

Coursera -- Google IT Support Certificate

Minor Certification (IV) -- System Administration and IT Infrastructure Services

Assignment: System Administration Consultation

Consultation Question 1 -- "Network Funtime Company"

Company Background:

- "Small company", ~100 personals; software engineer mainly; 1 HR; small sales team; designer team also.
- Open sources software dev

Found Condition / Chief Complaints	Evaluating needs and facing problems, limitations	Suggested to do / Improvements / Rationale behind
Condition 1 <ul style="list-style-type: none">• Wrong assigned discipline• May purchase inadequate hardware to fulfil work detail	PMHx: <ul style="list-style-type: none">• IT equipment should be handled by someone other than the HR department, wrong assigned discipline.• HR may be not familiar with IT hardware requirements between different disciplines within the company.	<ul style="list-style-type: none">• The company should have new or promoted IT department members, as a separate sector, to handle IT-related issues.• Not every HR department has enough professionals to handle IT-related issues, and technical problems may take time to resolve and should be handed to specialists.• Specialist in IT should plan out different disciplines needed and assign the right specifications of computers to maximize productivity.

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<p>Condition 2</p> <ul style="list-style-type: none"> • Inventory is not managed. • Tagging work is missing. 	<p>PMHx:</p> <ul style="list-style-type: none"> • Everyone has been assigned a different model company laptop will lead to the company's inventory system ending up like a mess. 	<ul style="list-style-type: none"> • An inventory system shall be considered to control the status of hardware and trace their borrow and belongings. Tagging work (labelling) should be done when hardware/software is brought in. • An inventory system can rule out how many of these types of machines are in the company for further future renewal or disposal.
<p>Condition 3</p> <ul style="list-style-type: none"> • Poor stocking and circulating management 	<p>PMHx:</p> <ul style="list-style-type: none"> • Wasted human resources because of waiting time because of waiting equipment after ordering online. 	<ul style="list-style-type: none"> • Stocking 5 laptops in storage at least 100 personals is needed. • Types may vary but should gather information on company growth and plan for future generalists or specialists.
<p>Condition 4</p> <ul style="list-style-type: none"> • Equipment may get stolen, due to poor audit practices, reason of poor inventory management (Con2) 	<p>PMHx:</p> <ul style="list-style-type: none"> • Poor audit practices may miss out on equipment on track, resulting to the result getting stolen. 	<ul style="list-style-type: none"> • The same resolutions in Con.2, labelling the equipment and inventorizing with audit code. • NFC reader near the entrance and NFC tags, and labels are recommended to record in and out. NFC cards for staff borrowing equipment are also considerable. • Auditing should be done for each year, to check out which equipment is missing out or in other situations.

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<p>Condition 5 & 6</p> <ul style="list-style-type: none"> ● Lack of issue-tracking system ● Division of labourers should be reconstructed 	<p>PMHx:</p> <ul style="list-style-type: none"> ● Too many all-around problems circulating in the company. ● HR department to handle the all-around problem within the company, knocking out HR personnel's time. 	<ul style="list-style-type: none"> ● The newly created IT department should support ticket management to track every technical or non-technical related issue in the company. ● Ticket management also needs to have the function of referring to different departments, to decrease administrative work. ● The reconstructed company should do their field-related work in most normal-day situations, and decrease most of add-hoc work.
<p>Condition 7</p> <ul style="list-style-type: none"> ● Local / Cloud user accounts should be in a fixed, company-designed format. 	<p>PMHx:</p> <ul style="list-style-type: none"> ● No policy and tool to handle company cloud accounts 	<ul style="list-style-type: none"> ● User accounts should be in a fixed, company-designed format, not by user orientation in large companies. ● Formatted accounts and passwords to prevent forgetting passwords easily. ● The cloud services accounts should be managed by an admin account like Google Admin, to retrieve passwords, and its account advance management.
<p>Condition 8</p> <ul style="list-style-type: none"> ● Local Machine password 	<p>PMHx:</p> <ul style="list-style-type: none"> ● User may forget their password and need to format when recovering the machine. 	<ul style="list-style-type: none"> ● Account should be kept by Active Directory Services and format like Con.7.

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By the way said... <ul style="list-style-type: none">Using cloud services is a good approach in business, but regular backup shall be done to prevent accidental damage, error or manual wrong/misuse.An offline backup on NAS or SSD mirroring is considerable.		
<div>Signature of assignment (Q1) submission: _____</div> <div>Date of (Q1) Submission: _____</div>		