

8 IT Priorities

SECURITY

01

- Internet Web Protection
- Endpoint Detection Response
- Firewall & VPN Monitoring
- Managed Threat Detection Response
- Anti-Ransomware
- Exploit Prevention

BUSINESS CONTINUITY

02

- Disaster Recovery Planning
- Monitoring Alert Management
- Daily Test Restore
- Time & Cost to Recover
- Documentation
- Policy Execution

EMPLOYEE SUPPORT

03

- Helpdesk-Desktop Support
- Remote Desktop Access
- Employee Productivity Optimization
- Employee Onboard-Off Boarding
- 0365 Administration & Support
- 24/7 Support

RESPONSE TIMES

04

- 1st Call Resolution
- Ticket Escalation Management
- BI Driven Automation
- 24 x7 Support
- Onsite Dispatch
- Access Protocol

VENDOR MANAGEMENT

05

- Support Management
- Issue Management
- Warranty Management
- Distribution Partnerships
- Vendor Relationships
- Trust X Alliance

PROJECTS + PROCUREMENT

06

- Project Management
- Project Scoping-Design Builds
- Planning-Delivery-Execution
- Procurement Mgmt: HW, SW, 0365
- Life Cycle Management
- 0365 Licensing Experts

PROACTIVE MAINTENANCE

07

- Monitoring & Alert Management
- Patch Management
- Data Collection-Analysis
- B Driven Automation
- Firmware Updates
- Documentation & Reporting

IT STRATEGY

08

- IT Roadmap
- Budget Management
- Cyber Security Posturing
- Future Planning - New Technology Vetting
- Process Optimization & Automation
- Policy Management

