

Group Written Assignment One, Part B

Service Catalogue of IT Services

CIS 581-681

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SECTION ONE

Bright Solutions is a technology partner for businesses across North America. Bright Solutions has had success in not only IT support but also in business management and franchising across the region. Bright Solutions was founded by a group of people in 2016 as an IT training and support provider to individuals and, companies. The company was established because of the latest surge in the technology field and a desire to help people who don't fully understand computers. With a very well managed service provider model, Bright Solutions focuses on delivering the best IT Support to local and nationwide businesses. Being millennials, we believe that the upkeep and the advancement of technology is very important.

SECTION TWO

Bright Solutions provide professional IT support services that range from secure offsite data storage to telecommunications and voice services, as well as a simple help desk. Our top of the line data protection and backup recovers data from user errors and keeps business systems and data safe with remote backup, and information protection programs. We provide the customer with the world's highest rated maintenance and monitoring systems. This helps keep systems stay up and running. We also periodically run checks and test to prevent errors and to correct mistakes. At Bright Solutions, we have managed to keep a 24 hour help desk at every location which will support cloud computing and also have very qualified people to help fix problems step by step over the phone or in an online chat room.. Constant assistance to clients is important being that the company motto is "What you need, When you need it!".

Our philosophy is that "IT services that prevent downtime, maximize employee productivity, and solve problems before they happen.". All of these services that bright Solutions provides can be grouped in these seven service groups: managed IT services, data protection and

backup, networking, hosting and cloud, applications, security and compliance, and virtual CIO/CTO. We took the initiative to make it mandatory for all the employees to complete ITIL L-1 certification which will help them to understand the basic standards that the company follows in terms of service delivery and for the growing demand of the ITIL framework. We are currently in the midst of shifting from waterfall module to agile to improve service quality and keep the client informed about each stage of the project.

SECTION THREE

All these services are critical for success of our company, each one of these groups brings something extremely important to the table. We like to think of it as a stairway to success, each step supports the other on the way to the top (Success). If one was to compare these items and their criticality we will rank the seven service groups on importance from most critical to least. For Bright Solutions, the managed IT services as well as data protection and backup is at the top of list for criticality. The 24/7 maintenance and monitoring to keep your systems up and running is crucial for this business and success. Without this, running a business smoothly could literally be a ticking time bomb, just waiting to fail. We put such a great deal of emphasis on maintenance (especially preventative maintenance) because, we firmly believe that this is the core of the company and holds a lot of importance.

The 24/7 maintenance, includes proactive IT support in monitoring, updating and security patch management to maximize servers, desktops and other devices. It also includes data protection and backup and local supplemental and outsourced IT. The key in 24/7 maintenance is resource management, especially when it comes to a support project. Next hosting and cloud would be after that. Many would consider this the "cloud-based applications", secure hosting, private and public cloud are all key for the company. Networking would be next with helping in

finding the correct business class internet provider and managing the network with internet bandwidth and network management.

Security and compliance would follow closely in criticality for the company. The protection the company provides from malware, hackers, viruses and human error serve a huge piece of the company which is being taken care of by the IT Security team who keep updating the antivirus patches and updates regularly using SCCM and other remote control tools. The risk assessment compliance requirements managed security and secure operations centres we have all around are all important aspects of the security and compliance as well. Applications would come in after security and compliance due to the popularity and frequent use of applications. Bright Solutions can help in email, Office 365, QuickBooks, SharePoint, Secure File Sync & Share, and Secure Access. Lastly, CIO/CTO I believe would be last in criticality. Although the annual tech planning, strategic consulting, project management, and vendor management are all very good for this company and the services they provide, it is not at the core and pulls in the least amount of revenue for the company.

SECTION FOUR

Although all the listed services are very important and the combination of them is vital for success, this list is important for the reliability and effectiveness. This is good for customers because, knowing where possible criticalities fall in a company will help you to know where to focus and what to focus on. Deciding how much time, effort, and money goes into different aspects of your company will prove successful if done right. All play a vital role in the success of a company and when used properly can ensure the longevity of the company.