



# TECHNOLOGY TIMES

Insider Tips to Help Your Business Run Faster, Easier and More Profitably



Thomas Hill, President & Founder

*"A key to getting more done is to pay attention to details without getting bogged down in them at the same time!"*



**TRIVIA CONGRATULATIONS**  
**Kristi Carter,**  
  
 Is this month's trivia winner. Here's the thing, somewhere around 20% of people **deliberately** use AI every day but if you add in passive use that number jumps to over 70%.  
**TURN TO PAGE 3 FOR THIS MONTH'S TRIVIA**



## Your Password Is the Key Under the Doormat

Picture walking up to a house and lifting the welcome mat to find a key underneath. It's convenient, predictable and exactly where someone with bad intentions would look first.

Most businesses treat their passwords the same way.

No one starts a business thinking they'll need to manage passwords for the entire organization. But at some point, it becomes part of the job, quietly growing as you add more tools, more logins and more people.

### The reuse problem

A typical breach doesn't usually start within your business. It starts somewhere else entirely: a shopping site, a food delivery app, a subscription you forgot you had.

That company gets breached, and suddenly your email and password are part of a database being sold on the dark web.

From there, attackers get efficient. They take that same login and try it everywhere: your email, your banking portal, your business applications, your cloud storage.

One breach, one reused password and it's not just one door that's open — it's the whole building.

The most common attacks aren't sophisticated; they're automated.

Software runs your stolen credentials against hundreds of sites while you're asleep. By the time you find out, the damage is already done. It's called credential stuffing and it works because most people reuse passwords across multiple accounts.

### The illusion of 'strong enough'

A lot of business owners feel covered because their password has a capital letter, a number and a symbol.

That might've felt secure in 2006, but the landscape has changed since then. Modern attacks use tools that can test billions of combinations per second.

A strong password is still a single point of failure. One phishing email or one vendor breach can undo it entirely. No matter how clever the password is, it's still just one layer standing between an attacker and everything you've built.

### The fix is simpler than you think

A password manager creates and stores a unique password for every account, so your team doesn't have to remember them or fall back on reusing the same easy-to-guess password.

Continued from cover

Multi-factor authentication adds another layer, so even if a password gets exposed, access is still blocked. Neither needs an IT degree and both can be set up in an afternoon.

Good security isn't about perfect habits; it's about systems that still work when people make honest mistakes.

Don't make it easier for hackers and leave the key under the mat.



### Happy Father's Day

*to all the special men in our lives who are out there living their best dad and granddad life!*



Pictured: Thomas Hill, Dr. Jared Spoons, and their people who love them dearly.

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*"The techs are a HUGE help, always! Fantastic in resolving all of my printer connection issues.*

*I truly appreciate you guys!"*

Jim Mitzel

Concord Recovery Center



### You Did It!

Now here are some things you can't do. So don't try.

- You can't steer a parked car.
- You can't polish a turd.
- You can't turn sour milk fresh.
- You can't plant a tree yesterday.

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# Five Important Lessons I Took Away From Nick Saban's Leadership Philosophy

By Thomas Hill



At a recent IT conference, I had the opportunity to hear from legendary football coach Nick Saban, whose leadership philosophy extends far beyond the football field. While his success at Alabama is well documented, the lessons he shared resonated strongly with business owners, executives, and team leaders looking to build high-performing organizations. Here are some of the key takeaways that you can apply directly to your organization.

## Trust "The Process"

One of Coach Saban's most recognized philosophies is "The Process." Rather than obsessing over the final result, he emphasized the importance of focusing every day on executing the right operational steps.

For business owners, this means creating repeatable systems, consistent standards, and disciplined routines that drive long-term success. Companies often become distracted by quarterly numbers, competitors, or rapid growth goals, but sustainable success comes from mastering the daily fundamentals.

Saban stressed that when teams consistently focus on doing the small things correctly, positive outcomes naturally follow. In business, the organizations that win long term are usually the ones that commit to operational excellence day after day.

## Eliminate the Clutter

In today's business environment, leaders are constantly bombarded with market speculation, social media opinions, industry rumors, and competitor activity. Saban encouraged leaders to stay focused only on the variables they can directly control.

For organizations, that means concentrating on:

- Customer experience

- Team performance
- Operational execution
- Communication
- Culture
- Strategic priorities

Successful leaders understand that energy spent worrying about uncontrollable factors often takes focus away from the things that truly drive performance. Saban's philosophy reinforces the value of disciplined focus and intentional leadership.

## Don't Settle for "Normal" When You Can Be "Special"

One of the more powerful ideas Saban shared centered around the difference between being "normal" and being "special."

He explained that many teams become comfortable once they achieve a goal or experience success. The danger is that success can create complacency. Truly elite organizations, however, continually raise the standard after every accomplishment.

For business leaders, this is a reminder that growth and improvement should never stop. Reaching a revenue goal, completing a successful project, or having a strong quarter should not become the finish line. Instead, those moments should create momentum for the next level of excellence.

## Leadership Requires Accountability

Saban emphasized that effective leadership is not about being liked all the time. Great leaders are willing to confront issues directly, address poor performance, and hold individuals accountable to the

standards of the organization.

In business, avoiding difficult conversations often creates larger problems later. High-performing cultures are built when expectations are clear and leaders consistently reinforce those expectations.

Accountability is not about criticism, it is about helping individuals and teams reach their highest potential. Leaders who are willing to address challenges early create stronger, healthier organizations over time.

## Build Player-Led Teams

Perhaps one of the most valuable lessons for business owners was Saban's focus on creating "player-led teams."

He described the importance of developing mature leaders within the organization who naturally reinforce the culture, mentor others, and model the right behaviors. When teams become self-regulating, organizations spend less time managing problems and more time pursuing growth and innovation.

The strongest companies are not dependent on constant top-down management. Instead, they develop leaders at every level of the organization.

## Final Thoughts

The takeaway is clear: greatness is rarely built through shortcuts or quick wins. It is built through consistent execution, strong leadership, and a commitment to continuous improvement.

As organizations continue navigating rapid change and increasing competition, Saban's philosophy offers a blueprint for building teams and businesses designed for long-term success.



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## You Have Seen Five Revolutions!

They say 70 is the new 50. But let's not gloss over the fact that if you are a person of a certain age, you haven't just "seen a lot of change." You've basically ridden five revolutions in one lifetime.

First came personal computers. In the early 80s, those beige boxes crept into offices and spare bedrooms, turning typing pools and paper files into screens, and disks.

Then the internet and the Web arrived in the 90s and quietly blew the walls off the library. Suddenly you could look up anything, email anyone, and fall down rabbit holes without leaving your chair.

Next up: social media. By the mid2000s, classmates you hadn't seen since 1968 were sending you friend requests, your grandkids

were posting selfies, and everyone had an opinion about everything, all the time.

Smartphones pulled it all into your pocket.



That little rectangle became your camera, map, newspaper, and photo album. Even people who "don't like technology" now tap screens dozens of times a day.

And now AI. Artificial Intelligence tools can chat, summarize, brainstorm, and sometimes sound remarkably human.

Compared to earlier eras, that's a lot. The Industrial Revolution changed where people worked and how stuff was made, but it unfolded over several generations. We've had multiple industrial scale shifts compressed into a single lifespan. No wonder it feels like history's been on fast forward. We have been here for it all.

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# Your AI Intern Just Started. Who's Supervising It?

The proposal looked great. It was polished, professional and exactly the kind of document that signals control.

Then the client called. The market research in section two, the data supporting the entire recommendation, didn't exist. The AI had made it up. Not vaguely, not accidentally, but confidently and in detail.

There's a term for this: hallucination.

It happens when AI produces information that sounds plausible but isn't real. And it's becoming a familiar issue for businesses adopting these tools without clear oversight.

## The intern nobody onboarded

Imagine hiring an intern and on day one handing them access to everything.

Your client files. Your email drafts. Your financial summaries. Your internal documents.

"Just figure it out. Let me know if you need anything."

No orientation. No guardrails. No check-ins. That's how most businesses are adopting AI right now.

Not because they're careless. In fact, it's the opposite. AI tools are useful, easy to access and already built into the software people use every day. There's an AI button in your email, another in your document editor and one in your project management tool. It feels like help has arrived. And in many ways, it has.

AI is good at drafting, summarizing, organizing information and speeding up work that used to take hours. It reduces friction and helps teams move faster. The issue isn't the tool. It's how it's being used.

Every application seems to have AI built in now. Not every business has stopped to ask what happens when someone clicks that button.

## What your unsupervised intern is really doing

When AI tools show up without a plan, three things tend to happen.

First, data gets shared in ways no one intended. Employees paste client contracts into free AI tools to get a quick summary. They drop financial data into a chatbot to format a report.

It happens more often than most businesses realize, usually without anyone flagging it. The intent isn't careless. People are just trying to get their work done faster.

Many consumer AI tools use that input to improve their models. That means your business data may not stay private.

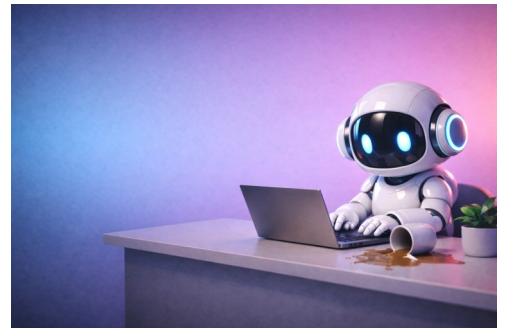
Second, tools nobody approved start appearing. Employees start using whatever works best for them, often without checking if it's been vetted.

IT has no visibility into what's being used, what those tools can access or what their terms say about ownership and privacy.

It's shadow IT, just with AI. Quiet, widespread and building risk in the background.

Third, output gets trusted without being verified. AI is remarkably confident in how it presents information. It doesn't pause or flag uncertainty. It produces clean, convincing content whether it's accurate or not.

The proposal with invented statistics looked just as credible as one based on real data.



A human intern might make that mistake once. AI can do it repeatedly and at scale. That's not a flaw. It's how the tool works. The risk shows up when no one reviews the output.

AI doesn't fix broken processes. It accelerates them. A disorganized business with AI just moves in the wrong direction faster.

## How to supervise your intern

The answer isn't to ban AI. That's not realistic and it puts you at a disadvantage compared to businesses that are learning how to use it effectively.

The answer is to treat it like a new hire with a lot of potential and no context.

### **Set boundaries before people start.**

Decide which tools are approved and which aren't. Keep it simple. A shared list that gets updated as things change is enough. This isn't about adding red tape. It's about knowing what's connected to your business.

### **Build in a review step.**

AI drafts. Humans approve. Nothing should go to a client, vendor or the public without someone reading it first. It sounds obvious, but it's where things tend to slip.

**Be clear about what not to share.** Client names, contract details, financial data, employee information. None of that belongs in a consumer AI tool. If people don't know where the line is, they'll cross it without realizing it.

The goal isn't perfect AI use. It's a team that knows how to use it without creating unnecessary risk.

# Ghosted?

By Ash Davis

Before I begin, for anyone who hasn't spent the last few years living inside virtual meetings: in today's business world, it's become common to join video calls where, alongside real people, there are also AI "assistants" quietly recording, transcribing, and summarizing everything that's said. In theory, they're there to help productivity. In practice... well...

I swear on my Mamaw's cast iron skillet, if I open one more Zoom call and get greeted by a row of silent squares named "Meeting Notes AI," "Otter AI," "Auto Transcriber," and "Greg's Bot"... I'm gonna start asking THEM how their weekend was.

Y'all... what are we doing?

I'm out here dressed from the waist up like a respectable professional, sipping luke-warm coffee, trying to facilitate a whole conversation... and it's just me and a digital choir of invisible stenographers. Not a human "mm-hmm" in sight. Not even a courtesy head nod. Just vibes... and surveillance.

At this point, I feel like I'm hosting a séance instead of a meeting.

"Is anyone here with us today?"

(The spirit of Microsoft Copilot has entered the chat.)

Listen, I mean this with love in my heart and a biscuit in my hand: if you don't want to come to the meeting... just say that. Fake a dentist appointment. Blame your Wi-Fi. Claim your dog ate your calendar invite. I will understand. I am a reasonable woman.

But sending your robot in your place like it's your emotional support intern? Please hear me, loud and clear: That's how we end up burning through enough electricity to power a small town just so nobody has to actually speak.

And the worst part? These bots are taking notes on silence.

What's it gonna say??

"10:02 AM — Ashley asked a question.

10:03 AM — Profound, echoing emptiness.

10:04 AM — Ashley reconsidered her life choices."

Look, I'm not anti-technology. I love a good shortcut. I let autocorrect fix my spelling and GPS tell me where to turn like everybody else. But we have officially crossed into "bless our hearts, we've gone too far" territory.

Meetings used to be about collaboration.

Now it's me, talking into the void, while twelve robots document my descent into madness in real time.

So here's my humble request:

If you're gonna ghost me... at least have the decency to haunt me properly. Show up. Say hey. Give me a "y'all hear me okay?" Anything.

Otherwise, I'm gonna start assigning action items to the bots.

"Alright, Otter AI, circle back on that budget proposal. I need you to cut costs by 27%. Meeting Notes AI, please stay for the entire meeting this time; you missed some imperative information last week by ducking out early. Greg's Bot, you're leading next week's call. Don't embarrass us."

Let's either bring back humans... or I'm bringing sweet tea and a folding chair to these calls for the rest of the year and treating them like porch conversations with myself.

And honestly?

I might be more productive that way.

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Ash Davis is a business owner, storyteller, and Southern mama with a heart for helping women rise. A nonprofit executive turned entrepreneur, Ashley founded her advertising agency with nothing more than a prayer and a kitchen table during one of the hardest seasons of her life.

Today, she helps brands grow with strategy and purpose while encouraging other women to step boldly into their callings—especially when it feels like everything is stacked against them.

Known for her unfiltered honesty, deep faith, and contagious grit, Ashley speaks, writes, and leads from a place of hard-earned wisdom. Whether she's working with clients, mentoring other women in business, or praying for our troops, Ashley brings an attitude of service and authenticity to every space she enters.

She lives and works in the foothills of the Smoky Mountains, where sweet tea, second chances, and stories with soul are always welcome.



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