

INTEGRATE– CASE STUDY, cont'd...

THE PROPOSAL

Several possible options were entertained. Ultimately the decision was made to partner with the team of a well-known infrastructure consultant. I worked with the team on the overall process, which included a site survey of our offices to determine best location for the IT “closet” in terms of access, ventilation and mechanical needs (PDUs). The final proposal also included servers, punch-down requirements and post-implementation support services.

THE MANAGEMENT

As the “go to” in-house Information Systems resource, I managed all aspects of this project, which included but was not limited to:

- Develop and define project scope in conjunction with executive team expectations
- Develop and define IT bids; manage/level costs
- Collaborate with and manage consultant team; develop/build strong relationships with various project consultants and service providers
- Develop and maintain all project documentation such as plans, schedules and issues logs
- Spearhead and facilitate regular status/update meetings
- Manage design of Ethernet topology and FTP
- Develop and schedule installs, punch-downs and wiring deployment
- Define and order relevant data T's, circuits, servers and other network equipment
- Manage configuration of various file and support servers including Citrix (XenApp), Exchange (2003) and BES (Business Enterprise – Blackberry) servers
- Configure and deploy Citrix client over LAN and/or WAN; create “user friendly” supporting documentation
- Partner with remote network administrative and technical staff to ameliorate any issues with capturing and bringing over data to local servers

THE OUTCOME

This solution was a success for the firm, as the project was kept on track, on time and right on budget, thereby saving the firm nearly \$30,000 per year in maintenance and production costs. As manager of this money-saving solution, downtime was minimal and since all services are now in-house, overall productivity has increased by 20%.