


The Humanize IT Framework

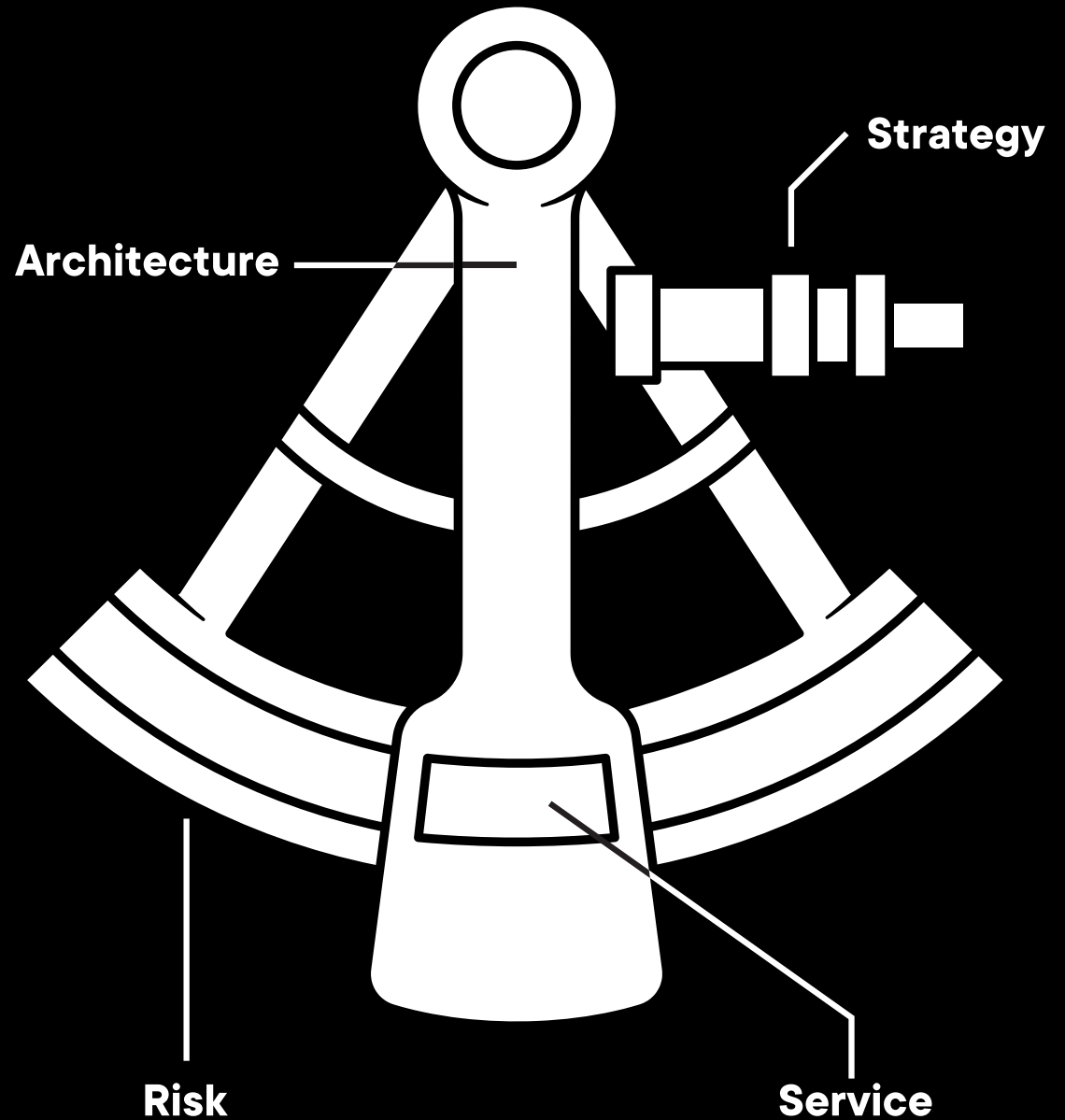
A collection of vintage nautical instruments including a sextant, a telescope, and a compass, resting on a wooden surface. The sextant is a large brass instrument with a curved scale and a telescope. The telescope is a brass instrument with a lens at the end. The compass is a round instrument with a compass rose and a needle. The instruments are arranged on a dark, weathered wooden surface. The sextant is in the upper left, the telescope is in the middle left, and the compass is in the lower left. The text is overlaid on the right side of the image.

While most technology providers simply sell you software and hardware architecture, then the services required to maintain it, our vCIOs take a different approach to ensuring your business's success: The Humanize IT Framework.

In the early days of sea navigation, a sextant was used to measure the distance between two objects. We like to think of your company as a ship. You have a destination you want to reach, and we use a sextant to measure the distance between your business's current state and where you want it to be.

Our sextant is comprised of four parts:

- **Strategy**
- **Architecture**
- **Service**
- **Risk**



Each aspect of this framework is used to create a unique technology portfolio that empowers your company. Everything we do is viewed through a strategic lens focused on your destination. If your architecture, risk or service levels change, we reevaluate our strategy to ensure it is in alignment.

Strategy



Your business is going places. Our job is to discover your destination and help you get there. Through annual reviews, we unearth and analyze the challenges facing your company and strategize how to overcome them. We won't talk about technology during these strategy sessions—we can cover that later. The purpose of these sessions is to help us learn the inner workings of your company and establish key initiatives for the coming year.

This serves as the foundation of everything we do for you going forward, from deploying new equipment to deciding which software best supports your employees. We'll even meet with your leadership regularly throughout the annual cycle to confirm we are on track to meet your goals, then make adjustments to keep everything moving in the right direction.

Architecture



Our next task is to take a deeper look at how your company is using software and hardware to support its business processes. Often, this is a matter of running a simple technology audit. We'll evaluate how you implement your architecture in order to define the amount of service you require, as well as how much risk you're willing to accept.

Countless aspects fall under the architecture pillar, and our job is to carefully select the ones that work best for your business. Using the strategy we established, we make recommendations for architecture that best fit your individual needs rather than suggesting canned solutions that don't suit your company.

The main difference between our vCIOs and other technology providers is that we take a holistic approach to finding solutions, allowing your architecture to be seamlessly applied to each line of your business.

Service



Your business is unique, and it deserves to be treated as such. Based on your architecture and company goals, we determine which level of service your company requires. Maybe you need more support for meeting compliance initiatives. Or, perhaps, you need improved end-user support for traveling sales teams.

By using our knowledge of where your architecture currently stands, as well as the strategy you have defined, we implement services tailored to you that take it where you want it to be. No matter where you need assistance, we focus our world-class services in the areas you need it most.

Risk



With a change in architecture and service comes a change in risk. Moving to the cloud, for example, presents different risks than if you were to stay on-premises. You may also run into other issues, like meeting compliance initiatives or needing a greater uptime. We run in-depth audits to ensure the correct risks are targeted and managed.

By using strategy, we help you understand whether you should mitigate, accept, transfer or avoid the risk. We are always transparent with you, so you can feel confident you're making the best decisions possible for your company.

Case Study

Private School

A private school of 150 students was having technical issues that were negatively affecting the teachers and students on a daily basis. This school, located in the city, had a very good reputation for maintaining small class sizes and quality education standards.

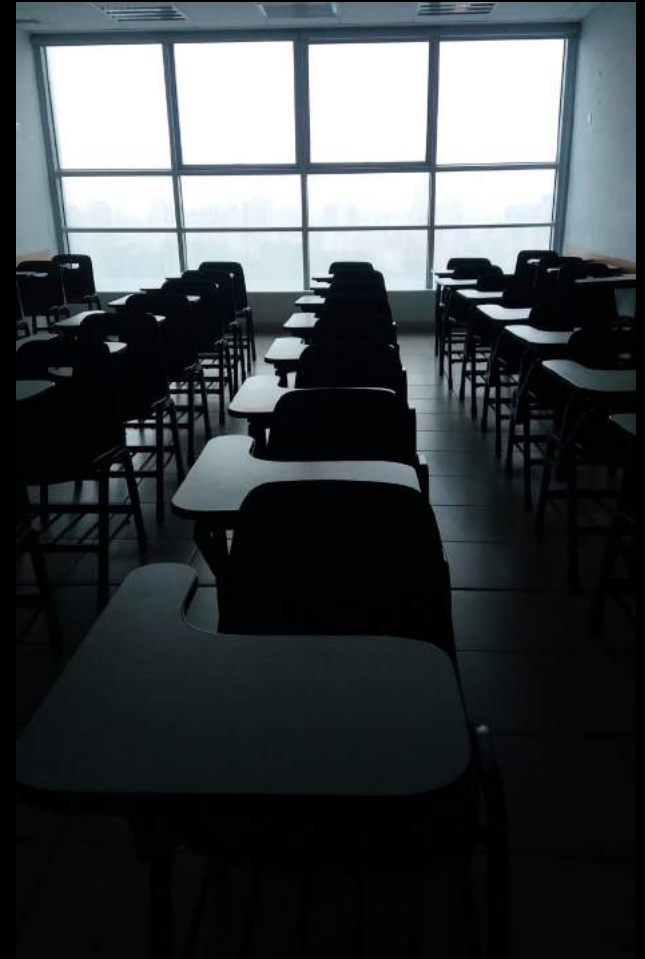
They had a small budget for technology—about \$1,500 per month with their current MSP. So, they were considering hiring a full-time employee (FTE) to deal with their ongoing technology issues. Before they did, they hired a vCIO who was using the Humanize IT Framework to be sure they were making the right decision.

NOTE: Their current MSP had a vCIO program in place that did not use any kind of framework.

The new vCIO initiated the Humanize IT Framework with a strategic session. The vCIO talked to the school's leadership to identify the school's tech problems. They said they

had just upgraded their internet but were still having issues during students' testing cycles. Furthermore, mobile device labs were a constant struggle for teachers.

The vCIO suggested conducting some interviews with staff members, and the technology staff confirmed the issues were significant. The overwhelming desire from the staff was to utilize more technology in classrooms, including Google Classroom. However, the teachers were tired of spending their days reorganizing and troubleshooting because the technology failed last minute or only half of the devices worked.



The vCIO identified goals for the school:

- Reliable mobile labs
- Stable testing cycles
- Better use of Google Classroom

The vCIO audited the three core areas—architecture, service and risk—to identify recommendations to accomplish these goals:**Architecture:**

The stack audit discovered that no audit of internet needs had been performed in quite a while. Although the internet had recently been upgraded, it was severely undersized for their environment, causing congestion. After creating a heat map, the stack audit also determined the wireless coverage to be inadequate.

Service:

Most issues that were popping up were caused by inadequate architecture. The vCIO determined they did not need additional service with a FTE if they could resolve the architectural problems. It was also determined that the degrading environment was partially due to the existing service package from the MSP not being sufficient for the school's needs.

Risk Audit:

The client's biggest risk was downtime. Additionally, many other schools in the area were giving each student their own Chromebook or other mobile device. The small school had not adopted the one-laptop-per-child policy yet due to lack of trust in technology. To mitigate this risk, the vCIO added an additional recommendation:

- Chromebook adoption

Resolution

The school ended up accepting all recommendations.

- The architecture team identified a cheap gigabit fiber provider in the area. This increased their costs by only \$150/mo while tripling the recommended speed from the audit.
- The wireless heatmap survey showed that the building was operating with only three access points, versus the recommended 12. Once implemented, mobile lab problems disappeared.
- Because of the clear direction, they found a grant to fund the Chromebook purchase.
- The purchase of Chromebooks empowered greater use of Google Classroom.

This allowed the school to avoid hiring a FTE while increasing offerings and resources for all students. The school grew in the following years, and now they are looking to expand to a new building. They have also expanded their technology program to include more students.



Adam Walter - (402) 480-7094 - Adam@VirtualC.biz