Week 1 Assignment: Outdated Technology

Shaun Hoadley

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Carl Marquez

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The successful operation of a business requires the establishment of system administration standards. A business can only operate on reputation or appearance for so long before being hindered by technological weaknesses, eventually negatively affecting customer loyalty. Having recently been hired as a new system administrator, the first task to be accomplished is to assess the state of the business by analyzing the company’s past and current technological practices. With this task in mind, this paper will be used to evaluate the company’s current technologies and recommendations for hardware and software changes will be made based on this assessment.

When the company was initially established five years ago, the company was small (a single location), there were a limited number of products, and it used simple, yet outdated, technology. The current technology being used consisted of a 12-port Netgear Hub, a PC using Windows XP with 8 gigabytes of RAM and a wireless 802.11 wireless NIC, and a hard connected printer. There was no website or databases implemented for employee, customer, and order tracking. Initial advertisement relied on word of mouth. Since it’s founding, the company has opened several new locations, however each location is using similar systems, making it time consuming and challenging to keep track of the business as a whole. Changes are required to improve company growth and customer satisfaction.

My recommendations for the company, include system and network upgrades, website development, and additional software to allow data tracking between locations. As stated by Kelly, “we’re in a period now where huge dimensions of data and their variables in real-time needed for capturing, moving, processing, enhancing, managing, and rearranging it, are becoming the fundamental elements for making wealth,” (Shontell, 2014). Additionally, adding a guest wifi network for customer use will improve the customer experience while they are visiting. Replacing the systems with modern workstations using a current operating system and appropriate software will improve efficiency and security. Automation of the systems through continuous implementation and continuous deployment (CI/CD) in the software development lifecycle (SDLC) ensures that each location has the same updates and features. Incorporating databases to manage orders, customer data, employee data, payroll and accounting, and inventory management, will increase productivity and workflow. Implementing a ticketing system will allow customers and employees to submit and track issues, allowing them to be corrected quickly and efficiently (Limoncelli, et al., 2017).

**References**

Limoncelli, T. A., Hogan, C. J., & Chalup, S. R. (2017). [*The practice of system and network administration: Vol. 1. DevOps and other best practices for enterprise IT*](https://ashford.instructure.com/courses/90030/modules/items/4553626) (3rd ed.). Addison-Wesley.

Shontell, A. (2014, June 16). [*The next 20 years are going to make the last 20 look like we accomplished nothing in tech* (Links to an external site.)](https://www.businessinsider.com/the-future-of-technology-will-pale-the-previous-20-years-2014-6). Business Insider. https://www.businessinsider.com/the-future-of-technology-will-pale-the-previous-20-years-2014-6