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BSIT-4A

A service manager must know the expectations of the customer. If you are a service manager of an IT service focused on installing networks, how would you address the following questions if you have a startup business as an ideal client?

- 1** How is the IT service delivered? What are the necessary steps before installing the network in their system?
- 2** How much does the service cost? Would the rate be lower since it is just a startup business?
- 3** Once an agreement and sales are made, how would the service team come into play? How would the relay and feedback of information before and after installation look like?

Answer:

1. I am going to begin by a short meeting and site visit. I will look into the electricity, the internet connection, room, and how many people and gadgets you own. I will make some basic network configuration with router, access points, and switch that you require and will seek your consent. I will prepare the equipment and install the day before the installation. On my day, I will label ports, connect cables, install the equipment, turn on Wi-Fi and the most basic security, and test the coverage and speed. I will provide a brief explanation so that all of your group can know how to use it.
2. Equipment and labor are the two factors of the cost. I'll provide a detailed line-item price that includes an upgrade choice as you expand and a beginner option for a modest budget. I can provide flexible terms or a discount because you are a startup. We can add more later, you only pay for what you need right now.
3. After we're in a agreement, I'll create a single point of contact for a group chat or email session. To prevent delays, I will email a brief pre-install checklist. I'll provide any changes or updates while the install is going on. I'll give out passwords, a basic network map, and a brief guide after the work is done. For the first month, I will keep

an eye on the setup and quickly solve any problems. I'll also seek input so that we can get better.