The Mission Continues - misioncontinues.org - phone: 865.251.1800,

3904 Lonas Dr Nw, Knoxville, MO

Mark Jones - Director, Information Technology - mjones@south.edu, phone: 865.310.5592, 2nd phone:

865.288.5771

Other emails: mjones@south.edu, mjones@southcollegetn.edu

LinkedIn: https://www.linkedin.com/in/markjonessc

Contact 2 Info: Keith Thomas - Senior Director, Communications - kthomas@missioncontinues.org, 0, 0

Contact 2 LinkedIn: https://www.linkedin.com/in/keiththomas2010

Other emails: kthomas@missioncontinues.org, keith.thomas@missioncontinues.org

Total annual spend for IT and cybersecurity development measures for your company: 0

Industry Sector: Non-Profit

What are key products or services offered by your company? Leadership and Development

Veteran Affairs Mental Health Community Development Volunteer Opportunities

How many people are employed by your company? 50- 100 employees

What is the current annual revenue for your organization? Less than \$50M

How many business locations do you maintain company hardware and equipment such as servers...? 3

How many people are in your IT Department? 6

How many people are on your IT security team? 1

Number of Contact Center Seats: 300

What is your current Operating System? Hybrid

Who is your current ERP vendor? Entact

Who is your Cloud Service Provider? Azure

1) Do you have responsibility for Cybersecurity? yes

Do you plan to add or expand cybersecurity initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Data Loss ProtectionData SecurityIdentity Access Management,Multi-factor authenticationMobile App Security,

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): mdm okta to azure ad migration intune

2) Do you have responsibility for Cloud software solutions? yes

Do you plan to add or expand cloud solution initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Business Intelligence,Cloud Migration Services,CRM



Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): overhaul sf instance

3) Do you have responsibility for Digital Solutions?: yes

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Digital TransformationWorkflow and Content Automation

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): power automate

4) Do you have responsibility for Data Management? yes

Do you plan to add or expand data management initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Backup/Disaster Recovery

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): backupify implementation

5) Do you have responsibility for Software/Application Development and Management? no

Do you plan to add or expand software / application development initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

6) Do you have responsibility for Communication Systems? no

Do you plan to add or expand communication system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: .

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

7) Do you have responsibility for Network Systems? no

Do you plan to add or expand network system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0



8) Do you have responsibility for Consulting / Outsourcing? yes

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: APIsBusiness Intelligance, Database Modernization, Digital Transformation (Analytics, AI),

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): aws and api support

9) Do you have responsibility for IT Leadership, Talent Management and Training? no

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? no Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

