Revised Design Specification for Image Crafters Photography Company's Digital Transformation

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# Project Introduction

## Summary of the Photography Company and its Services:

Image Crafters Photography Company offers premium photography services, capturing moments and creating memories for its clientele. The company has been a significant player in the industry, known for its quality and commitment.

## **Description of the Current Situation and Limitations:**

The company currently relies on outdated IT infrastructure, which hampers its efficiency and ability to cater to modern client demands. There's a pressing need for digital transformation to stay competitive.

## Changes Desired by the Photography Company:

The company aims to shift entirely to cloud-based solutions, eliminating the need for on-site servers. They also wish to enhance their security measures, both digitally and physically, and introduce a helpdesk system for efficient issue resolution.

# Hardware/Software

## Cloud-Based Solutions:

* **Cloud Service**: Subscription to services like AWS, Google Cloud, or Azure for storage, backup solutions, and computing needs.
* **Cloud Management Tools:** Tools provided by the cloud service provider for data management, backup scheduling, and disaster recovery.

## Network-Based Security Monitoring System:

* **Security Cameras:** IP-based cameras for monitoring company premises.
* **Monitoring Software:** Cloud-based software solutions for real-time monitoring, recording, and alerts.

## Help Desk Software:

* **Ticketing System:** Cloud-based helpdesk software like Zendesk or Freshdesk to allow employees to submit support tickets.
* **Communication Tools:** Integrated chat and email tools for seamless communication between the helpdesk analyst and employees.

# Personnel

## Help-Desk Analyst:

* **Role**: Address support tickets, assist employees with IT-related issues, and maintain the helpdesk software.
* **Skills**: Proficiency in IT troubleshooting, familiarity with the chosen helpdesk software, excellent communication skills, and customer service orientation.

# Operational Considerations

## Security Risk Assessment:

* **Digital Security:** Regular audits, penetration testing, and vulnerability assessments to ensure the cloud infrastructure's security.
* **Physical Security:** Regular checks of the security camera feeds, ensuring cameras are operational, and setting up alerts for any suspicious activities.