Hello Erica,

In acclimating myself into my new role as head of IT I couldn’t help but realize that there is no simple solution to the trouble shooting issues we assist internal customers with every day. After some research I believe that the simplest and most economical solution to this issue would be to distribute USB drives to all IT team members with portable apps installed on them.

The apps that would be installed on the drives are as followed: CCleaner, Google Chrome, Putty, Recuva, 7-Zip, Toucan, and Kaspersky. These are portable apps, which means they can be utilized on any pc the drive is connected to.

CCleaner is a computer utility program used to clean unwanted files, which include temporary internet files and protects a user’s privacy. The program keeps the pc clean and allows for more strange space and a more responsive pc.

Google Chrome is a familiar web browsing application that also is able to be utilized as a portable application. The allow us to quickly reinstall the browser on a pc that has been erased.

Because windows does not have a built in SSH tool, a convenient SSH client is Putty. This would allow the user to access and manipulate files on any pc, as well as well as access their own systems files to better resolve the current issue.

Recuva is a great tool for recovering files that have been deleted from a pc. Many of our issues we solve retrieving deleted files and this would be a great and easy tool for all IT members to have handy.

7-Zip is a great tool for extracting compressed files and having this application readily available would save team members time in extracting various file types that typically require specific tools and commands for each files type. 7-zip supports use of several common compression algorithms such as, TAR and ZIP and an even larger selection of decompression support.

Toucan allows user to synchronize, backup, and secure your data. It allows for total system backup of your operating system and files. This ensures no data is lost on the users pc.

Kaspersky is an antivirus program. Having this program available would allow us to quickly scan a pc and ensure the accurate detection of viruses, worms, spyware and more allowing us to remove any malicious files.

Although buying the USB files would require the department to re work the budget for the current fiscal year, obtaining these applications will be at no charge as they all have free versions available. Each team member will be required to attend a two-hour training to familiarize them with the applications that will be instructed by myself. I believe this will be a huge advantage to the team and decrease the amount of over time that is worked by each employee due to task resolved in a more efficient manner.

I hope that you will consider my proposition, please do not hesitate to contact me with any questions or concerns.

Thank you,

Mildred Suriel

IT Manager