System Management Technologies, Inc.

About Us

We believe computers should just work. When a user logs onto a computer and opens email, it should just work. Be it the first time the user ever logged onto that computer or the 1,000th, it should just work. We believe users should never be asked anything before using software and therefore we answer all these questions before the system is ever used. We believe users should have everything they need to get their job done. We believe the user should never have to do anything administratively on a computer and therefore limit that ability to administrators only. The user should simply logon and have everything work. It should work the same today as it did yesterday. It should work the same on all computers users have access to. It should just work.

We believe in Simplified Management, Remote Management, Asset Management and the Benefits that are gained from proper management. For more on our IT Management philosophy, see http://www.smtechnologies.com/about_us.htm.

Facilities

- Single/Multiple Location(s)
- Inter-Office Connectivity

Are there more than one location (Office or Owner's Home Network)?
Will the business network and resources span locations?
Do you have or want a business presence on the internet?
Do you send and receive email for your business?

In today's business world, an Internet presence is important.
    Business Domain Name
    Business Web Site
    Business Email Addresses
    FaceBook Page
    LinkedIn Page
    Internet Sales

Hardware

- Server(s)
- Desktop/Laptop Computer(s)
- Tablets/Smart Phones
- Printers
- Copiers
- Scanners
- Premise Wiring

- Wireless Access Points
- Routers/Firewalls
- Virtual Private Networks (VPN)

Is the hardware supported under any warranty or maintenance agreement?
Is the hardware appropriate quality for business use?
Does the hardware support the latest Operating Systems or updates?
Does any hardware create a security risk?

Software

- Windows Server
- Windows Workstation
- Microsoft Office
- Windows Update
- Adobe Acrobat
- 3rd Party Applications

Is the software supported under any warranty or maintenance agreement?
Is the quality of your software appropriate for business use?
Is the software supported by ongoing security patches or updates?
Does any software create a security risk?
Are you planning for any software that may be reaching EOL?

Services

- Internet/Telephony
- Email/Web Hosting
- Domain Name Registration
- Anti-SPAM
- Anti-Virus
- VOIP
- Cloud Backup

Are your service providers cost effective?
Are you getting a good response time for issues or outages?
Are you subscribed to a business service or residential service?

Security

- User Logon Ids
- File Access Permissions

- Internet/Firewall
- Email/Web Hosting
- Digital Certificates
  - Server (http, email)
  - Users (secure email)
- Anti-SPAM
- Anti-Virus

Are you exposed to internet attacks?
Are you actively protecting your computer systems?
Are you minimizing your attack risks?
Are your employees trained on email phishing, validating senders, identifying suspicious email, etc.?

Disaster Recovery

- Backup and Restore of data
  - External Locations
  - External Services (Cloud)
  - External Devices (Memory Sticks)
- Loss of all equipment
  - Equipment List
  - Software List, Source and Licenses
  - Configuration Settings
- IT Insurance
- Plan for Complete Recovery
- Plan for Temporary Operations
  - Location
  - Essential Hardware
  - Essential Software List, Source and Licenses
- Testing of backups

Do you need a disaster recovery plan?
Is your business dependent on IT services?
If you lose all your IT equipment, can you get back to business quickly?

Support

- Server Management
  - Active Directory
  - DHCP Service
  - DNS
  - Exchange Server
  - SQL Server/DBA
  - Terminal Server

- o Remote Access Server (VPN)
- o Symantec SEP
- o WAN/LAN/VLAN/Guest
- Hardware
- Software
- Printers
- Copiers
- Scanners
- Services
- Office Application Support
- Remote Access/Support
- Custom Programming/Scripting
- Application Customization

Is your hardware and software supported by the manufacturer?
Are your service providers providing the support you need?
Are your Service Providers providing the level of support you want?
Do you have or need someone to ask general software support questions; such as adding a network printer, how to scan a document, or do a mail merge?

Service Accounts and Licenses

- Internet Service Provider Account
- Domain Name Registrant Account
- Email/Web Hosting Account
- Router/Firewall/Network Switch Accounts
- Hardware Provider Accounts (Dell, HP, etc.)
- Internal Server Administrator Accounts
- Local Computer Administrator Accounts
- Support Contracts, Contact Information and Terms

Do you have a comprehensive list of all of your administrator or account numbers, contact information, user names, and passwords?

Current IT Support

- Do you have a Service Provider?
- If so, what are they doing for you?
- If so, what are they not doing for you?
- Do you have someone internal helping with IT?
- If so, is that effective and an efficient use of their time?

Plan

- Business Quality hardware with warranty/extended warranty
- Business Quality software with security updates and patches
- Microsoft Small Business Server -OR- Active Directory/File Server
- Computers and Users are members of Active Directory
- Users are member of Security Groups
- Users logon to the Computers using Active Directory Accounts
- Data is protected using Security Group Permissions
- All Data is stored on the File Server for backup and disaster recovery purposes
- Workstation Computers are data access points
  - Are not data storage devices
  - Will not be backed up
  - Can be reloaded with Windows and Applications at any time without affecting business operations.
  - Can be replaced in case of failure, performance liability or age
- Computers are protected by groupware Anti-Virus such as Symantec SEP
- Computers are configured to apply Updates from Microsoft
- Users are not allowed to manage computers
  - Users will be "Users" only
  - User mode restriction reduces virus infection
  - User mode restriction prevents unauthorized software use
  - User mode restriction reduces self-inflicted system issues
- Computers are managed using IT Works to Install Windows and All Software
- Computers are monitored for current patches and updates
- Computers are monitored for current anti-virus software and definitions
- Monitor Cloud data backups