



Transforming IT Decisions into Competitive Advantage!

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Systems Management

Server Administration

- New account creation
- Performance monitoring
- Network design and management
- Work with customer to improve network design
- Plan and execute network changes
- Monitor network performance

Procurement Coordination

- Interface with customer supplier to coordinate order, shipment, receipt, setup and delivery to the desktop
- Track procurement metrics to drive down TOT (turnover time)
- Improve process to reduce defects

Client-Server Operations Support

- Develop DRP (disaster recovery plan)
- Daily backup and restore
- Rollout
- Planning, management, coordination of new server and desktop image upgrades

Project Planning and Coordination

- Department specific
- Large moves
- Technology changes
- Upgrades

Hardware Break/Fix

- Coordinate and dispatch for third party maintenance contracts
- Coordinate warranty work
- Develop spare parts inventory for on-site b/f

Distributed Site Support

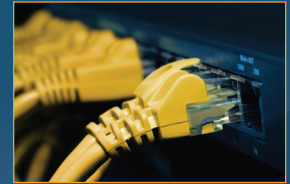
- Provide services locally or for multiple locations

Image Definition

- Work with customer to define company standard image
- Distribute image
- Enterprise management
- Design enterprise management architecture
- Deployment enterprise management architecture

Software Break/Fix

- Troubleshoot software application problems
- Compatibility testing
- Resolve server, network, and desktop performance issues
- Integration testing
- Release/Upgrade



Training

- Coordinate client-server training activity

Quality Control

- Documentation
- Change management

Security Management

- Administrative/User Groups
- Firewalls
- Object and File Access
- Remote Access

Security Management

- Install new hardware and software
- Hardware relocation
- Add new hardware or software
- Upgrade hardware or software