Monthly Budget Plan for IT Support Team

Category	Specific Item	Unit Cost/Monthly Rate	Quantity	Total Cost	Purpose
Software	Zoom Pro Licenses	$15/license	5	$75	For internal meetings and remote troubleshooting
Hardware	Ergonomic Helpdesk Chairs	$150/chair	3	$450	To support technicians during long hours and reduce physical strain
Tools	Jira Service Management	$150/month	1	$150	Ticket handling, SLA tracking, escalation logging
Training	CompTIA ITIL Certification (2 staff)	$150/person	2	$300	To strengthen service management and incident response capabilities
Contingency	Emergency Tech Supplies (Cables, etc.)	$25	1	$25	Unplanned replacements or minor repairs
TOTAL				**$1,000**	

The mini-budget plan allocates $1,000 in key areas of IT services support, which is necessary to ensure operational efficiency and the well-being of the work team. The investment in software (Zoom Pro) enables remote troubleshooting to function smoothly, and Jira Service Management enhances the functionality of handling tickets and SLAs (Herrera, 2024). Increments in hardware, such as ergonomic chairs and aids, enhance the comfort and productivity of technicians during long working shifts. The ITIL is focused on developing advanced service management skills, as training funds are being channeled in this direction (Jayasekara, 2021). A backup budget of emergency technological materials will enable a prompt response to unpredictable problems. In addition to enhancing everyday support activities, such a well-thought-out strategy also demonstrates proactive management, as the team's capabilities, utilization of tools, and risk management are addressed. A balanced budget of this sort guarantees the sustainability of the quality of services to be rendered. It

allows achieving the performance KPIs with a sense of responsibility and long-range

planning.

References

Herrera, B. (2024). *Cloud-Native Applications and Their Role in Supporting Agile Hardware Development* (Doctoral dissertation, Massachusetts Institute of Technology). https://dspace.mit.edu/handle/1721.1/154030

Jayasekara, G. K. (2021). *Web Based Learning Management System for Information Technology Infrastructure Library (ITIL) Certification* (Doctoral dissertation). https://dl.ucsc.cmb.ac.lk/jspui/handle/123456789/4450