



Feel Your Pain, LLP

Feel Your Pain, LLP

Syracuse, NY Location

Information Technology Infrastructure Project

IST 346

INTRODUCTION AND BACKGROUND

Feel Your Pain, LLP is a small Syracuse based Law firm specializing in helping victims of painful and traumatic events.

Feel Your Pain, LLP requires a new IT infrastructure to support our business needs in the Syracuse office, including at least:

- A secure high-speed Internet connection to support our business and remote buying needs.
- A dynamic IT infrastructure supportive of our typical day to day business activities, both internal and external such as email and office productivity.
- A robust environment for our legal teams to work collaboratively and quickly from anywhere they may be.

Feel Your Pain, LLP is looking to be presented with several options for its new IT infrastructure that it can select from. The remainder of this document provides additional information that will allow a service provider to understand the scope of the effort and develop a proposal in the format desired by **Feel Your Pain, LLP**.

FIRM CONTACT

Any questions concerning this project must be directed to:

Name: Ryan Elstad

Contact: Submit questions via Blackboard discussion board

FIRM INFORMATION

Feel Your Pain, LLP now in our 10th year of business, is an emerging market leader in lawsuits helping victims of painful and traumatic victims throughout the northeastern United States.

Lawyers (partners) – 2
Lawyers (associates) – 4
Office Manager – 1
Paralegal – 2
Receptionist – 1
Law Clerk – 2

SCHEDULE OF EVENTS

Description	Date
3. Deliverable # 1	3/1
4. Deliverable # 2	4/5
4. Deliverable # 3	4/26

The deliverables will be submitted via the blackboard site for this course under the assessments tool. No other forms of submission will be accepted.

GUIDELINES FOR DOCUMENT PREPARATION

SUBMISSION INFORMATION

The award of the contract resulting from the proposals will be based upon the vendor who best meets our needs, cost of the solution, and timeliness of the installation.

Feel Your Pain, LLP reserves the right to:

- Reject any or all offers and discontinue this process without obligation or liability to any potential vendor.
- Accept other than the lowest priced offer.
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

The Vendor will confine its submission to those matters define its proposal, and to provide an adequate basis for **Feel Your Pain, LLP**.

DETAILED RESPONSE REQUIREMENTS

CUSTOMER INTERVIEW

The Firm Contact (your Professor) will be available for a questions via the Project Blackboard discussion board. The vendors should be prepared to ask probing questions regarding Feel Your Pain, LLP as to provide a complete understanding of our technology needs. Feel Your Pain, LLP is not a technology based company so the Vendor must be knowledgeable in technology solutions that meet business needs, and must use this opportunity to gather all necessary information regarding our business model and needs.

PROJECT Proposal 1 (deliverable 1)

Building upon all of the information gathered, the material covered in class, the ongoing series of questions, and the feedback you have received, create a proposal of technical solutions that outlines multiple approaches technology you are planning on using to meet the needs of Fell Your Pain, LLP.

The technology topics that should be covered in deliverable #1 are:

- Workstations, how many, in what configuration
- Software for use in producing documents, spreadsheets and presentations
- Network infrastructure including:
 - Switches
 - Firewalls
 - Methods of connecting to the internet
 - Facilities including
 - Power
 - Cooling
 - Security
- Remote connectivity options

The deliverable can be in the form of a document or PowerPoint slides, but should include any necessary tables or diagrams needed to professionally convey the information needed by the Firm Contact to make a decision on which proposal to pick.

You need not be concerned with facilities costs outside of the technology needs of Feel Your Pain, LLP, such as office furniture, heat, rent, etc.

PROJECT Proposal 2 (deliverable 2)

Building upon all of the information gathered, the material covered in class, the ongoing series of questions, and the feedback you have received, create a proposal of technical solutions that outlines multiple approaches technology you are planning on using to meet the needs of Fell Your Pain, LLP.

The technology topics that should be covered in deliverable #2 are:

- Printers, how many? Color, multifunction, special purpose?
- Servers & Storage, how many, configured how?
- Backup and emergency recovery solution
- Data Center space for on premise infrastructure
- File storage and collaboration solution

The deliverable can be in the form of a document or PowerPoint slides, but should include any necessary tables or diagrams needed to professionally convey the information needed by the Firm Contact to make a decision on which proposal to pick.

You need not be concerned with facilities costs outside of the technology needs of Feel Your Pain, LLP, such as office furniture, heat, rent, etc.

PROJECT Proposal 3 (deliverable 3)

Building upon all of the information gathered, the material covered in class, the ongoing series of questions, and the feedback you have received, create a proposal of technical solutions that outlines

multiple approaches technology you are planning on using to meet the needs of Fell Your Pain, LLP.

The technology topics that should be covered in deliverable #2 are:

- Email solution
- Basic website solution
- Any Ongoing IT support requirements

The deliverable can be in the form of a document or PowerPoint slides, but should include any necessary tables or diagrams needed to professionally convey the information needed by the Firm Contact to make a decision on which proposal to pick.

You need not be concerned with facilities costs outside of the technology needs of Feel Your Pain, LLP, such as office furniture, heat, rent, etc.

Grading Criteria

The deliverables will be judged based on the following criteria:

- **Technical accuracy** for each solution. Are your arguments technically possible? It is the right solution for the problem?
- **Uniqueness of each solution.** Are they truly different, or just derivations of the same theme?
- **Thoroughness of analysis** for each solution. Did you cover all the bases for each solution? Itemized costs? Total Costs?
- **Inclusion of references** to all costs as footnotes. If there's a cost on slide 9 there should be a footnote containing a hyperlink within the notes of that slide.
- **Accuracy of TCO analysis.** Did you perform the TCO properly? Is it clear? Are there charts?
- **Validity of the recommendation.** Is it the best solution?
- **Organization of content.** Well organized and prepared? Does it look professional? No spelling or grammatical errors? Contains a title page

Each deliverable will have a grading rubric published so that you can ensure that the proposal will meet the grading requirements.