



CREATIVE COMPUTER SOLUTIONS
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In this issue. . .

- ▶ Better Business Intelligence
- ▶ Go Green with Ease
- ▶ My IT Department
- ▶ Eleven Things to Give Up
- ▶ Business Continuity Tip
- ▶ Cartoon & Quote

3 Essential Steps to Better Business Intelligence

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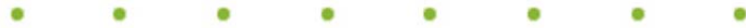
Companies today have too much information. What companies don't have enough of is intelligence - and no, we're not talking about your staff. Business intelligence refers to the insights you discover when you turn all that data into something that your employees can use to make smart business decisions.



Business leaders and managers at all levels are bombarded with data from accounting systems, CRM, ERP and other business applications.

Much of this information comes in the form of reports, which can be difficult to read and understand, or charts, which often lack necessary background detail.

Here are [three essential steps](#) to turning all those reams and megabytes of information into vital business insights - business intelligence.



Go Green with Ease: 5 Steps for Small Businesses

used with permission from the Cisco Small Business Center

Easy IT Strategies that Save Money and Help the Environment

Smart information technology (IT) practices can reduce the environmental impact of conducting business, and help small and medium-sized businesses (SMBs) reduce expenses.



With employee awareness and participation, even the busiest SMB can adopt simple "green" strategies that require little to no additional equipment or labor expenditures. Consider these enviro-friendly IT strategies:

[Read more](#)



Business Continuity Tip

Reap the benefits.

We talk about the importance of creating a comprehensive and actionable recovery plan. It will come as no surprise, that most plans are built with the worst-case-scenario in mind. But the reality is that most business interruptions are not major "smoking hole" events. Employee illness, transit strikes, religious holidays or even scheduled events like the recent G20 in Toronto are just a few examples of the many things that can keep people out of work throughout the year.

A comprehensive recovery plan takes these "minor" interruptions into account. For example, if you have a large group of employees out of town for a tradeshow, who will function as their backup? What's the impact on your customers? How will external audiences be notified? What's the procedure for handling increased workload? Is your current process efficient? You back up your data every night, but have you made the same accommodations for your people? A robust recovery plan will help you address these concerns throughout the year.

An optimist stays up until midnight to see the new year in. A pessimist stays up to make sure the old year leaves.

- Bill Vaughn

Laugh a Little



"I have a big interview tomorrow. Where do you see me in five years?"

My IT Department – Why So Much Harder to Manage Than the Rest?

by Chris Geiser - PC Solutions - cgeiser@pcstechnology.com

In the last 5 years PCS has evolved from an IT consultancy to an IT support organization, relying on our people, processes, and controls to achieve our performance objectives. Our focus on service level improvements has, at times, been revealing about how IT personnel prefer to function. Today, I wanted to share a little bit of what we have been learning in the hopes that it can help you continue to improve the usefulness and efficiency of your IT systems.



So, what's different about your IT department than, say, your Human Resources, Sales, or Finance departments?

[Read more](#)

Eleven Things to Give Up in 2011

by Marlene Chism

Instead of trying to lose twenty pounds for your New Year's resolution, what if you decided to give up eleven habits that keep you stuck in your relationships at home and at work. Here are eleven things, in the form of mindsets, habits and behaviors to give up in 2011.



1. Give up the need to control

Impatience, complaining, and manipulation are ways we try to change something that can't be changed. You can't control the weather, the crowds at the grocery store or traffic. All you can do is prepare, shop at a different time or leave early. In your workplace, ask yourself where you need to let go of control, where you can delegate and how you can learn instead to trust your co-workers.

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