IT Support – Process Review Document for DewgoodCompany

Overview of the current Situation with Dewgood company

Non-profit Organization: Dewgood is a small, community-based non-profit organization with 50 staff members. They have engaged me as the only IT personnel within the organization. The HR representative informs me whenever there is a need for a new computer for a staff member. At present, computers are acquired directly from a physical retailer on the day an employee starts, owing to budget constraints that prevent the maintenance of excess stock. The firm operates a single server that hosts multiple services including a file server and email. Currently, there is no messaging system in operation. When a new employee is brought on, I conduct an orientation to assist them with their login credentials. I am also tasked with installing all the necessary software on their computer and mapping the file server to their device. The computers are managed using Windows Active Directory. When an employee leaves, their accounts are not disabled within the directory service. The organization utilizes an open-source ticketing system to manage internal and external non-profit requests, but this system is complex and user-unfriendly, leading many employees to contact you directly for assistance. In fact, the number of queries is so high that employees frequently ask each other for answers to their questions. The company has nightly backups set up for the file server, with the backup data stored on a disk that you take home each day for safekeeping in case of any onsite incidents. Furthermore, there is a basic company website hosted on the sole server, which is a single HTML page that outlines the company's mission and provides contact details. This website has experienced numerous downtimes, and no one is aware of the procedures to address those situations.

Current IT Challenges:

Dewgood's existing IT infrastructure demonstrates the constraints typical of a small nonprofit, yet it falls short in terms of resilience, scalability, and user-friendly operations. As the exclusive IT administrator, my contribution is crucial in optimizing processes without exceeding the organization's limited financial resources. Below are five significant process Improvements aimed at resolving urgent Problems while remaining budget conscious.

1. Consolidate Software Installation and Automate Setup

Problem: The manual process for software installation and server mapping for every new hire is cumbersome.

Improvement: Implement Windows Deployment Services (WDS) or open-source alternatives such as Chocolatey and PDQ Deploy to automate the installation of software and initial system setups.

Rationale: Saves time, guarantees uniformity, and promotes a more efficient onboarding experience for new team members.

2. Establish a Defined Offboarding Process

Problem: Former employees remain active in Active Directory- this poses security risks as they can still have access to company resources

Improvement: Design an offboarding checklist as part of the offboarding process that will ensure that user accounts are deactivated, access to shared resources are revoked, and relevant data is archived

Rationale: This boosts data security, restricts unauthorized access, and maintains cleanliness within the directory.

3. Upgrade or Enhance the Ticketing System

Problem: The existing open-source ticketing system is confusing, prompting staff to avoid using it.

Improvement: Replace this with a more user-friendly solution like Freshdesk (available for free for nonprofits) or modify the current system to allow for better workflows and improvements in user interface

Rationale: This encourages employees to utilize the proper reporting channel, thereby enhancing prompt response, tracking and resolution from the IT department

4. Transition Website Hosting Offsite

Problem: The organization's website is currently hosted on an unreliable in-house server, leading to frequent outages without anyone aware of remedial actions.

Improvement: Shift the website to a cost-effective and dependable hosting service such as Netlify or GitHub Pages for static websites.

Rationale: Improves uptime, decreases reliance on internal infrastructure, and elevates public visibility.

5. Develop a Central Knowledge Base or FAQ

Problem: Employees often depend on peer inquiries due to inadequate documentation.

Improvement: Create a collective knowledge repository using platforms like Google Docs, Notion, or Confluence to record standard procedures, login information, and policies. Rationale: This enables users to find solutions independently, alleviating the burden on IT and enhancing operational autonomy.

Conclusion:

Dewgood's IT framework – though functional, it is still vulnerable due to their unsustainable processes. By streamlining setups, enhancing the onboarding and offboarding processes, simplifying internal tools, and delegating non-essential infrastructure, the organization can operate more effectively and securely without straining its budget or IT staff. These Improvements will establish a more robust and scalable framework to support Dewgood's mission and workforce.