THE WIZARDS

1. Design Project 12
2. Christian Galarza, Andrew Vargas, Michael Thomson, Jamel Douglas, Alex Blanchette, Maurice Channelle,
3. Resources Needed for SaaS company:
   1. Cited Sources
   2. Required Network services (Jamel D)

Windows Server

* + 1. Active Directory
       1. AD Domain Services Role
       2. AD User accounts
       3. Managing Workstations.
    2. DNS Server
       1. DNS Server Role
       2. Domain name resolution.
    3. DHCP Server
       1. DHCP Server Role
    4. Print server
       1. Print and Document Services Role
    5. Web server
       1. Web Server (ILS) Role
       2. Website
    6. Database
       1. Transaction Data
       2. Customer Information
    7. PBX Server
       1. VOIP Phone controller
    8. Windows Subsystem for Linux
       1. Used to run any services that don't run natively in windows
    9. Email
       1. Microsoft hosted exchange server.
    10. Ticketing System
        1. Customers submit help tickets on the website.
        2. This system distributes the tickets among the technical support personnel.
  1. Required hardware: (Andrew Vargas)
     1. Router- Cisco Firewall Cisco Firepower 2100 Series
     2. Switches- Cisco Catalyst 9200 Series
     3. WAP wireless access point - Cisco Catalyst 9105AX series Access points controlled by the Cisco Catalyst 9800-L Wireless Controller
     4. Workstations- Dell Inspiron Desktops
     5. VoIP phones (priority)- Cisco IP Phone 7861 Series
     6. Headsets Cisco Headset Wireless 500 Series
     7. Windows server hardware- PowerEdge R540 Rack Server
     8. To-Buy List (Cisco Router- $1,105, Switches- Cisco Catalyst 9200 Series- $4,235, WAP wireless access point - Cisco Catalyst 9105AX series Access points controlled by the Cisco Catalyst 9800-L Wireless Controller- $1,364, Workstations- Dell Inspiron Desktops 1099.00 )
  2. Required Software (alex b.)
     1. Virus protection
        1. Norton
     2. Microsoft Enterprise Package
        1. Office 365
        2. Windows Server 2019
        3. MS SQL Server 2019
     3. Pbx(phone) software
        1. Fusion PBX
     4. Technical support/ Call Center
        1. Zendesk
     5. Data protection
        1. BitLocker
     6. Brain Tree & Paypal for payment processing
  3. To-Buy List ( Norton - $99.99/year, Microsoft Enterprise package - $20.00/Month, Pbx software- $1000/per employee, Zendesk - 199/Year, Bitlocker Professional - $100 )

1. Notes
   1. Most staff are telephone product support specialists.
   2. Instruction room
      1. 24 student workstations
      2. 2 instructor workstations
   3. 8 technical support
   4. 6 sales staff
   5. 4 staff for multiple functions

**Deliverables** The final paper and presentation will consist of the following:

I. Restatement and summarization of the business problem addressed

II. A logical diagram of your designed network, including subnets and servers – with narrative

III. A physical diagram of your designed network, including routers, switches, firewalls, and servers

IV. A detail diagram of your server room(s) – with narrative V. A manifest of components needed to build the system you designed