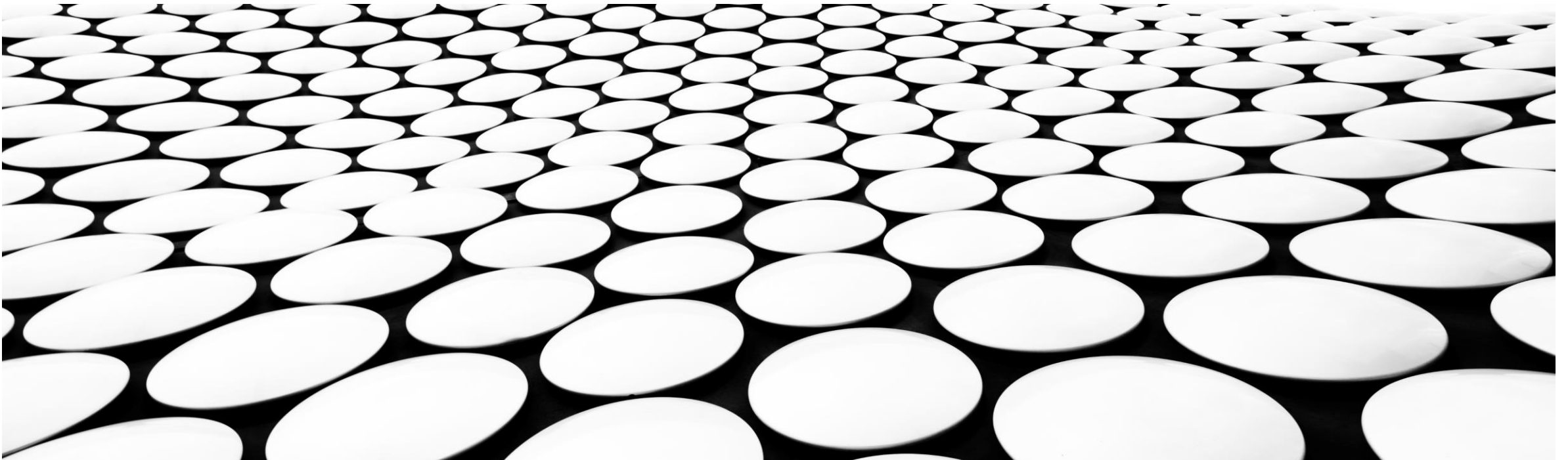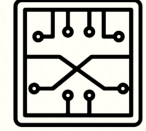RAHK IT
CONSULTING

RAHK CONSULTING FRACTIONAL IT MANAGEMENT

AGENDA

1. FRACTIONAL IT MANAGEMENT

2. ENDPOINT MANAGEMENT

3. SOFTWARE ASSET MANAGEMENT

4. ACCOUNT MANAGEMENT

5. RECOMMENDED IMPLEMENTATION APPROACH

6. QUESTIONS AND NEXT STEPS

FRACTIONAL IT MANAGEMENT

The practice of hiring an experienced IT leader on a part-time, temporary, or contract basis to oversee and manage a company's IT operations. Fractional IT management provides access to technical leadership and advisory without the financial and long-term commitment of hiring a full-time employee.

Key Characteristics of Fractional IT Management:

1. **Part-time Leadership**: Fractional IT managers work on a part-time or contract basis, often for a set number of hours or days each week or month, depending on the business's needs.

2. **Flexibility**: Fractional IT services are flexible, allowing businesses to scale up or down the level of engagement based on their needs. It's ideal for companies experiencing growth or specific project needs.

3. **Cost-Effective**: Businesses only pay for the services they need vs FT resources

4. **Access to Expertise**: Fractional IT managers often bring years of experience, and a diverse skill set, as they have worked with multiple companies across various industries, providing them with a broad perspective and network of resources.

5. **Project-Based Engagement**: Fractional IT management is used for specific projects, such as setting up IT infrastructure, cloud migration, cybersecurity initiatives, or implementing new software systems.

FRACTIONAL IT MANAGEMENT

Fractional IT management can be an ideal solution for businesses seeking to maintain a competitive edge, address complex IT needs, or guide IT maturity.

Benefits of Fractional IT Management:

- **Expertise on Demand**: Companies can access high-level IT management expertise without the need for long-term contracts.

- **Cost Savings:** By avoiding the costs of hiring a full-time executive, companies can invest resources into other areas while still receiving high-quality IT guidance.

- **Objective Perspective**: Fractional IT managers provide an external view, offering unbiased insights and strategies that align with business goals.

- **Technology Optimization:** These experts can quickly identify inefficiencies and opportunities for improvement, optimizing existing IT systems and ensuring the company leverages the best technology.

ENDPOINT MANAGEMENT

- **Endpoint Security:** Protect endpoints with security measures like antivirus, anti-malware.

- **Standard Image:** Create and deploy a standard image for endpoints that support monitoring and maintenance processes

- **Device Monitoring and Management:** Use endpoint management tools to monitor device health, performance, and security status in real-time.

- **Patch Management:** Automate patch deployment to ensure endpoints remain secure and up-to-date, minimizing the risk of exploitations due to outdated software.

- **Remote Access and Support:** Implement remote support capabilities for troubleshooting and managing endpoints without requiring physical access to the device.

- **Threat Detection and Incident Response:** Implement proactive threat detection tools that can identify abnormal behavior, unauthorized access attempts, and malware.

- **Backup and Recovery:** Regularly back up endpoint data to secure locations to ensure business continuity in case of device failure, ransomware, or data loss.

- **Endpoint Refresh Cycle:** Plan for periodic endpoint hardware and software upgrades to maintain performance, security, and compatibility with new applications.

- **Budget and Roadmap Planning:** Develop a budget roadmap for endpoint management, considering ongoing costs like licensing, support, upgrades, and new purchases.

SOFTWARE ASSET MANAGEMENT

- **Software Inventory and Asset Management:** Maintain an up-to-date inventory of all software applications, licenses, and versions in use across the organization. Track software assets to ensure compliance with licensing agreements and optimize usage.

- **License Compliance and Management:** Ensure compliance with software licensing agreements to avoid legal and financial penalties. Regularly review licenses to understand usage rights, renewal dates, and potential savings through consolidation or negotiation.

- **Patch and Update Management:** Establish a process for regularly updating software applications to address security vulnerabilities, bugs, and feature enhancements. Automate patch management where possible to minimize downtime and ensure systems are up-to-date.

- **Change Management and Documentation:** Implement change management processes to manage updates, configurations, and new software implementations smoothly.

- **Cloud and SaaS Management:** Manage cloud-based software applications and Software-as-a-Service (SaaS) solutions effectively, ensuring proper integration, security, and performance. Monitor usage and costs associated with cloud services to optimize spending and avoid unexpected charges.
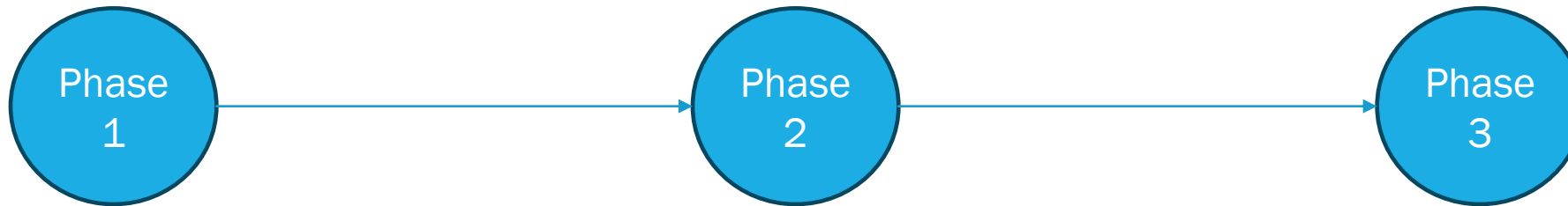
ACCOUNT MANAGEMENT

- **Account Creation and Deletion:** Manage onboarding and offboarding of accounts for resources to ensure up to date and current credentials.

- **Strong Password Policies:** Implement policies that require regular password changes to maintain security health

- **Maintain Service Accounts:** Use utilities like Key Vault to guard service accounts credentials from misuse. Implement elevated access process for admin and owner accounts.

- **Data Management:** Understand requirements and make recommendations for structured and unstructured data

3 PHASES RECOMMENDATION

Phase 1 → **Phase 2** → **Phase 3**

Phase 1
- Determine the scope of services required, such as strategic planning, IT Asset management, and operational oversight.
- Clearly outline specific goals and objectives that wish to be achieved through this process
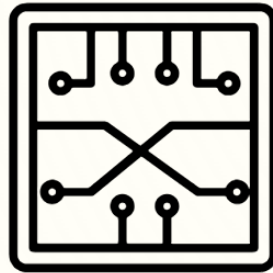
Phase 2
- Onboard required accounts and access provisioning
- Based off the Phase 1 scope, baseline services and inventory to understand current state.

Phase 3
- Implement operational schedule and support process.
- Provide monthly activity reporting and health checks
- Implement approved recommendations

QUESTIONS AND NEXT STEPS

THANK YOU

RAHK IT CONSULTING

Rod Matheson
4038139497
info@rahkit.com
www.rahkit.com