IT Helpdesk
Final Project

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Timeline

Planning

- set up agenda
- communicate

Closure

- restore data
- verify functionality

Initiation

- PC Health Check
- understand needs
  & issues

Execution

Upgrade to Windows 11

Tools

Communicate

- Understand needs & concern
- Address changes

Documenting

- Migration agenda
- FAQ
- Document processes

Training

- Features
- Microsoft Learn

Data & Security

- Check for update
- Restore plan
- Cloud storage /USMT

Departments

Executive Team

Composed of managers and leaders who oversee the businesses projects and growth.

- Teams
- Office
- Outlook
- Dropbox

Development Team

A tech savvy team in charge of developing and managing IT/Cyber Security.

- Microsoft Security
- Windows App SDK
- Windows 365
- Microsoft Teams

Accounting Team

In charge of business accounts spending and profits. They are also in charge of financial reports, Balance sheets, and budgets

year-end closeouts coming up soon!!

- Microsoft Office Accounting
- Microsoft 365
- QuickBooks
- Microsoft Excel

Why switch to Windows 11?

Enhanced Security

Windows 11 is reported to be twice as secure as Windows 10

More Optimized

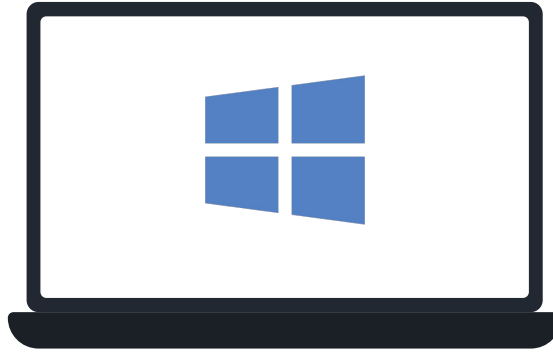Entire operating system gets a performance boost

Cleaner UI

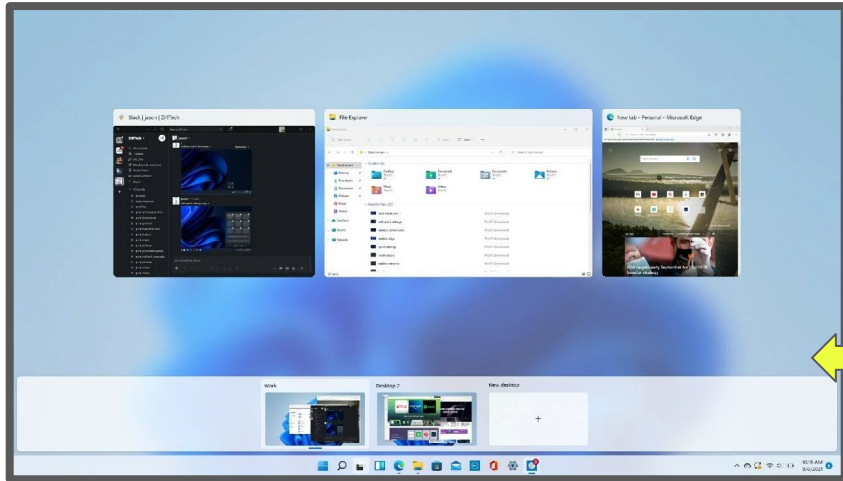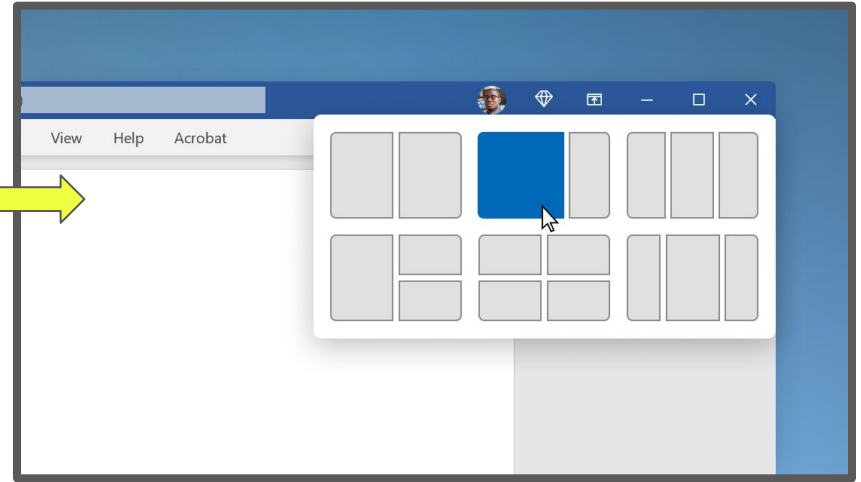Widgets, windows, and desktops offer a more organized experience

Smaller Updates

Any future updates will be 40% smaller, and they occur in the background
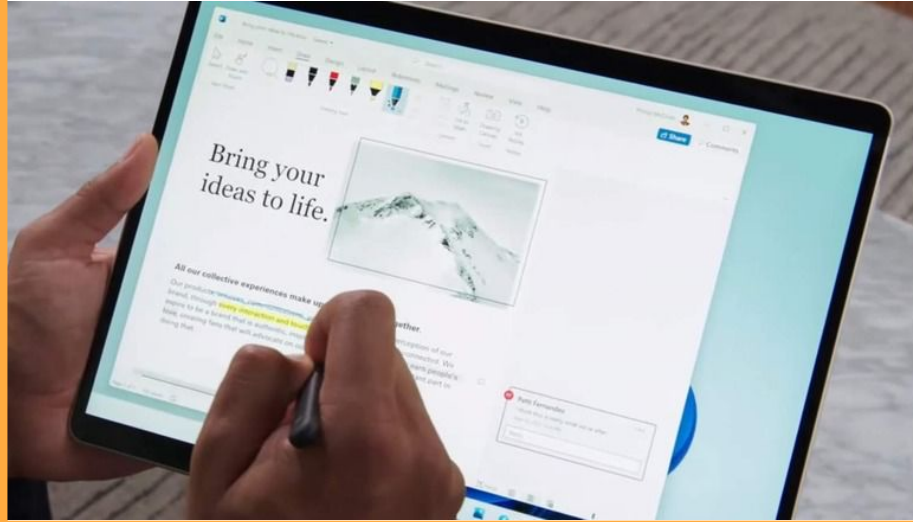
Potential Benefits for the Accounting Team

Snapping and grouping windows together is much easier to do

Create multiple desktops for different workspaces

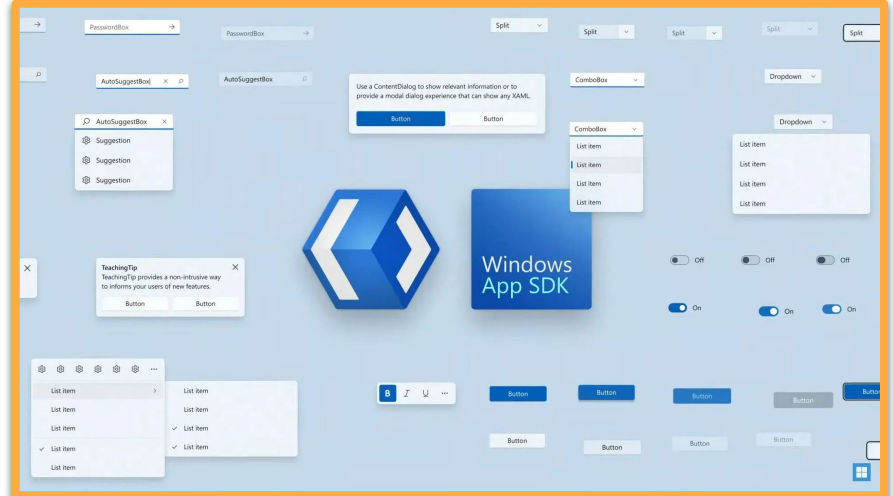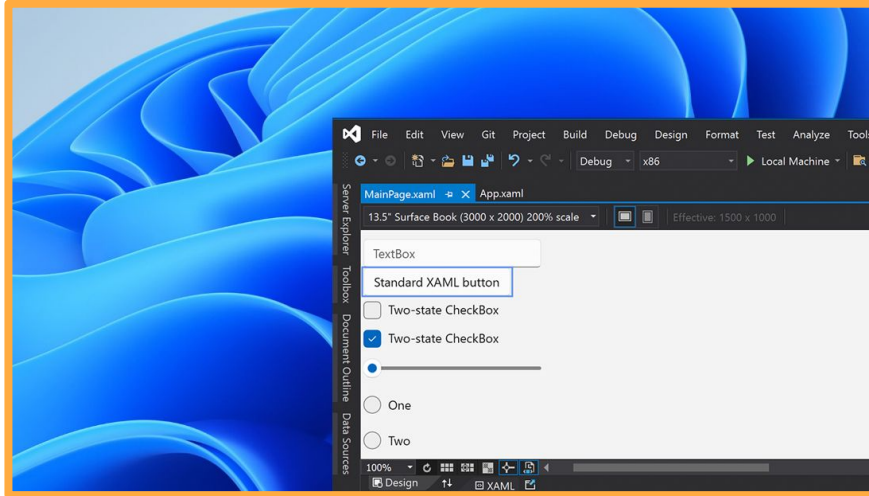# Potential Benefits for the Executives

Enhanced mobile, touchscreen, and pen support

Run fully native Android Apps on your computer

Potential Benefits for the Developers

Windows App SDK

Refreshed and polished development kit that provides a rich experience for developing desktop apps

Windows Migration Cost

Computer Compatibility
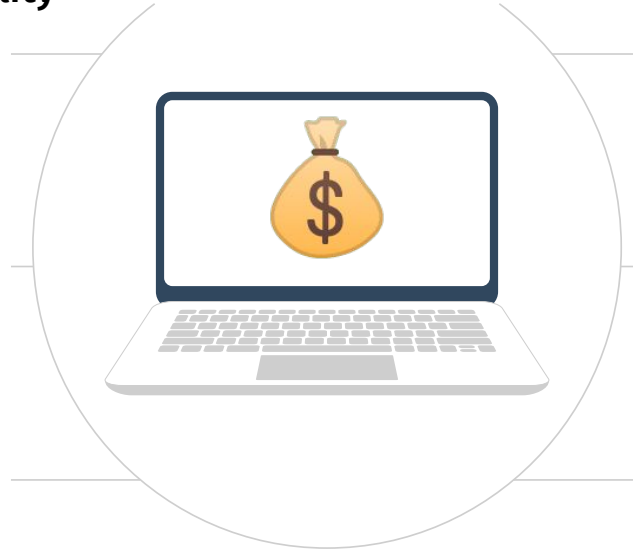
- Windows 10, 11
- macOS Ventura
- Chrome OS

Software Cost

- Quickbooks
- Monthly/Annual
- $143-$331 per user
- Excel: $159.99
- Microsoft 365: $6.99

Cloud Adoption

- $5,000 - $500,000
- AWS Cloud Adoption
- Azure Cloud Adoption

Cost of Training

- Quickbooks Certified
- Excel Certified
- Already certified

Maintenance

- PaaS
- IaaS
- SaaS

License Fee

- How many employees need to be certified vs. already certified employees

Window Migration

CapEx (Hardware)
$1k-14 K
New equipment

Cloud Storage
Amazon S3
Azure

Implement
Migrate

Azure Data Box
- Helps migrate large amounts of data
- Storage capacity ~ 80 TB

Azure Migrate
- Helps companies migrate from an on-premises environment to the cloud.

Windows 11 Troubleshooting
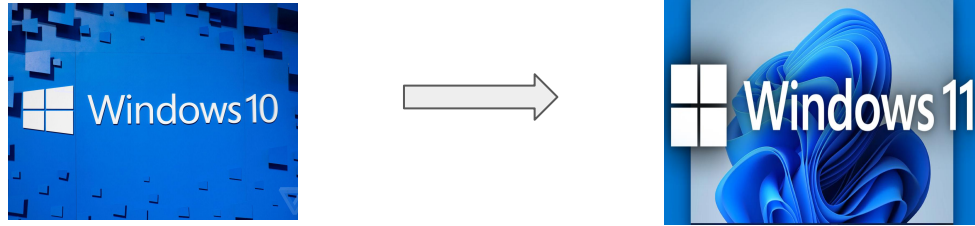
Windows upgrades and migrations may result in some issues, stemming from both users and the OS itself

Examples

Incompatible Software

Programs and software may need to be optimized for Windows 11

Unfamiliarity With New OS

Users need extra time adjusting to Windows 11

Reduced productivity

Operating System Bugs

Incorrect start menus

Bugged menus

Internet slowdowns

Incompatible Hardware

Hardware may no longer be compatible with Windows 11

Upgrades cost time and money

Windows 11 Troubleshooting

To ensure a seamless transition from Windows 10 to Windows 11,
we have provided users with variety of resources

Resources

FAQ Page

Reduce tickets and
provide quicker
resolution times

Allows users to find
quick DIY solutions

Answers common
questions to save time

Restore Points

Used in case any
irreparable errors
occur

Ability to revert to a
last known functioning
Windows OS

Hardware Upgrades

Ensure all hardware is
compatible with Windows
11

Make upgrades where
required

Ticket System

Ticket system in place
to help with complex
troubleshooting

Reduce amount of
downtime and loss of
productivity

Thank you!