

NCUONE Cloud Consulting Services (NCUONE-CCS)

Our Mission

To offer affordable and reliable technical solutions to support our customers' operations promptly for a competitive advantage.

Our Vision

To become one of the principal IT solution providers in the US Eastern region and the Caribbean.

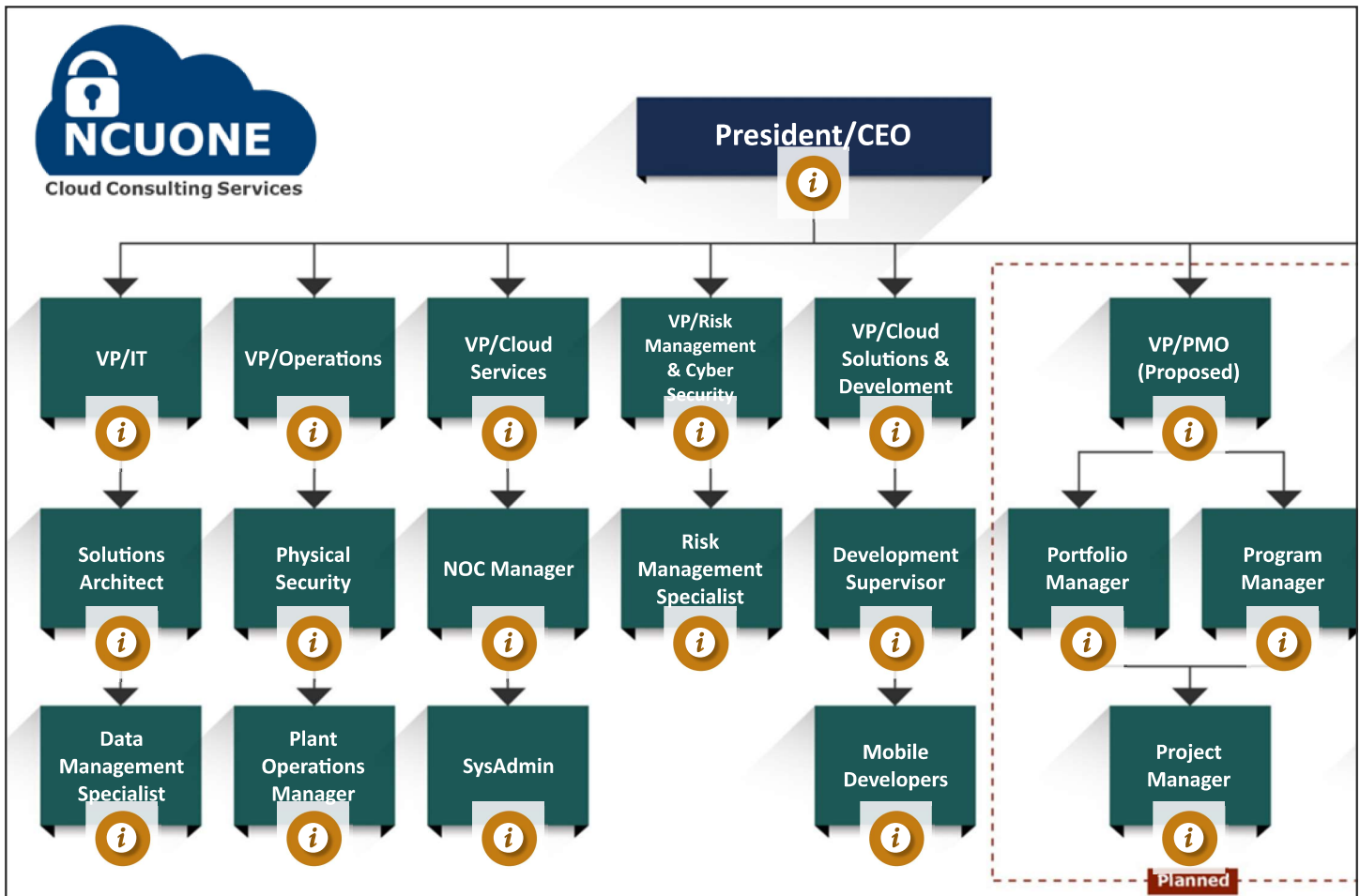
NCUONE Cloud Consulting Services (NCUONE-CCS) is a private medium-sized information technology consulting company dedicated to offering project management, governance, disaster recovery, and general IT consulting solutions services. Started in 2005 with only six resources, NCUONE-CCS has experienced exponential growth in customer base to 500+, and human resources, that accounts to 300 employees in four locations in the eastern and middle-states area. NCUONE-CCS offers information technology professional services to its customer base, from government agencies, financial institutions, higher education institutions, non-profit and for-profit organizations, retail business, hospitality industry, and health institutions. Listed below are some of the products and services NCUONE-CCS offers to its customers:

- IT Project and Program Management Support
- Solutions Architecture and Cloud Services
- Applications Design, Development, and Management
- Data Governance and Management Services
- Security Services
- Disaster Recovery and Business Continuity Strategy and Support
- Audit and Compliance Evaluations
- Training

As more clients are requesting and contracting our services, including clients from UK, Spain, and the Caribbean region, NCUONE-CCS must relocate their base operations from the current location to a more spacious and accessible one, to better serve our new and prospective local and international clients. The current central offices are located in Greenville, SC, and while headquarters will remain in the region, NCUONE-CCS purchased a new building in the same region. Another main office will open in Scottsdale, AZ and a regional office in Santander, Spain. All current operations and network infrastructure must be relocated in the new Greenville location, with redundancy in the Scottsdale, AZ and Santander, Spain offices.

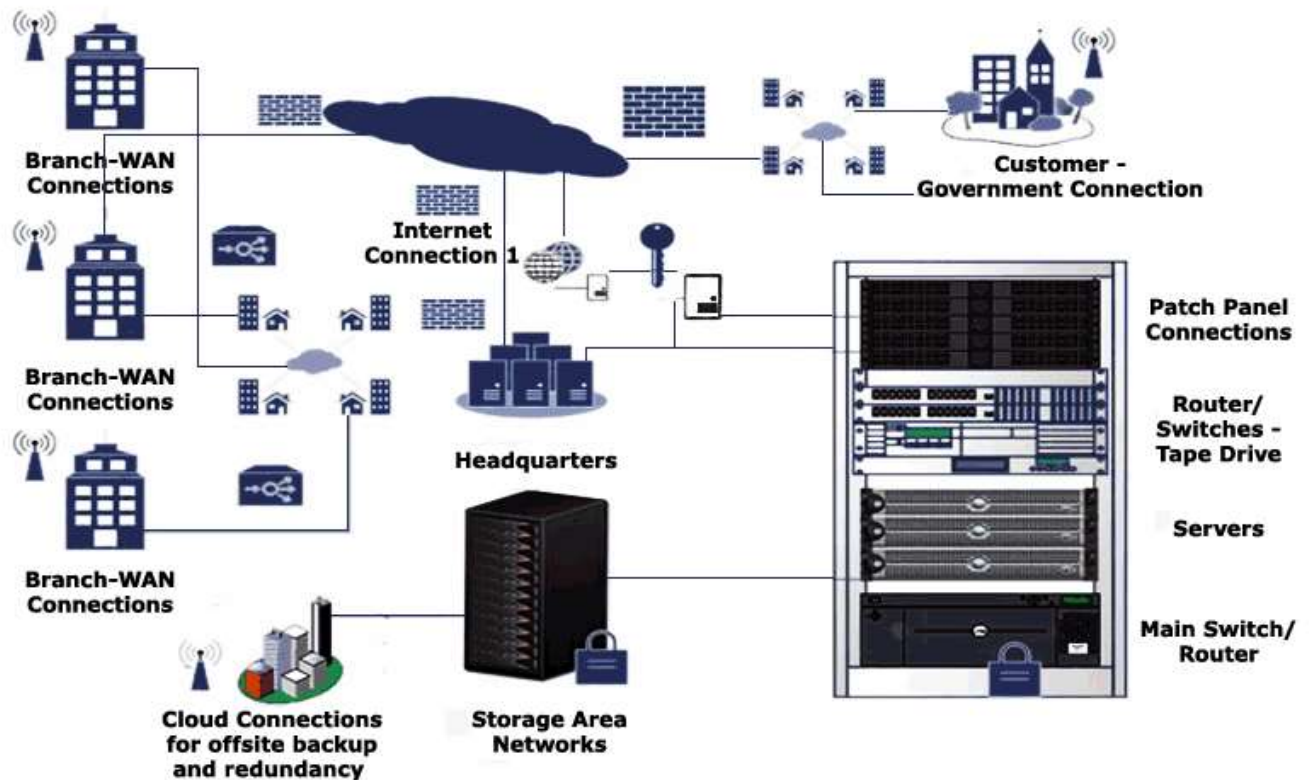
NCUONE Cloud Consulting Services (NCUONE-CCS) needs to develop a catalog of services they offer to transform their current web portal into an active online consulting division. The current customer portal shows a description of their services and points of contact. NCUONE-CCS wants to expand the portal capacity to now include a detailed customer inquiry, where they can be guided to write down comprehensive requests or needs for an initial pre-assessment and project services, preliminary cost estimates, virtual meetings, among other dynamic services and offerings. An interactive demonstration of the products, developments, or services offered will also be added as enhanced functionality. A demo recording for this new feature will be made, and a preview of training and IT project management activities will be available for potential customers to view. The current employee structure for NCUONE-CCS consists of the

following organization Diagram. Please click each icon to learn about the role description of each resource:

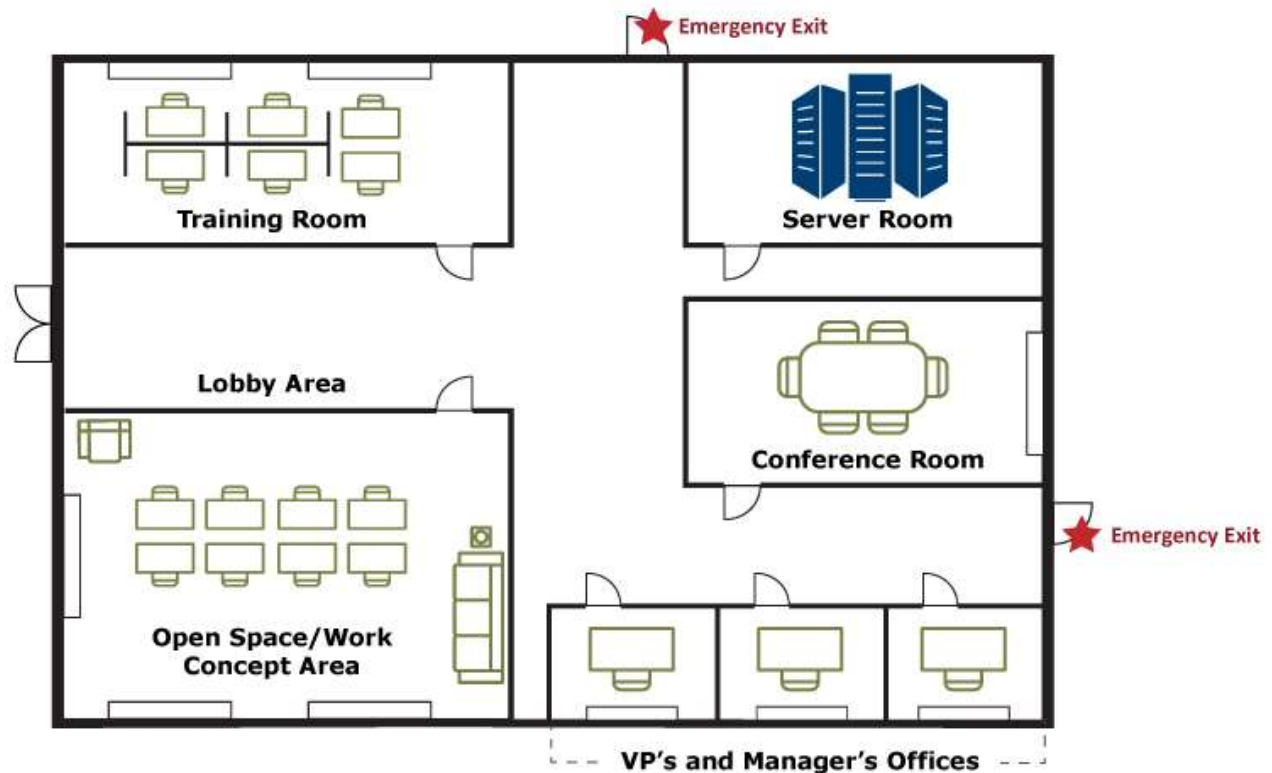


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The current network landscape includes 10 servers for each of the three locations, five for local production and five for replication with a Storage Area Network (SAN) at the offsite recovery site for backup and redundancy. Using this approach, each location serves as a contingency for each other in case of an incident or disaster that renders the main installation inoperable.



An initial floor layout to relocate equipment and office space is provided below:



The server room should be a separate room with restricted access to the systems administrator and away from the entrance. However, it has been located right next to one emergency exit, which may cause issues in audits. VPs' offices are all placed next to each other, which created concern for the VPs, especially the office located next to the emergency exit. They want to be able to see what their employees are doing, and some of them have no direct

view of the open work area, where they are all seated together. The training room is located right in the lobby, but the conference room is located in front of the VP's area. The VPs have expressed that they want the conference room to be switched with the open workspace area, but this change will create space constraints.