



IT Support Services Action Items

Technical Assistance

- **Action Item: Conduct Initial IT Assessment**
 - **Deliverable:** Comprehensive assessment report detailing the current IT infrastructure, identifying existing issues, and outlining areas for improvement.
- **Action Item: Set Up and Configure New Software**
 - **Deliverable:** Successful installation and configuration of new software applications, including documentation and setup verification.
- **Action Item: Provide Remote Troubleshooting Support**
 - **Deliverable:** Resolution of technical issues via remote access, with a detailed summary of the issue, solution, and preventive measures.
- **Action Item: Schedule and Perform Hardware Maintenance**
 - **Deliverable:** Regularly scheduled maintenance of hardware components, with a maintenance log including actions taken and any issues identified.
- **Action Item: Deliver User Training Sessions**
 - **Deliverable:** Training materials and session reports, including user feedback and areas covered, to ensure effective use of IT systems.

Cybersecurity Solutions

- **Action Item: Implement Security Measures**
 - **Deliverable:** Deployment of security solutions such as firewalls, antivirus software, and encryption, with an implementation report detailing configurations and protections.
- **Action Item: Set Up 24/7 Security Monitoring**
 - **Deliverable:** Installation and activation of continuous security monitoring tools, with a monitoring dashboard and real-time alerts setup.
- **Action Item: Conduct Regular Security Audits**
 - **Deliverable:** Comprehensive audit reports identifying vulnerabilities, assessing current security measures, and providing recommendations for improvement.
- **Action Item: Develop and Test Data Backup Procedures**
 - **Deliverable:** Established and tested data backup procedures, including automated backup schedules, backup logs, and recovery testing results.
- **Action Item: Review and Update Security Policies**
 - **Deliverable:** Updated security policies and procedures document, incorporating the latest best practices and compliance requirements.



System Maintenance

- **Action Item: Schedule Routine Software Updates**
 - **Deliverable:** Documented schedule and completion of software updates, including update logs and verification of successful installations.
- **Action Item: Monitor System Performance**
 - **Deliverable:** Performance monitoring reports showing system health, potential issues, and recommendations for optimization.
- **Action Item: Perform Automated Data Backups**
 - **Deliverable:** Backup logs showing regular and successful backups, along with backup verification reports and recovery testing outcomes.
- **Action Item: Execute Hardware Upgrades**
 - **Deliverable:** Completed hardware upgrades, including installation reports, configuration details, and performance improvements.
- **Action Item: Optimize IT Infrastructure**
 - **Deliverable:** Optimization report detailing enhancements made to IT infrastructure, including increased efficiency, performance metrics, and scalability improvements.

To avail of our professional services kindly contact hello@consultareinc.com or call 1-202-982-3002.