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Is this year proving to be even worse for getting hacked than last year? This is what a survey of 350 IT professionals and network professionals would mean with large companies in particular reporting it is worse than in the past in terms of suffering at least one network intrusion of their custom machines, office network or servers. The sixth annual survey of IT security enterprises, published on Monday, found that 67% of large companies with 5,000 or more employees reported one successful intrusion or more this year, up from 41% in 2009. Average companies with 1,000 to 4,999 employees are better off with 59% reporting intrusion, up from 57% in 2009. For the first time, a survey sponsored by VanDyke Software and conducted by Amplitude Research in mid-September, delved into what survey respondents believe primarily caused an intrusion into the network. Fourteen percent of those surveyed attributed their problem to the intrusion to a hacker/network attack, 12% - lack of adequate security/measures policy, 10% - use of employee websites, 9% - virus/malware/spyware, 8% accused other employees of negligence, negligence, 6% said unauthorized access to current/former employees, 5%

blamed weak passwords, 5% thought it was due to lack of software updates, and 5% simply said: software flaws / security flaws . More than a quarter of respondents in 2010 say their employer is outsourcing technology jobs offshore, about the same percentage as in 2009. About half of those who reported this kind of outsourcing said they felt it had a negative impact on the network security of their own organization. However, nearly a third believe it is unaffected, and about one-fifth called it a positive impact. About half of respondents said their organizations have an official security audit by the organization at least once a year, up from 35% in 2009. Some 56% believe the audits have helped identify significant security concerns. Separately, 65% this year reported passing a homeland security audit at least once a year, up slightly from 67% in 2009. Forty-seven percent believe that internal audits have helped identify security issues, but 30 percent said the audit didn't go far enough and 40 percent think audits should be conducted more often. Learn more about the broad network in the World Wide Network section. This story, most of the major companies affected by hacker attacks, the review shows was originally published by Network World. Copyright © 2010 IDG Communications, Inc. Customer Surveys are a joke when they are only intended to tick boxes. Here's what I mean by that. Recently I received a call from a national chain of hardware stores and department stores asking me to complete a survey of the recent renovation of my air conditioning. There were two problems with this request. First, we had a service call (actually, it was three calls) for dehydration rather than air air and secondly, there was no man on the other end. But I thought the call was a call, right? So I started answering questions. It was until it dawned on me that if I answered the questions as requested, the repairman would be the one who would suffer. He would have got an awfully low score because of my misfortune, which, by the way, wasn't his fault. I gave him all the middle points on questions related to his appearance, politeness and general behavior. But here's the thing. None of this matters because we still don't have working dehydration in our basement, and the company has absolutely no information that could help them improve their services. You would think that if a company was so concerned about the level of customer satisfaction, they would be a real person making a call rather than an automated system. Then maybe I could have provided this person with useful information. If you are very serious about the level of service, then I suggest you do the following: Expand the capabilities of your customer service staff to make decisions. The company in question has lost a valuable client and perhaps many more people who will hear about my experience. If they had fixed the situation quickly, we wouldn't even be in this conversation. We're talking about a \$199 piece of warrented equipment that could easily be replaced. Stop hiding behind your site. I would personally contact the CEO if I could find his email address on the website. I think it's intentionally hidden, which is a big mistake. Don't you want to know about the problem so you can fix it before it goes public? Ask the poll questions that matter. The only question that matters is how satisfied your customer is with the repair or service they received. The company never asked me that question. They are obviously more concerned with the appearance of reps when in fact they should be more concerned about how the customer is actually feeling. If you really don't want to know, don't ask. I honestly forgot how tick I was until I got a call tonight from an automated attendant. Now I know why they say you should let sleeping dogs lie. In this day and age, customers do have a choice. You may think that you are the only game in town, but all you have to do is go online and they can find dozens of providers in dozens of other cities. It is time to seriously rise to a high level of service. As for me, I'm heading to my local hardware store, where at least there will be a person who is willing to talk directly to customers.-Guest contributor Roberta Chychin Matuson is the author of Sudden in Charge: Management Up, Management Down, Success All Washington Post Top-5 Leadership Pick. Download the free bonus chapter. Her new book, Magnetic Workplace: How to Hire the Best Talents That Will Stick Around, will be published in the Sign up to subscribe to Roberta's free newsletter. Image: Flickr user Max Khokhlov Here, question after question, are the results of the survey. It is interesting to note that the greatest differences tend to arise between men and women: women feel more pressure to cope with the stresses of work and life, and they tend to be more realistic about the compromises they need to make. In general, do you achieve a work-life balance? Yes: 60% No: 33% Not sure: 7% These results are cut across most categories, including gender and age. People who really want more balance between their working life and their personal lives can get it - if they're willing to make some compromises. Agree: 87% Disagree: 6% Not sure: 6%If money wasn't a problem, Would you: Work less or more flexible hours than you do now?: 63% Work as many hours as you do now?: 18% Quit work?: 14% Unsure: 4%How much extra annual income do you need in order to save money from influencing your decisions about the type of work you do or the number of hours you work?<10,000 or less : 10% from \$10,000 to \$20,000: from \$20,000 to \$30,000: 16% from \$30,000 to \$40,000: from 20,000: from 20,000 10% from \$40,000 to \$50,000: 21% from \$50,000 to \$60,000: 3% \$60,000 to \$70,000: 15 \$60,000 to \$70,000: \$70,000 to \$80,000: \$80,000 to \$90,000: 1% \$90,000 to \$90,000 100,000: 12% from \$100,000 to \$200,000: 3% \$200,000 to \$300,000: 1%How important is to you each following as a way to achieve balance in your life? (The percentages show how many people have said a little more important or very important.) Make privacy a higher priority: 91% Earning more money: 86% Focus on personal matters and at work during alternating periods in my life: 83% Using the Internet and other technologies: 83% Learn to live on less money: 63% Not obsessed with raises or promotions: 62% Getting extra help at home: 58% Getting childcare that I can trust: 52% that are too demanding: 52% part-time work or division of jobs: 46% Rejection of the idea of being a superstar at work: 41% Responses to this question indicate a significant gender difference among our respondents. For example, 67 per cent of women indicated that learning to live for less was very important or somewhat important compared to 60 per cent of men; 66% of women chose not to be obsessed with promotion or promotion, compared to 58% of men; Sixty-eight per cent of women chose to receive more home care, compared to 49 per cent of men; 59% of women chose to go through too demanding work projects, compared to 47% of men; 57% of women chose to receive childcare that I can trust, compared to 48% of men; 55% of women chose part-time work day or separation of jobs, compared to 38% of men; and 43% of women said they were willing to give up the idea of being a superstar at work, compared to 38% of men. If you could have one one an hour a day at home or one of the following that you would prefer to have: \$10,000 per year raise: 83% Another hour a day at home: 17% More challenging or more satisfying work: 41% Another hour a day at home: 59% More power or more prestige in your organization work: 32% Another hour a day at home: 68%It's 5 p.m., evenings, and your boss comes to you with a request from an important customer. The work will take at least five hours and should take place the next morning. You should go to a long-planned dinner with your spouse's family or other significant ones. What's more complicated: Telling your spouse or other significant that you can't make dinner?: 38% asking your boss to find someone else to do the job?: 30% Not sure/not applicable: 32%How much responsibility does each of the following have in order to allow people to balance their work life with their personal lives? (The percentages show how many people have chosen a lot or some as an answer.) Sami: 98% Their family: 95% Their spouse or significant other: 92% Of their company or organization: 89% Their boss: 88% Their colleagues: 55% Government: 47% The following possible reasons why we hear so much talk about working people in need of more balance in their lives. Please indicate whether you agree or disagree with each statement. (The percentages reflect how many people have said they fully agree or agree somewhat with each statement.) Most people don't manage their time very effectively: 91% People think they need more money or material things than they do: 90% Juggling a satisfying job with a satisfying personal life is tough: 88% To compete, people need to work as much as possible: 84% success is more and more about more than making money: 83% of the problems working women get more attention: 79% Of the conversation about balance is the 90s way for people to show that their life is full: 75% be really honest with yourself, indicate how much you agree or disagree with each of the following. (The percentages show how many people have said they fully agree or agree somewhat with each statement.) I don't want to compromise at work or at home: 71% I make the necessary compromises to get the balance of my life: 69% I work very hard now to try to get somewhere: 68% I enjoy being busy, as I am now: 63% I could be more efficient at work: 63% My peers and friends work long: hours: 60% I like to be known for long and hard work: 58% I am not ready to give up money or material things: I'd drive an old car or live in a small house in exchange for more free time: 52% I can't control how many hours I work: 49% I feel more in control at work than I do in my personal life : 41% Work more Being at home: 30% I don't feel like I've worked hard enough if I only work eight hours a day: 24% I work long hours to avoid dealing with my personal life: 14%Pat has a chance to join a startup company. The job will be very similar to Pat's current job, and the salary will be the same. Pat currently works late or on weekends a couple of times a month. The money's fine, but Pat won't get rich on his current job. The new job will mean regular work of 10 to 12 hours over several years. If the launch is successful and goes public, there is a very good chance that Pat will get huge windfall stocks and options. If you were a Pat, would you: Switch to a job at a startup company? 59% Stay with your current job? 25% Not sure 7%What if Pat's spouse or other significant also worked, and if the couple had two young children at home? If Pat took a new job, do you think what Pat was: Losing sight of what's important?: 43% Taking advantage of a big opportunity?: 41% Not sure: 16%Men and women differ significantly in how they answered both parts of this hypothetical question. Men are more likely to see a new job as an opportunity in the first place: 62% of men said that Pat should change jobs, compared to 55% of women. With the introduction of Pat's working spouses and children, similar gender inequality is evident: 47% of women said that Pat was losing sight of what was important, compared to 40% of men; Forty-six percent of men said Pat took the perfect opportunity, compared to 35% of women. The Johnsons both work in jobs they love. These jobs require long hours and a lot of travel, but they pay very well. Spouses can afford full-time childcare, private school tuition, a large house, house cleaning service, new cars every few years, a good dinner every week, and wonderful family trips for the holidays. The Johnsons aren't always home by the time their kids go to sleep, and their time together happens mostly on weekends. Which of the following statements is closest to your view of life that the Johnsons live? It's the kind of lifestyle that society puts pressure on us to continue: 59% Is it the kind of lifestyle that our employers put pressure on us to continue: 18% Is this the kind of life that I personally want: 8% Not sure: 15% Do you consider each following to be more of a success fruit or more excess sign? Having a holiday home Success: 73% Excess: 25%Flying your family to Vale for ski holidays Success: 68% Excess: 29%Flying abroad for a holiday every year Success: 57% Excess: 40%Driving BMW, Lexus, or similar car Success: 54% Excess: 43%Having a home theater Success: 51% Excess: 45%Accommodation in a house costing \$500,000 or more Success: 51% Excess: 47%Paying someone to do all your work on Success: 48% Excess: 49%Food on penalty penalty a few nights a week Success: 44% Excess: 52%Having a full-time live in childcare Success: 35% Excess: 58% Having cell phones or bees for parents and children Suce Sss: 24% Excess: 71%Spend \$2,000 on clothes in one day Success: 22% Excess: 75% Visit Roper starch worldwide on the Internet (). ().

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