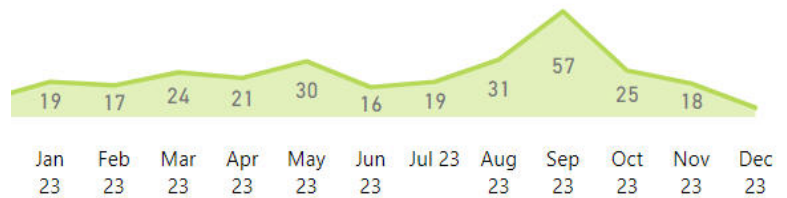**W((T**

T E C H N O L O G Y

BUSINESS TECHNICAL REVIEW

SLA (Service Level Agreement): This is the amount of time it takes our team to respond to a request.
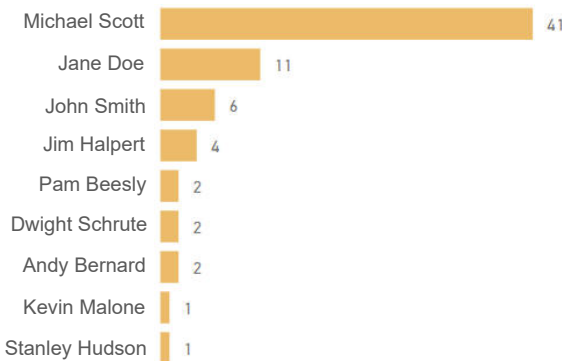**Resolution Time:** This is the amount of time it takes for our team to resolve your request.

Work Types Used (2023)

Work Category	Work Type % of Total	Hours Invoiced
⊟ **Agreement**	**79.70%**	**74.00**
⊞ Regular	69.97%	66.00
⊞ After Hours - Tech	6.60%	5.50
⊞ Travel	1.87%	1.50
⊞ After Hours - Travel	1.25%	1.00
⊟ **Service Request**	**17.50%**	**14.50**
⊞ Regular	9.36%	9.50
⊞ No Charge	4.49%	1.50
⊞ Managed Device	3.64%	3.50
⊟ **Project**	**2.81%**	**2.50**
⊞ Project	2.50%	2.00
⊞ No Charge	0.31%	0.50
Total	**100.00%**	**91.00**

Ticket Volumes (2023)
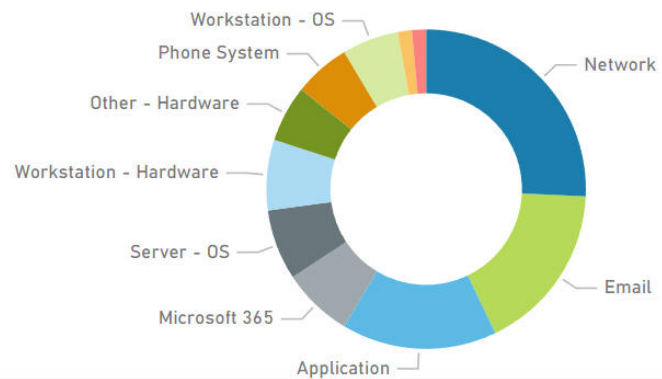
Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23
19	17	24	21	30	16	19	31	57	25	18	

Top Tickets

	41
	11
Michael Scott	6
Jane Doe	4
John Smith	41
Jim Halpert	11
Pam Beesly	6
Dwight Schrute	4
Andy Bernard	2
Kevin Malone	2
Stanley Hudson	2
	1
	1

Common Issues (2023)

Workstation - OS
Workstation - OS
Phone System
Other - Hardware
Workstation - Hardware
Server - OS
Microsoft 365
Application
Network
Email

97.27%
SLA Response %

98.51%
SLA Resplan %

97.77%
SLA Resolved %

WCT SLA Response Times:

- Very High Severity - A problem that affects company/company down - must communicate with a staff person: Respond Within - 30 mins / Fixed Within - 1 hour

- High Severity - A problem that affects few users or a user down - must communicate with a staff person: Respond Within - 1 business hour / Fixed Within - 2 business hours

- [Medium Severity - ...] Within - 2 business hours / Fixed Within - 4 business hours

- Low Severity - A service request that does not require immediate attention: Respond Within - 4 business hours / Fixed Within - 8 business hours

IT SERVICES REVIEW

Monthly Microsoft 365 Services: $X.XX

Qty 19 | Microsoft 365 Business Standard
- Exchange Email - 50 GB Mailbox Size
- OneDrive
- SharePoint
- Teams
- Office 365 Apps (desktop and web)

Qty 10 | Microsoft 365 Business Basic
- Exchange Email - 50 GB Mailbox Size
- OneDrive
- SharePoint
- Teams
- Office 365 Apps (web only)

Qty 31 | Microsoft Intune Plan 1

Monthly WCT IT Services: $X.XX

Services Included (31 users, 48 workstations, 7 servers):
- Workstation and Server Monitoring
- Email Security - Spam Filtering, Advanced Threat Protection, Archiving
- EDR - Endpoint Detection and Response
- Microsoft 365 Backups
- Multi-Factor Authentication
- Security Awareness Training
- Veeam Backup and Replication + Offsite Immutable Backup Storage
- 3CX Hosted, Monitored and Managed Phone System
- WCT Stack B Discount

Total Monthly Spending: $X.XX

** *Does not include net new installation costs*

Hardware & Software Spending - 2023: $X.XX

- 2 x $5,000 Block of Dollars with 10% Discount
- WatchGuard Firewall license renewal
- Synology NAS upgrade for server backups
- New Yealink phone headsets
- New Yealink T54W phones
- 6 x New HP computers, docking stations and monitors
- Hard Drive Destruction with Certification
- Windows 11 Pro Licensing

IT Service Hours Spending - 2023 $X.XX

IT Project Hours Spending - 2023 $X.XX

TECHNICAL PLANNING

6 MONTH PLAN
- Address any vulnerabilities or risks identified during the security assessment.
- Develop a plan to regularly upgrade aging computers. There are several that are more than 5 years old, with the oldest being 8 years old.
- Create a Disaster Recovery and Incident Response plan.
- Consider implementing a SIEM solution (Security Information and Event Management).

1 YEAR PLAN
- Review current monthly managed services
- Renew the HPE server warranty for 1 year.
- Continue replacing aging computers.
- Start upgrading workstations from Windows 10 to Windows 11 operating system. Windows 10 reaches the end of its life on 10/14/2025.
- Begin the process of upgrading Windows Server 2016 virtual servers to Windows Server 2022.

3 YEAR PLAN
- Plan for server hardware upgrades. The current server is HPE Gen10 and will be end of life in 2026-2027.
- Complete the upgrade process from Windows Server 2016 to Windows Server 2022.
- Conduct a full network and security assessment across all locations.