Consultation Question 3 -- "Dewgood"

Company Background:
- NPO, small, local, ~50 employees
- Sole IT person in company
- Server at the company, history of the website down many time

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Found Condition / Chief Complaints	Evaluating needs and facing problems, limitations	Suggested to do / Improvements / Rationale behind
Condition 1 - Lack of IT support team	**PMHx:** - Sole person of IT support in 50 people company.	- NPO is not an excuse for not hiring more IT background personnel and assigning them to the IT team.
Condition 2 - Supplement is on the just-in-time chain, and may be fragile and exposed to threats of outside change	**PMHx:** - Computers are purchased directly in a physical store, and the store may not have extra stocks.	- The computer or its peripheral material should be bought from a supplier in bulk. Supplier stocking is more reliable, compared to physical stores, and some suppliers are cheaper options.

Found Condition / Chief Complaints	Evaluating needs and facing problems, limitations	Suggested to do / Improvements / Rationale behind
Condition 3 • Backup saving on the single server	**PMHx:** • Backup everything on a single file server, files server and email server.	• Should be divided into different virtual machines, or even cloud services, middle multiple clusters NAS servers. • Even if the budget is limited, separate, mini-server machines also help condition, in case a disaster happens on a single machine. • Raspberry PI server for email is affordable for NPOs. • NAS 4-bay is considerable for file backup.
Condition 4 • Poor directory management practice	**PMHx:** • Leave personal directory services not been disabled, open threats to data security.	• Active Directory Service account should be updated depending on the employee's employment status. • This also is a great software deployment method.
Condition 5 + 6 • The Ticket management system is confusing and difficult to use, even at the employee level. • Lack of Knowledge management practice in the company.	**PMHx:** • The Ticket management system is confusing and difficult to use, let members reach out directly to you. • The question is typically, asked around between employees.	• A guideline or training workshop provided by company members, for ticket management is needed. Videos and step-by-step captured slides should be included. • Issues handling ticket management like the automated GitHub project Kaban is a good choice.

Found Condition / Chief Complaints	Evaluating needs and facing problems, limitations	Suggested to do / Improvements / Rationale behind
		• Implementing a ticket management system is a good approach, but a basic knowledge management system (constantly updating wiki pages) handles basic easily occurring problems should be done.
Condition 7 • Offline backup storage	**PMHx:** • Storge offline backup offsite is wise, but not at home.	• Offline disk backup should be done by auto, and NAS / RAID-5 is optional. • Offline backup is also recommended to enforce but storing the disk backup in a separate space is a good approach, but not at home.
Condition 8 • The company website has gone down many times, even if it is a single HTML page.	**PMHx:** • Downed many times, no one knows what the problem is.	• The single static page of "website" can be hosted on GitHub organization offers at cheap price.
By the way said… • Nil		

Signature of assignment (Q3) submission: _____

Date of (Q3) Submission: _____