

## Budget Plan

Category	Item	Monthly Cost (USD)	Purpose
Software	Jira Service Management (5 users)	\$175	Manage ticket flows, SLAs, and task automation
Training	Udemy Subscription (3 users)	\$90	Skill upgrades in network troubleshooting & scripting
Hardware	Wireless Access Point Replacement	\$250	Reduce system downtime and improve signal stability in conference areas
Tools	ITIL Foundation Exam Fees (2 staff)	\$330	Prepare Tier 2 team for structured service management
Misc.	Wireless Mouse & Headsets (3 sets)	\$120	Boost user ergonomics and voice clarity during support calls
<b>Total</b>		<b>\$965</b>	

In the budget plan, the focus is on the practical distribution of an amount of 965 across the main areas of operations, facilitating technical performance and team development. Jira software investment optimizes the automation of tasks, duties, and SL (Service Level Agreement) monitoring. Udemy courses are allocated training funds to enhance scripting and troubleshooting skills. The hardware upgrade plans would include a wireless access point to minimize downtime in the system and enhance network reliability (Lorincz et al., 2023). The ITIL Foundation certification helps facilitate system delivery across Tier 2 technicians. Other accessories, such as wireless mice and headsets, enhance daily comfort and communication. All in all, this budget represents the combined strategy of maintaining uptime, upgrading technical performance, and ensuring an ongoing productive environment of support, all of which align with my IT leadership philosophy of efficiency, accountability, and progression (Aziz, 2023).

## References

Aziz, A. (2023). Beyond Budgeting: Embracing Agility and Resilience in Performance Management. *ASSAJ*, 1(01), 1-9.

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Lorincz, J., Klarin, Z., & Begusic, D. (2023). Advances in improving energy efficiency of fiber–wireless access networks: a comprehensive overview. *Sensors*, 23(4), 2239.

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