**Case study: resource availability in IT company with SIX Modules.**

1. **Web Development**

**Hardware Resources:** Computer, Laptop,Work Place, High-resolution monitors, External storage devices, Graphics tablets (if required for design tasks)

**Software Resources:** VS Code, Server, Browser, Jira, Git/GitHub (for version control), Docker (for containerization), Node.js (if using a JavaScript runtime)

**Database Resources:** SQL, MongoDB, Firebase (for real-time databases), Redis (for in-memory data structure storage), PostgreSQL (for advanced querying)

1. **Quality Assurance (QA) and Testing**

**Hardware Resources:** Computer, Laptop, Work Place, Mobile devices for cross-platform testing, Testing servers, Network simulators

**Software Resources:** JDK, Eclipse, Browser, Jira, Selenium (for automated testing), TestNG (for test management), LoadRunner (for performance testing)

**Database Resources:** Test Data Management (TDM) tools, SQL databases (for data validation testing), NoSQL databases (for unstructured data testing)

1. **Project Management**

**Hardware Resources:** Computer, Laptop, Work Place, Projector (for presentations), Video conferencing equipment, External storage devices

**Software Resources:** Jira (for task management), Microsoft Project (for project planning), Slack or Microsoft Teams (for communication), Trello (for visual project management), Asana (for task tracking), GanttPRO (for Gantt charts)

**Database Resources:** Project management databases (for task tracking), Time-tracking databases (for resource management), Document management systems

1. **Product Management**

**Hardware Resources:** Computer, Laptop, Work Place, Tablets (for product demonstrations), Presentation devices, Collaboration tools (smartboards)

**Software Resources:** Jira (for backlog management), Aha! (for road mapping), Confluence (for documentation), Product Plan (for road mapping), Mix Panel (for product analytics), User Testing (for user feedback)

**Database Resources:** Product analytics databases (for tracking product metrics), Customer feedback databases (for prioritizing features), Roadmap databases (for storing product plans)

1. **Technical Support and Maintenance**

**Hardware Resources:** Computer, Laptop, Work Place, Server access for troubleshooting, External hard drives for backup, Network diagnostic tools

**Software Resources:** Zendesk (for ticketing), Jira (for bug tracking), LogMeIn (for remote support), Nagios (for system monitoring), SolarWinds (for network management), ServiceNow (for IT service management)

**Database Resources:** Knowledge base databases (for support articles), Incident management databases (for tracking issues), Configuration management databases (for system setups)

1. **Customer Relationship Management (CRM)**

**Hardware Resources:** Computer, Laptop, Work Place, Telephony systems (for customer calls), Headsets, External storage devices

**Software Resources:** Salesforce (for customer management), HubSpot (for CRM and marketing), Microsoft Dynamics (for CRM solutions), Zoho Corporation (for customer data management), Freshdesk (for customer support), Pipedrive (for sales management)

**Database Resources:** Customer data databases (for storing CRM data), Interaction history databases (for tracking customer interactions), Sales and marketing databases (for tracking customer journeys)