in Linux. Now owned by Cisco, it will never lose its Linux roots. Plus, many IDS systems remain live on Linux systems</td>
</tr>
<tr>
<td>Penetration tester</td>
<td>Linux systems allow for sophisticated applications and scripting that help testers scan, penetrate, and test internal and external systems.</td>
</tr>
<tr>
<td>Linux developer / Mobile app developer / Application engineer</td>
<td>Believe it or not, developers often get Linux certified, because they need to know the environment.</td>
</tr>
<tr>
<td>Technical support / help desk</td>
<td>Perform simple maintenance of virtualized and infrastructure-based Linux systems (e.g., file servers, print servers). Includes Android devices.</td>
</tr>
<tr>
<td>Hadoop administrator</td>
<td>Big data isn’t all just about business intelligence, heat maps, and MapReduce. Someone has to run the systems.</td>
</tr>
</tbody>
</table>

---

#HDIConf
Navigating the command line - viewing directory content


ls -l
ls -F
ls -R
ls -a
alias

<table>
<thead>
<tr>
<th>permissions (mode)</th>
<th>owner</th>
<th>group owner</th>
<th>size</th>
<th>date</th>
<th>filename</th>
</tr>
</thead>
<tbody>
<tr>
<td>rw--------</td>
<td>root</td>
<td>bin</td>
<td>13649</td>
<td>May 26 1998</td>
<td>bigfile</td>
</tr>
</tbody>
</table>

file type  link count

Navigating the command line – filesystem admin

mkfs -t ext4 /dev/sdb1
/dev/sdb2
mkdir /stuff
/dev/sdb2
mkdir /dev/sdb1 /stuff
mkswap
swapon
vi /etc/fstab

cp /etc/hosts /stuff
cd /stuff ; umount /stuff
fuser –u /stuff
cd ; umount /stuff
vi /etc/fstab

vi /etc/fstab

# HDIConf
Configuring a network interface

Kernel modules (modprobe) vs internal modules (/dev):

modprobe dummy ; lsmod
lshw –class network

Aliasing & loading (eth0, p2p1, /etc/modprobe.conf)

IP configuration & utilities:
ifconfig eth0 3.0.0.5 netmask 255.0.0.0
/etc/sysconfig/network-scripts/ifcfg-eth0
/etc/network/eth0
ifdown eth0; ifup eth0
ping, whois, netstat, dhclient, etc.

Monitoring performance / processes

$ ps aux |grep top
REM Pingpc.bat
:begin
ping 100.100.100.1 >> pingres.txt
time /T >> pingres.txt
sleep 300
if exist c:\autoexec.bat goto begin

The above script helps you quickly create a mini host monitoring application – now, you can see if a system goes down or stays up

---

Mac OS – clear cache

```
cacheSize()
{
    SIZE=0
    for a in `du -sk /Library/Caches/ /System/Library/Caches/ ~Library/Caches/ | cut -f 1`
do
        SIZE=`expr $SIZE + $a`
done
    SIZEINMEGABYTE=`expr $SIZE / 1024`
echo "The Caches size is $SIZEINMEGABYTE MB"
}
clearCache()
{
    cacheSize
    echo -n "cleaning Caches ... 
    sudo rm -r ~/Library/Caches/*
    sudo rm -r /Library/Caches/*
    sudo rm -r /System/Library/Caches/*
    echo done
    cacheSize
}
```

I learned this from a help desk worker in Delhi
repairPermissions()
{
    sudo diskutil repairPermissions /
    | grep -v "We are using special permissions for the file or
directory"
    | grep -v "We are using a special
gid for the file or directory"
    # If you have more then one disk/partition please copy the code
    # and replace the "/" on the first line of code with the mount
    # point of
    # your partition / disk. Example: /Volumes/MyDisk
}
The customer service mindset: How it is conveyed

- Identify the problem
- Define the problem
- Explore/examine the options
- Act on the solutions
- Look back at the solution/consequences or, “Learn from the problem”

“People sometimes respond well when they actually feel this process happening – quickly – on the other end of the line.”

The help desk and the “kill chain” – another essential skill?
Background about the “kill chain” concept

• Model for tracking attack stages
• Developed by Lockheed Martin in 2010
• A borrowed military concept
• Is it valid for the help desk?
  • What do you see at the help desk that can help security professionals?
  • What is the role of the help desk to each of these steps?


The help desk and the “kill chain”

About one-half of IT pros recall seeing or hearing about the concept of the “kill chain” in regards to security. Regardless of awareness, over half believe support should play a primary role in the kill chain (52%), but it’s currently a primarily role for only 3 in 10 (30%).

Awareness of “Kill Chain” concept

- 26% Maybe
- 49% Don’t recall
- 25% Yes, definitely

IT Support’s Current Role vs. What it Should Be in the “Kill Chain”

- 52% Primary role - support (should) often work with security pros
- 41% Secondary role - support (should) sometimes work with security professionals
- 8% Minor role - security pros (should) identify threats & active attacks themselves

Current Role: 30%, Ideal Role: 52%

Also note the large difference between the 29% currently at the minor role level vs. only 8% who think this level is appropriate for support staff.
“I think they could absolutely be an important component in a mature organization. The biggest inhibitor of your thinking is that most organizations I’ve looked at don’t do data analysis on their tickets for patterns which would indicate a problem.

Without data analytics across the tickets you’ll only spot an issue if there are either enough issues for a single help desk person to spot the pattern as most help desk operations are run with KPI’s like how quickly tickets are resolved which tends to inhibit the behavior of deeper analysis and pattern finding. But I completely concur that with proper process building and training for the help desk staff they could be a very solid “early warning” vector of a range of security issues."

-- Sr Director Security Architecture & Engineering
Major US retailer (online and brick and mortar)

“Interestingly to my perspective is that security also can affect help desk volumes directly. I discovered this in a previous organization where we, for want of a better word, declared war on malware. We had had some very sensitive data exposed by malware which resulted in the executive leadership wanting us to find and destroy all malware of any type. After about six months of using a bunch of techniques to find and eliminate all malware (including stuff like potentially unwanted software) the volume of help desk tickets at that organization reduced by nearly 60% and there was a clear causal relationship. We discovered when we dug deeper that all sorts of problems like “printer” issues were in many cases a symptom of a host having malware of some sort on them.

So bottom line is I think there is a lot of untapped synergy between help desk and security where both groups could help each other.”

-- Sr Director Security Architecture & Engineering
Major US retailer (online and brick and mortar)
Applying the concept to the help desk

<table>
<thead>
<tr>
<th>Kill chain step</th>
<th>Description</th>
<th>Help desk role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconnaissance</td>
<td>Attack patterns, threat landscapes, scans</td>
<td>Social engineering detection, traffic identification</td>
</tr>
<tr>
<td>Weaponization</td>
<td>Coupling remote access with an exploit</td>
<td>Noticing where things fall in “cracks” between systems. Knowing business value of systems</td>
</tr>
<tr>
<td>Delivery</td>
<td>Transmission of the weapon to the target. Software installation, compromise, process management</td>
<td>Applications being installed. Monitoring of processes. End user complaints concerning apps and OS.</td>
</tr>
<tr>
<td>Exploitation</td>
<td>Triggering of the code to conduct the exploit</td>
<td>Alerts, either by end users or software or security professionals.</td>
</tr>
<tr>
<td>Installation</td>
<td>Code runs persistently</td>
<td>Identifying application behavior. New applications present on the system.</td>
</tr>
<tr>
<td>Command and control</td>
<td>Traffic dedicated to managing installed code</td>
<td>Systems behaving abnormally; slowdowns.</td>
</tr>
<tr>
<td>Actions on objective</td>
<td>Involves exfiltration of data. Involves data integrity issues, lateral movement.</td>
<td>Files deleted or added. New software. Open ports.</td>
</tr>
</tbody>
</table>

Some help desk cybersecurity stories . . .

• “Identified a bitcoin mining software running on a server and utilizing resources in task manager.”

• “Our organization has been the target of multiple phishing attacks in the past year. We have utilized our helpdesk to communicate with end-users and provide user education regarding how to spot and avoid phishing scams.”

• “Phishing attacks were running rampant in or organization due to a bug with our filtering appliance. Our help desk recognized the issue right away and implemented special training for all staff to identify potential attack vectors.”

• “We have active monitoring (IPS and IDS) that will send alerts and alarms as needed to the local support helpdesk for that region. The local helpdesk has a very strict SLE and must respond to such items quickly and thoroughly.”

• “We have had several instances where CryptoLocker ransomware has been detected on customer machines by the help desk and traced to the infected computer which was taken off the physical network before shared network drives were infected.”

• “WannaCry hit this weekend and our entire field services went out to check pc’s.”
Top Ten Skills

1. Networking
2. Cybersecurity
3. Troubleshooting
4. Problem solving
5. Perms / Access control / authentication
6. Customer service mindset
7. Cloud-based skills – including virtualization
8. Scripting / automation
9. Data migration
10. Database / ticketing

• Questions asked:
  1. Are these in the right order?
  2. What tools do you use every day?
  3. What skills do you look for in a potential employee?

Skills ratio: 80% technical skills, 20% soft skills

Summary: Essential skills at the help desk

What is the replacement cost of an ideal tech support specialist?

Questions?
Thank you!

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Questions?
Thank you!