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### Solutions!

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## Facebook to help in the fight against crime

**In an innovative attempt to utilize the resources of the Facebook community, Greater Manchester Police have recently introduced a Facebook application called GMP Updates.**



The GMP Updates application provides users with real-time mini feeds about local news, appeals or 'missing persons' stories. Each news story can be shared with the users' 'friends' via a bespoke messaging service and comments can be posted regarding the news stories or about the application itself. In addition there is a homepage that features videos from GMP and other information links.

Assistant Chief Constable Rob Taylor said: "Greater Manchester Police is proud to be the first force in the country to use this new technology and it demonstrates our commitment to exploring all avenues available to us to help fight and detect crime.

"Facebook has 59 million users, 7 million of which live in the UK, so we realised that this was an excellent way of spreading our messages to people on a more personal basis.

"This application allows Greater Manchester Police to further raise awareness of incidents taking place within our local communities, in a bid to gain more intelligence and bring offenders to justice."

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## The Phorm Storm continues...

...with a recent meeting in London, between Phorm executives and members of the public, doing nothing to quell concerns over the privacy issues of the product.

Phorm is intended to aid targeted advertising to Internet users by analyzing users' surfing habits. Although personal data is neither stored nor processed by Phorm, it does intercept both a user's data and the website data being sent to the user.

In the view of Dr. Richard Clayton of Cambridge University, treasurer of the Foundation for Information Policy Research, it is this interception that makes Phorm illegal. Dr. Clayton published his views after being invited by Phorm to review their system.

An IT specialist, Alexander Hanff, agreed that Phorm infringed privacy, "What Phorm is trying to do is turn people into products, a global warehouse selling pieces of us to the highest bidder".

Mr. Hanff added, "The public perception is that they find it offensive that Phorm are profiling them"

Kent Ertugrul, CEO of Phorm, said Phorm was important to the economics of the Internet and would prove to be much more valuable than the current advertising model, saying, "Even small websites can make money with Phorm".

Tarragon Broadband does not expose its users to Phorm and intends to keep it that way.

## Short Cuts

**This month, some lesser known shortcuts for Word:**

- Shift+F3** changes the case of text; repeated pressing of **Shift+F3** toggles between UPPERCASE, lowercase and First Letter Capitalized
- F4** repeat the last command or action. For example, if you wish to change the border colour of each image in your document, change one then apply the same change to other images by selecting and pressing **F4**.
- Shift+F5** will return you to your last edit point. Thus, if you copy a piece of text from elsewhere in your document, **Shift+F5** will return you to where you were so you can paste. Word stores the last 3 edit points so you can press **Shift+F5** 4 times to return to where you started.
- A bonus is that pressing **Shift+F5** when you first open a document will return you to the point you were last editing it.

## Tip of the Month - Saving a group of emails as text (Outlook)

Last month we showed how the Outlook [Find All...](#) makes it easy to locate all messages in a thread or conversation. Sometimes it's also useful to be able to save a group of emails as a single text file for use elsewhere and this, too, is straightforward.

Simply select the messages (from your Inbox or another folder, or in the results window of a Find All) and then click on [File > Save As](#). The selected emails will be added to the designated file, in the order in which they are displayed, and will include the To, From, Subject and Date information. The messages will be saved in plain text format.

## Turkey? or Spam?

New figures from Sophos suggest that 92.3 per cent of all email sent globally during the first three months of 2008 was spam. The US and Russia maintained first and second place respectively but a newcomer to third place is Turkey where compromised computers are now responsible for 5.9% of all junk emails.

The UK is at number 10 with 3.4 per cent of all spam, up from 2.5 per cent and 12th place in the final quarter of 2007.

As usual, the US sources far more spam than any other country. However, as American users slowly become more educated on how to protect their computers, the gap between the US and other countries is shrinking.

*"As we make the transition from a small to a medium sized company we have found that sourcing reliable partners who could work within our budget constraints and available resources is incredibly difficult.*

*With Tarragon we were provided with practical solutions that were implemented in a timely and professional manner by engineers whose enthusiasm is only matched by the quality of their workmanship."*

**Kofi - Business Research Group**

Please let us know what you think of [Solutions!](#) - email [solutions@tarragon.co.uk](mailto:solutions@tarragon.co.uk)