**CUSTOMER REQUIREMENT DOCUMENT**

**Name of Agent:** Gabriel I Ezekiel-Hart **Name of Client:** Alvin & Alvina Integrated Services Limited

**Location:** Akiama-Oguede road **Date:** 03-06-2021

**Purpose:** this is intended to document the procurement of new ICT equipment and Services for Alvin & Alvina Integrated Services Limited.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HARDWARE** | | | | | | |
| **S/N** | **ITEM** | **USE** | **PHYSICAL COMPOSITION** | **FUNCTIONALITY** | **CAPACITY** | **SUPPORT** |
| 1 | Hard Drive | To Serve as a backup storage to the server. | **Dimension LxWxH**  5.79 x 4.01 x 1.03 inches  **Weight**  1.72 pounds | * For Backups * To Store files | * 8 TB * 210 Megabytes Per Second | Installation |
| 2 | A Router | To connect the two offices to a network to remotely share files | **Dimension LxWxH**  9.75 x 9.25 x 7.75 inches  **Weight**  4.88 pounds | To connect devices in remote location | 50 devices | Installation |
| **SOFTWARE** | | | | | | |
| 3 | OfficeSuite Home & Business | To create word document, spreadsheet, database processing and presentation. | N/A | * Create, edit and style DOCUMENTS, SPREADSHEETS & PRESENTATIONS – all the features that you need to get work done * Included PDF functions to FILL & SIGN forms, ANNOTATE and password PROTECT your PDF documents | * Comes with 500 fonts * Over 100 Picart pictures | Installation |
| 4 | Microsoft Server 2019 Standard | To serve as a licensed network operating software for the server to manage packet and resources by the administrator | N/A | * Access files and share resources to client computer in the facility | * 16 cores | Installation |
| **SUPPORT** | | | | | | |
| 5 | Tech Support  (Maintainance and repairs) | Tech Coaching and Support | N/A | Urgent Support, Tech Coaching.  Backup, Identity Protection, Scam Response,  Deep Cleaning, Technology Audit, Remote System Maintenance. | 500GB of Bask  backup | Installation and Training |

**INDEX REFERENCE DOCUMENT**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NAME OF SERVICE** | | Gabriel I Ezekiel-Hart | | | | **NAME OF CLIENT** | | Alvin & Alvina Integrated Services Limited | | |
| **DATE:** | | 03-06-2021 | | | | **ADDRESS** | | Akiama-Oguede road | | |
| **PURPOSE** | | This document is intended to get information for the procurement of new ICT equipment for Alvin & Alvina Integrated Services Limited | | | | | | | | |
| **HARDWARE** | | | | | | | | | | |
| **S/N** | **ITEM** | **MODEL** | **SPECIFICATION** | **FUNCTIONALITY** | **CAPACITY** | | **AVAILABILITY** | | **COST** | **SUPPORT** |
| 1 | Seagate IronWolf 8TB NAS Internal Hard Drive HDD | IronWolf | **Dimension LxWxH**  5.79 x 4.01 x 1.03 inches  **Weight**  1.72 pounds | * To Store more and work faster * enclosures, IronWolf delivers less wear and tear, little to no noise/vibration | * 8TB and cache of up to 256MB | | [Seagate IronWolf HDD](https://www.amazon.com/dp/B07D962J5R/ref=sspa_dk_detail_4?psc=1&pd_rd_i=B07D962J5R&pd_rd_w=w27iS&pf_rd_p=5d846283-ed3e-4512-a744-a30f97c5d738&pd_rd_wg=ACbs0&pf_rd_r=2VXBQX7K02MVC3JC2WWY&pd_rd_r=2b0934e6-077d-40ca-b34d-6df1b408d7b9&smid=AEDYXTHYD8DT7&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUFZSUREU0tUVVdPNFcmZW5jcnlwdGVkSWQ9QTA4NjUwNDMxNzVQSkE3VE5MRUYwJmVuY3J5cHRlZEFkSWQ9QTAxNjMxOThKOE9MTFNVRlZaTiZ3aWRnZXROYW1lPXNwX2RldGFpbF90aGVtYXRpYyZhY3Rpb249Y2xpY2tSZWRpcmVjdCZkb05vdExvZ0NsaWNrPXRydWU=) | | $301.83 | N/A |
| 2 | NETGEAR Nighthawk X6 Smart Wi-Fi Router (R8000) - AC3200 | (R8000) - AC3200 | **Dimension LxWxH**  9.75 x 9.25 x 7.75 inches  **Weight**  4.88 pounds | * Plug in computers, game consoles, streaming players, and more * easily manage WiFi settings, test internet speed, and monitor data usage | * Coverage up to 5,000 sq. ft. and 40+ devices. Extend coverage up to 2,500 sq. ft | | [NETGEAR ROUTER](https://www.amazon.com/NETGEAR-Whole-Tri-Band-System-RBK752/dp/B086HJXKJJ?ref_=ast_sto_dp) | | $349.99 | N/A |
| **SOFTWARE** | | | | | | | | | | |
| 3 | OfficeSuite Home & Business 2021 | OfficeSuite | * Works on PCs & Laptops with Windows 10, 8.1, 8, 7 * Compatible with the most popular file formats (.docx, .xlsx, .pptx, .csv, .rtf, .pdf and more) * Lifetime License for 1 user, can be used on a Windows PC or Laptop * Operating System: Windows (All) * Processor: 32-bit and 64-bit * Memory: 2 GB * Storage: 500 MB available space | * Organize your data and perform complex operations in your SPREADSHEETS with an extensive library of formulas * Create beautiful DOCUMENTS with professional formatting options, authoring tools and numerous other features! * Design engaging PRESENTATIONS with loads of customizable shapes, slide transitions & animations * organize your time and meetings efficiently with the built-in CALENDAR. | * 5GB of cloud storage on MobiDrive | | [OfficeSuite](https://www.amazon.com/OfficeSuite-Home-Business-2021-Documents/dp/B08NDWVQYH) | | $99.99 | N/A |
| 4 | Server 2019 Standard 16 Core | Version 1809 | Standard | * Windows Server 2019 License 1 server (1-2 CPU) OEM DVD * 64-bit Added layers of security * Built-in containers Develop and manage with agility | * Windows Server 2019 64 bit include Wíndоws containers and Nano Server. * Improved deployment possibilities Increase availability and reduce resource usage with the lightweight Nano Server. | * 1 server * 16 cores - OEM - DVD - 64-bit | | [Microsoft Server 19](https://www.amazon.com/Server-2019-Standard-Core-Version/dp/B09163B26D/ref=sr_1_1_sspa?crid=1GGYETVV9KI1D&dchild=1&keywords=microsoft+server+2019&qid=1622710337&sprefix=microsoft+server%2Caps%2C335&sr=8-1-spons&psc=1&smid=A30MTJT8R087IL&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUEySklXUTVWWEo5U1ZWJmVuY3J5cHRlZElkPUEwMTE5OTczMkE1MlVLSjlZQ1FRUSZlbmNyeXB0ZWRBZElkPUEwNTc4ODU0MkE5NTNDVkpOUldVRyZ3aWRnZXROYW1lPXNwX2F0ZiZhY3Rpb249Y2xpY2tSZWRpcmVjdCZkb05vdExvZ0NsaWNrPXRydWU=) | | $100.00 | N/A |
| **SUPPORT** | | | | | | | | | | |
| 5 | Bask Tech Support | Bask | Premium Care  Proactive Services  Unlimited Support  Protection | **Unlimited Support:**  Chat, Phone, Urgent Support, Tech Coaching  **Protection:** Bask Backup, Identity Protection, Scam Response  **Proactive Services:** Deep Cleaning, Technology Audit, Remote System Maintenance | Bask Backup 500GB | | [Bask Unlimited Support](https://www.bask.com/pricing) | | $34.99/Month | N/A |

**PRESENTATION OF RECOMMENDATION**

RECOMMENDATION FOR THE PROCUREMENT AND INSTALLATION OF SEAGATE IRONWOLF 8TB NAS INTERNAL HARD DRIVE

TO

ALVIN & ALVINA INTEGRATED SERVICES LIMITED

AKIAMA-OGUEDE ROAD

BY

GABRIEL I EZEKIEL-HART

3rd June, 2021

**INTRODUCTION**

In view to determining the customer requirement of Alvin & Alvina Integrated Services Limited, I recommend the use of Seagate IronWolf 8TB NAS Internal Hard Drive HDD as an additional drive for backup

**BACKGROUND OF SEAGATE IRONWOLF 8TB NAS INTERNAL HARD DRIVE**

Seagate Technology Holdings plc, an Irish public limited company (commonly referred to as Seagate) is an American data storage company. It was incorporated in 1978 as Shugart Technology and commenced business in 1979. Seagate Technology public limited company is a provider of electronic data storage technology and solutions like hard disk drives (HDDs). In addition to HDDs, it produces a range of electronic data storage products, including solid state hybrid drives, solid state drives, peripheral component interconnect express (PCIe) cards and serial advanced technology architecture (SATA) controllers.

**BENEFITS**

* It provides multi-user NAS environments craving powerhouse performance
* Store more and work faster with a NAS-optimized hard drive providing 8TB and cache of up to 256MB
* It delivers less wear and tear, little to no noise/vibration, no lags or down time, increased file-sharing performance, and much more

**CONSTRAINTS**

* **Implementation time scale:** setting up will take time as it is not in a RAID enclosure
* **Reliability Constraint:** it can only carry up to 8TB which is not the recommend storage capacity for a server
* **Financial Constraint:** even with its low capacity, it is at a cost of $301.83 which is really expensive and shipping is not included

**IMPLICATION**

* **Cost:** the cost of procuring this drive is high as it comes with a Three-year limited warranty protection plan
* **Availability:** it is not always available in the market
* **Maintainability:** you can easily monitor the health of drives using the integrated IronWolf Health Management system and enjoy long-term reliability with 1M hours MTBF

**PRESENTATION OF RECOMMENDATION**

RECOMMENDATION FOR THE PROCUREMENT AND INSTALLATION OF OFFICESUITE HOME & BUSINESS 2021

TO

ALVIN & ALVINA INTEGRATED SERVICES LIMITED

AKIAMA-OGUEDE ROAD

BY

GABRIEL I EZEKIEL-HART

3rd June, 2021

**INTRODUCTION**

In view to determining the customer requirement of Alvin & Alvina Integrated Services Limited, I recommend the use of OfficeSuite Home & Business 2021 for word processing, spreadsheet, payroll calculation and even presentation.

**BACKGROUND OF SEAGATE IRONWOLF 8TB NAS INTERNAL HARD DRIVE**

OfficeSuite is a cross-platform office suite application developed by MobiSystems. It has versions for Android, iOS and Microsoft Windows (PC) and adds extensive PDF abilities to its compatibility with the most frequently used Microsoft Office file formats. The software was first released as a mobile application on Palm OS in 2004 (incorporating older MobiSystems apps: Quick Spell, Quick Check and Quick Write), followed by Symbian in 2005.

**BENEFITS**

* It has 5GB of cloud storage on MobiDrive which can be accessed quickly from anywhere, anytime
* It Includes PDF functions to FILL & SIGN forms, ANNOTATE and password PROTECT your PDF documents
* Compatible with your existing file formats

**CONSTRAINTS**

* **Implementation time scale:** time taken to get the software is more as it is not sold in the country
* **Reliability Constraint:** It does not have all the new features that some office-suite has eg. MS office suite
* **Financial Constraint:** the cost of getting it is high as it comes with a Lifetime License

**IMPLICATION**

* **Availability:** procuring this software need to be planned as it is not always available in the market
* **Maintainability:** Easily maintained with any document, any format, anywhere
* **Cost:** the cost of getting it is high because it comes with a Lifetime License

**INTRODUCTION TO CHANGE CONTROL**

Change control is an important part of the project management process. The change control process helps avoid unnecessary changes that might disrupt services and also ensures the efficient use of resources. Below is an example of how these changes should be carried out.

**Change Request**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **SUBMITTER – GENERAL INFORMATION** | | | | | | | | | |
| **CR#** | 001 | | | | | | | | |
| **Type of CR** | Enhancement | | | | | Defective | | | |
| **Project/Program/Initiative** | Procurement of new Hard Disk Drive | | | | | | | | |
| **Submitter Name** | Gabriel Ezekiel-Hart | | | | | | | | |
| **Brief Description of Request** | Changing from Seagate IronWolf 8TB to Western Digital 18TB | | | | | | | | |
| **Date Submitted** | 3-06-2021 | | | | | | | | |
| **Date Required** | 3-06-2021 | | | | | | | | |
| **Priority** | Low | Medium | | | High | | | | Mandatory |
| **Reason for Change** | Changing from a lower storage to a higher storage device | | | | | | | | |
| **Other Artifacts Impacted** | N/A | | | | | | | | |
| **Assumptions and Notes** | NIL | | | | | | | | |
| **Comments** | Changing storage device will attract extra cost $698 dollar, shipping not included | | | | | | | | |
| **Attachments or References** | Yes | | No | | | |  | | |
| Link: [Western Digital 18TB WD Gold](https://www.amazon.com/dp/B089S3CZ41/ref=twister_B08CTF1F8X?_encoding=UTF8&psc=1) | | | | | | | | |
| **Approval Signature** |  | | | Date Signed | | | | 3-06-2021 | |