KariAnn Harjo

ITSE 1450

Module 10 Case in Point 3

This situation might have been averted by having a more thorough initial consultation process with the client to understand their short-term and long-term business goals and growth projections. Understanding the client's future plans would have allowed Spider IT Services to anticipate the need for a more robust network. Furthermore, the inclusion of a clause in the service contract for periodic reviews and assessments of the network's performance, especially in rapidly growing companies, would ensure that the network continues to meet the evolving needs of the client. This proactive approach in service delivery could prevent issues related to capacity and speed as the client's business expands.