

### Monthly Budget Estimate for IT Operations

Category	Item	Unit Cost	Quantity	Total Cost	Purpose
Software	TeamViewer Premium License	\$30	5	\$150	Secure remote troubleshooting across distributed support teams
Hardware	Ergonomic Footrests	\$75	4	\$300	Reduce fatigue and support technician posture
Training	Customer Handling Simulation (Live)	\$150	2	\$300	Improve frontline communication and complaint handling skills
Tools	Zoho Desk ITSM Subscription	\$125	1	\$125	Automate escalations, SLA alerts, and ticket lifecycle monitoring
<b>Total</b>				<b>\$875</b>	

This monthly budget for IT operations considers spending \$875 on critical areas, including software, hardware, training, and tools, and deducts \$125 for contingency requirements. The licenses with TeamViewer guarantee safe and effective remote troubleshooting, which is necessary to provide support to geographically separated teams (Manson, 2022). Ergonomic footrests also improve the well-being of technicians by enhancing their ability to work longer hours at the desk, resulting in increased focus and fewer errors. Simulation training on customer handling can equip frontline staff with effective communication methods to actively resolve problems, thereby increasing customer satisfaction and reducing repeat tickets (Suresh, 2022). SLA alerts and escalations, speed of resolution, and accountability are added using automated processes with the Zoho Desk subscription. Collectively, these investments optimize operations and the performance of technicians, enabling the provision of IT services that are both operationally and responsively

responsive while also allowing for flexibility to cover new requirements that could not be planned for with the reserved funds.

### References

Manson, J. (2022). Remote Desktop Software as a forensic resource. *Journal of Cyber Security Technology*, 6(1-2), 1-26.

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Suresh, S. (2022). *How can a company enhance employee satisfaction and time effectiveness by enabling AI in their ticketing system?* (Doctoral dissertation, Dublin, National College of Ireland). <https://norma.ncirl.ie/6402/>