

## Mini Budget Plan

### Monthly Budget Estimate for IT Operations

Category	Item	Unit Cost	Quantity	Total Cost	Purpose
Software	VPN License Upgrade	\$30	5	\$150	Secure and reliable remote work connectivity
Hardware	Adjustable Standing Desks	\$200	2	\$400	Improve ergonomics and reduce technician fatigue
Training	Advanced Troubleshooting Workshop	\$150	2	\$300	Enhance Tier 1 problem-solving speed and ticket efficiency
Tools	Freshdesk Service Desk Subscription	\$150	1	\$150	Enhance ticket routing, reporting, and SLA alerting
<b>Total</b>				<b>\$1,000</b>	

The Mini Budget Plan presents a strategic financial investment plan of \$ 1,000 to improve the business in terms of IT operations, focusing not only on technical efficiency but also on employee well-being. Investing in the upgrade of VPN licenses provides a secure connection with remote access that is not subject to disruption, which is essential to hybrid teams. The movable standing desks will enhance ergonomics, promoting the health of technicians and minimizing fatigue associated with long working hours in support of technology (Immergut et al., 2025). By funding higher levels of troubleshooting work-shops, Tier 1 capability is developed, reducing the time to resolution and customer satisfaction. The subscription to Freshdesk offers intelligent ticket management and SLA monitoring, reinforcing accountability of workflows and escalation (Nguyen, 2022). In general, the budget demonstrates a reasonable allocation of resources across all areas of infrastructure, employee training, and service quality, enabling the team to provide more consistent, responsive, and customer-friendly IT support without compromising the budget.

## References

Nguyen, T. (2022). Freshdesk-Ticketing system software in digital customer service.

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Özkaya, K., İlçe, A. C., & Polat, O. (2025). Investigation of the impact of adjustable workstations on ergonomic performance and worker health in furniture assembly. *Turkish Journal of Forestry*, 26(1), 55-64.

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