

DOCUMENTS

3 Revision requested



30 Sent to client

Technical and Administrative & HR are always Internal Documents

Ex:

Administrative & HR

ITI Azure Team

Documentation to help you get started and keep on getting better.

- Onboarding quickbook →
- Professional development →
- Managed services →

Category: Technical

Sub Category: Soft skills Training

Document Name: ITI's Soft Skills Training Program

Clickable
cards →

Technical

Technical documentation for employees and contractors

Find all your team's documents to share knowledge, processes, templates and much more.

- Architecture templates & guidelines →
- Deployment handbooks →
- Troubleshooting tips & Lessons learned →

All documents

Document name	Date	Category
---------------	------	----------

Recommendations for deploying Azure Virtual Desktop for internal or external commercial purposes	June 14, 2024	Internal
How to avoid f*ckups	March 25, 2022	Global
Landing zone with no budget	September 2, 2014	Client ► Wrangling Cats Association
How kittens can boost productivity	May 11, 2011	Admin & HR
Cloud Migration: Avoiding Tears and Tantrums	June 14, 2024	Internal
Cybersecurity: No More 'Oops, I Did It Again' Moments	March 25, 2022	Global
IT Infrastructure: Surviving the Zombie Apocalypse	September 2, 2014	Client ► Happy Little Clouds LLC
Improving Remote Work Efficiency: Pajamas Are Not the Problem	May 11, 2011	Admin & HR
Agile Development: Running Without Tripping	June 14, 2024	Internal
The Global Guide to Password Management: '123456' is Not Okay	March 25, 2022	Global
Client Meetings: Smiling Through the Chaos	September 2, 2014	Client ► Server Circus
HR Policies: Wrangling Office Cats	May 11, 2011	Admin & HR
IT Policies: Because We Said So	June 14, 2024	Internal
DevOps: Peace, Love, and Continuous Deployment	March 25, 2022	Global
Cybersecurity: Because Phishing Isn't a Sport	September 2, 2014	Client ► Techie Tacos
HR Training: Handling Office Drama Like a Pro	May 11, 2011	Admin & HR

Direct → hyperlinks

Direct client
hyperlinks

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Double click on a selected item allows its renaming, right click on a selected item allows editing document properties

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Administrative & HR

ITI Azure Team

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- Onboarding quickbook →
- Professional development →

Are you sure you want to delete these files?

How kittens can boost productivity

Agile Development: Running Without Tripping

IT Policies: Because We Said So

Cancel

Yes

Category

Internal

Global

Admin & HR

Direct client
hyperlinks

All documents

Document name

Direct → Recommendations for deploying Azure Vir
hyperlinks

How to avoid f*ckups

Landing zone with no budget

How kittens can boost productivity

Cloud Migration: Avoiding Tears and Tantrums

June 14, 2024

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ITI Azure Team

Documentation to help you get started and keep on getting better.

- Onboarding quickbook →
- Professional development →
- Managed services →



PIER-LUC
pier-luc@iti.ca

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TECHNICAL DOCUMENTATION

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RECOMMENDATIONS FOR DEPLOYING AZURE VIRTUAL DESKTOP FOR INTERNAL OR EXTERNAL COMMERCIAL PURPOSES

Technical documentation

[Internal](#)

Last modified by: John Travolta | June 14, 2024

[Edit document](#) [Delete document](#)

Azure Virtual Desktop Insights
Azure Virtual Desktop Agent
Terminology

Azure Virtual Desktop Insights
Azure Virtual Desktop Agent
Terminology

► Architecture templates & guidelines

Recommendations for deploying Azure Virtual Desktop for internal or external commercial purposes

Azure Virtual Desktop for internal or external commercial purposes

Azure Virtual Desktop

- ▼ Hostpool creation
- ▼ Creating images

- ▲ Troubleshooting tips & Lessons learned

Azure Virtual Desktop Insights

Azure Virtual Desktop Agent

Deploying Azure Virtual Desktop for internal purposes

If you're making an Azure Virtual Desktop deployment for users inside your organization, you can host all your users and resources in the same Azure tenant. You can also use Azure Virtual Desktop's currently supported identity management methods to keep your users secure.

These components are the most basic requirements for an Azure Virtual Desktop deployment that can serve desktops and applications to users within your organization:

- One host pool to host user sessions
- One Azure subscription to host the host pool
- One Azure tenant to be the owning tenant for the subscription and identity management

However, you can also deploy Azure Virtual Desktop with multiple host pools that offer different applications to different groups of users.

Some customers choose to create separate Azure subscriptions to store each Azure Virtual Desktop deployment in. This practice lets you distinguish the cost of each deployment from each other based on the sub-organizations they provide resources to. Others choose to use Azure billing scopes to distinguish costs at a more granular level. To learn more, see [Understand and work with scopes](#).

Licensing Azure Virtual Desktop works differently for internal and external commercial purposes. If you're providing Azure Virtual Desktop access for internal commercial purposes, you must purchase an eligible license for each user that accesses Azure Virtual Desktop. You can't use per-user access pricing for internal commercial purposes. To learn more about the different licensing options, see [License Azure Virtual Desktop](#).

Dynamic structure, changes when a new document category is added or modified when creating a new document



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Filter by title

Edit categories

▼ Architecture templates & guidelines**▲ Azure Virtual Desktop**

- ▼ Hostpool creation
- ▼ Creating images

▼ Deployment handbooks**▲ Troubleshooting tips & Lessons learned**

- ▼ General procedures

The Golden Rules

THE GOLDEN RULES

Technical documentation

Global

Last modified by : Steven Seagal | June 17, 2024

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Welcome to the whimsical world of Azure troubleshooting, where the only thing more elusive than a perfect cloud deployment is the office coffee machine's mysterious disappearance act. Here at ITI, we've seen our fair share of cloud capers and digital dilemmas, each one more head-scratching than the last. But fear not, dear reader! We've compiled our finest Azure troubleshooting tips and lessons learned to help you navigate these stormy skies with a smile on your face. So grab a cup of coffee (if you can find it), sit back, and enjoy the lighter side of cloud computing. Spoiler alert: you'll be chuckling your way through fixes that could save you from future mishaps.

1. The Case of the Missing Resource Group

Picture this: you've just provisioned a brand-new Azure resource group and can't wait to show it off at the next team meeting. You log in, navigate to your portal, and... it's gone! Poof! Vanished into the ether like your New Year's resolutions. Don't panic, we've all been there. The first tip in the Azure troubleshooting playbook is to double-check your subscription. Azure loves to play hide-and-seek across different subscriptions, and sometimes, the resource group is just peeking out from behind the wrong one. Next time, make sure to label your subscriptions as clearly as your lunch in the office fridge.

2. VMs and the Tale of the Phantom CPU

Ever experienced the frustration of a sluggish virtual machine, only to find out it's supposedly running at full capacity? It's like having a car with a 600-horsepower engine that can barely outpace a bicycle. Before you start blaming Azure for your VM's lethargic performance, check your diagnostics settings. Phantom CPU issues often arise from misconfigured performance counters or a lack of proper monitoring. Set up Azure Monitor and enable detailed logging to catch those sneaky CPU cycles in action. Remember, a well-monitored VM is a happy VM.

3. Storage Accounts: The Great Blob Heist

Imagine storing your precious data in Azure Blob Storage, only to find out it's mysteriously disappearing. It's the data equivalent of socks vanishing in the laundry. The usual suspect? Blob lifecycle management policies gone rogue. To avoid this digital heist, ensure your policies are configured correctly. Set explicit rules for data retention and archive tiers. It might feel like overkill, but trust us, it's better than playing detective every time you lose a file. Pro tip: always keep a backup of your backups – Azure loves surprises.

4. The DNS Dilemma

Ah, DNS issues – the bane of every cloud administrator's existence. You've set up your application, everything looks perfect, but your users can't access it because of a DNS error. It's like inviting everyone to a party and then forgetting to tell them where it is. Always verify your DNS settings before launching an application. Use Azure DNS to manage your domains and set up proper failover configurations. And for the love of all things digital, make sure your TTL (Time to Live) settings aren't longer than your patience. Quick updates mean quicker fixes.

5. The Security Group Shenanigans

Network Security Groups (NSGs) can be as fickle as a cat with a laser pointer. One minute, everything's working fine; the next, your application is locked tighter than a drum. When troubleshooting NSGs, start by checking your inbound and outbound rules. Sometimes, it's just a rogue rule blocking traffic or a misplaced priority order. Use Azure Network Watcher to simulate and diagnose your network scenarios. And remember, always document your NSG configurations. Future-you will thank past-you for the detailed notes when the shenanigans start.

ADMINISTRATIVE DOCUMENTATION

All documents

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Direct → How kittens can boost productivity hyperlinks	May 11, 2011	Admin & HR
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Administrative documentation

Last modified by : Chuck Norris | June 14, 2024

- ▲ Administrative - Onboarding
- quickbook
- ▼ HR / Benefits
- ▲ Connectwise

Timesheets

Tickets

- ▼ Expense reports

- ▼ Project management

- ▲ Tools

Monday →

Lucid →

DevOps →

SharePoint →

Escalation paths

- ▲ Professional development

- ▼ Technical learning paths / resources

- ▼ Soft skills training

ITI's Soft Skills Training Program

- ▼ General procedures

At ITI, we understand that technical expertise alone is not enough to thrive in today's dynamic and collaborative work environment. That's why we place a strong emphasis on soft skills training as an integral part of our professional development programs. These skills are essential for effective communication, teamwork, problem-solving, and leadership—qualities that drive both personal and organizational success.

Why Soft Skills Matter

Soft skills, such as emotional intelligence, adaptability, and interpersonal communication, play a crucial role in enhancing workplace relationships and fostering a positive, productive environment. They empower our employees to navigate complex challenges, collaborate seamlessly across teams, and engage more effectively with clients.

Our Training Programs

1. Effective Communication

- Develop the ability to convey ideas clearly and persuasively.
- Learn active listening techniques to better understand colleagues and clients.

2. Teamwork and Collaboration

- Enhance your ability to work cohesively with diverse teams.

3. Leadership and Influence

- Build trust and mutual respect among team members.

4. Problem-Solving and Critical Thinking

- Cultivate leadership qualities at every level of the organization.

5. Adaptability and Resilience

- Learn how to inspire and motivate others to achieve common goals.

• Improve your ability to think strategically and solve problems efficiently.

• Develop innovative solutions to complex challenges.

• Learn to adapt to changing circumstances and thrive under pressure.

• Build resilience to overcome setbacks and stay focused on objectives.

CLIENTS

Client name	Last updated
ByteMe Bank	June 14, 2024
CyberSnacks Inc.	May 7, 2024
404 Insurance Co.	April 21, 2024
GiggleGiga Health	March 18, 2024
Blinky Bits Retail	February 10, 2024
NerdNook Utilities	January 5, 2024
WackyWave Logistics	December 15, 2023
PixelPals Media	November 30, 2023
CodeCrafters Manufacturing	October 25, 2023
BinaryBuddies Telecom	September 12, 2023
CloudClown Airlines	August 8, 2023
DataDoodles Pharmaceuticals	July 19, 2023
QuirkyQuarks Energy	June 3, 2023
TechieTales Hospitality	May 15, 2023
ChuckleChain Finance	April 1, 2023
MegaMirth Construction	March 14, 2023
LoonyLabs Agriculture	February 5, 2023
ServerSillies Transportation	January 20, 2023
Happy Little Clouds LLC	December 10, 2022
DigitalDaffy Public Sector	November 1, 2022

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CLIENTS

All clients

Client name	Last updated
FluffyCloud Fiasco Solutions	June 14, 2024
ClownCloud Airlines	May 7, 2024
Cloudy with a Chance of Data	April 21, 2024
Happy Little Clouds LLC	March 18, 2024
	February 10, 2024
	January 5, 2024
	December 15, 2023
	November 30, 2023
	October 25, 2023
	September 12, 2023
	August 8, 2023
	July 19, 2023
	June 3, 2023
	May 15, 2023
	April 1, 2023
	March 14, 2023
	February 5, 2023
	January 20, 2023
	December 10, 2022
	November 1, 2022

- CodeCrafters Manufacturing
Direct —————> BinaryBuddies Telecom
hyperlinks
CloudClown Airlines
- DataDoodles Pharmaceuticals
QuirkyQuarks Energy
- TechieTales Hospitality
ChuckleChain Finance
- MegaMirth Construction
LoonyLabs Agriculture
- ServerSillies Transportation
Happy Little Clouds LLC
- DigitalDaffy Public Sector

CLIENTS

All clients

Client name



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08/17/2023



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opens up a calendar

Direct →
hyperlinks

- ByteMe Bank
- CyberSnacks Inc.
- 404Insurance Co.
- GiggleGiga Health
- Blinky Bits Retail
- NerdNook Utilities
- WackyWave Logistics
- PixelPals Media
- CodeCrafters Manufacturing
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- CloudClown Airlines
- DataDoodles Pharmaceuticals
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- TechieTales Hospitality
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- LoonyLabs Agriculture
- ServerSillies Transportation
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April 21, 2024

September 12, 2023

February 10, 2024

June 14, 2024



← Clients

Filter by title

Edit categories

HappyLittleClouds.com Front Page →

Client SharePoint →

▼ Architecture / Diagrams

▼ Server sweeps

▲ Administrative

▼ Soft skills training

ITI's Soft Skills Training
Program Tailored to Your
Needs

▼ Global

▼ Past projects

▲ Business review

▲ 2024

June 2024

July 2024

HAPPY LITTLE CLOUDS LLC

Last modified by : Lady Gaga | July 8, 2024

Edit client 🛡 Delete client 🗑

Managed services

Retrieve from database

Type

Modern Workplace - 24/7



Modern Workplace Managed service contract dated July 15, 2023 →

Information about the contract to be implemented later

Type

Help Desk - 24/7



Help Desk Managed service contract dated July 15, 2023 →

Maintenance schedule

Maintenance windows

Now part of client's settings

Every 3rd weekend of the month

Server updates

Every Saturday at 00:00

Backups

Daily at 23:59

Active projects

1 P - 2024 - 123 Binary Bliss
PM: Winston Churchill

Empty for now, to be implemented later

2 P - 2023 - 122 Compile and Smile
PM: Margaret Thatcher3 P - 2022 - 121 Ctrl+Alt+Deploy
PM: Margaret Thatcher

Client since 2022

Contact information

Now part of client's settings

ITI Azure Team

Team Lead

Marie Curie
Email: marie.curie@example.com
Phone: +1 418 234 6745

Account director

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Phone: +1 418 234 6745

Architect

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Azure specialist

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Client's Team

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IT Director

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Phone: +1 418 234 6745

VP of IT

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Phone: +1 418 234 6745

Third party providers

Now part of client's settings

Service

IP Telephony

Fortigate Firewall Administrator
Marie Curie
Solution Réseau Patates Poilues
Email: marie.curie@example.com
Phone: +1 418 234 6745

Account director

Frida Kahlo
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Phone: +1 418 234 6745

← Clients

IT'S SOFT SKILLS TRAINING PROGRAM TAILORED TO YOUR NEEDS

Happy Little Clouds LLC

Technical documentation

HappyLittleClouds.com Front Page →
Client SharePoint →

Client

Last modified by: Lady Gaga | August 5, 2024

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- ▼ Architecture / Diagrams
- ▼ Server sweeps
- ▲ Administrative
- ▼ Soft skills training

Congratulations! You've stumbled upon the most hilarious and informative training program tailor-made for Happy Little Clouds LLC. Whether you're new to the team or just looking to sharpen your skills, we've got everything you need to make the Little Clouds truly Happy.

IT's Soft Skills Training Program Tailored to Your Needs

drag and drop to change categories

- ▼ Global
- ▼ Past projects
- ▲ Business review
- ▲ 2024

Module 1: Finding Yourself (And Your Desk)

Ever felt lost in the office? In this module, we'll teach you how to navigate our labyrinthine hallways, locate your desk, and even how to master the mystical art of the coffee machine. Spoiler: It involves a secret handshake and a touch of wizardry.

June 2024
July 2024

Module 2: Debugging Your Brain

Let's face it: we all have bugs. This module will help you squash those pesky mental glitches and boost your problem-solving skills. We promise, no actual bugs will be harmed in the making of this module.

Tired of your emails disappearing into the void? Learn the secrets of effective communication that even your spam folder can't resist. Plus, we'll share tips on crafting subject lines that don't scream "Delete me!"

← Clients

CREATE YOUR DOCUMENT USING GPT

Filter by title

Edit categories 

Document title

Maximum 250 characters

Category
September 2024 

clickable zone

No category found with this name.  Create new category?

- ▲ Administrative - Onboarding
 - ▼ quickbook
 - ▼ HR / Benefits
 - ▼ Connectwise
 - ▼ Timesheets
 - ▼ Tickets
 - ▼ Expense reports
 - ▼ Project management
 - ▲ Tools
 - ▼ Monday →
 - ▼ Lucid →
 - ▼ DevOps →
 - ▼ SharePoint →
 - ▼ Escalation paths
 - ▲ Professional development
 - ▼ Technical learning paths / resources
 - ▼ Soft skills training
 - ▼ ITI's Soft Skills Training Program
 - ▲ Managed Services
 - ▼ General procedures
-  2024
- June 2024
- July 2024

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▲ **Administrative - Onboarding**

quickbook

▼ HR / Benefits

▲ Connectwise

Timesheets

Tickets

▼ Expense reports

▼ Project management

▲ Tools

Monday →

Lucid →

DevOps →

SharePoint →

▼ Escalation paths

▲ **Professional development**

▼ Technical learning paths / resources

▼ Soft skills training

ITI's Soft Skills Training Program

▲ **Managed Services**

▼ General procedures

Document details

Document title

Happy Little Clouds LLC Business review - Sept 2024

Maximum 250 characters

Category

September 2024

Client name

Cloud



FluffyCloud Fiasco Solutions

ClownCloud Airlines

Cloudy with a Chance of Data

Happy Little Clouds LLC

[← Clients](#)

[Edit categories !\[\]\(17b19d9027a58fae6f8db6b53cbe3a65_img.jpg\)](#)

▲ **Administrative - Onboarding quickbook**

▼ HR / Benefits

▲ Connectwise
Timesheets
Tickets

▼ Expense reports

▼ Project management

▲ Tools

Monday →

Lucid →

DevOps →

SharePoint →

▼ Escalation paths

▲ **Professional development**

▼ Technical learning paths / resources

▼ Soft skills training

ITI's Soft Skills Training Program

▲ **Managed Services**

▼ General procedures

CREATE YOUR DOCUMENT USING GPT

Document details

Document title —

Happy Little Clouds LLC Business review - Sept 2024

Maximum 250 characters

Category —

September 2024

Client name —

Happy Little Clouds LLC

Create document as

Global

Shared with all the clients

Internal

Shared with ITI's employees only

Add prompts

no double scrolling; text box adjusts to the amount of text. Min height 56 px

Add prompt to generate document —

Happy Little Clouds LLC is a company that specialises in cloud computing. Make a report for September 2024. Here are the key statistics :

Bacon ipsum dolor amet ham corned beef meatball, bresaola turkey short ribs biltong ham hock rump kevin andouille. Sausage spare ribs andouille, shank turkey brisket bresaola doner beef. Pancetta pork loin flank chislic hamburger prosciutto buffalo venison brisket jowl spare ribs corned beef chicken burgdoggen chuck. Strip steak salami boudin kevin kielbasa beef burgdoggen chicken buffalo short loin. Cupim capicola fatback biltong brisket ribeye shoulder pork chop, corned beef ham turducken. Chicken fatback picanha ham ball tip pig.

Maximum 5 000 characters

Add another prompt 

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