



Hey Fulcrumaniacs!

All of us are working diligently to help keep customer infrastructure running, granting employees access to systems that help them do their jobs, whether working from home, in the office or otherwise remotely. You are all doing an outstanding job of taking care of clients, Thank You for your continued diligence. Our clients continue to appreciate us but be mindful, of course, that they are dealing with varying degrees of stress.

You see the same news as me, that most of DFW is tagged Shelter at Home. We provide Essential Services, since we support cities, towns, local government and other critical entities, so have the option to work remote or here. I attached [the government's guidance on who essential services typically are \(bottom of page 9 covers IT/MSPs\)](#) . These are unprecedented times, but will also be history soon enough. And how we handle our clients' challenges will shape our company and the perception of our company for years to come. I'd like to share some quick thoughts and updates with everyone.

THE PANDEMIC AND SICK TIME

We pre-emptively implemented our phased work from home policy a couple of weeks ago. While Incident and Request volumes have increased, we remain in normal operation, which is good news! Many of you are at home and working remote. I read that WHO said losing a sense of smell could be a hidden symptom but you may not notice without team members mentioning. Be mindful if you feel sick or lose that sense. I encourage you to help flatten the curve by visiting a doctor. Fulcrum will be adding C19 sick time hours if you or someone you care for tests positive for C19. Please reach out to me directly with any questions, concerns or financial help needs.

BUSINESS PLAN

David and the sales team reached out to all of our SPOT clients to understand where they are. While there is uncertainty, we are in the best financial position to weather this challenge and stay out of stress mode. The government has also mentioned they would offer bridge loans and other things later to small businesses who keep retain their workforce.

VISITING CLIENTS

We are, and will continue to prioritize our employees' Safety First. We will be responding to critical Incidents first and our engineers' travel are being prioritized with Safety First in mind. Please confirm with any client before heading to a remote site and be sure to also confirm that no one at their office has contracted C19. While we are told no one has, things may change on a minute basic, so please check before going. Also, continue to practice Social Distancing as advised by authorities for critical on-site needs. In areas that have implemented Shelter In Place, we will only be able to support Essential Infrastructure Businesses.

WORKING REMOTE

A reminder that while working remotely, we are all still bound by HIPAA compliance and following company policies. That includes

- No client work on a non-corporate asset (or accessing Fulcrum corporate owned IT resources),
- Any work system MUST have encryption enabled (BitLocker configured via our Sophos installation),
- Beware and remind clients of C19 related phishing threats. One vendor noted in their research over 6,200 Indicators of Compromise (IOCs) and at least 15 distinct campaigns associated with 11 threat actors or groups distributing 39 different malware families using 80 various MITRE ATT&CK techniques

OFFICE DRESS CODE AND FOOD

If you are coming in to the office, there is a low probability that clients will visit. We would like to extend casual dress for the new few weeks, until things return to normal (we will communicate it). Jeans, shorts, whatever, make yourself comfortable for coming in.

We will provide lunch for those employees who are coming in. We'll plan to check with everyone around 10:30ish to get an order placed around 11am and have food here around noon.

With almost 25 years of IT experience, the only thing I can say for certain is that everybody else's emergencies become our emergencies. It's always been this way. I have been through early malware (Melissa, ILOVEYOU, Nimda, SQL Slammer), through Y2K, 9/11, the 2008 financial crisis to now, things happen. But with structure, planning and diligence, we will make it through, together.

On behalf of the entire management team, thanks for everyone's efforts and diligence so far.

Steve "The Doctor" **Meek**, CISSP
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Steve Meek