

***Not sure where to start when deciding to make your IT systems work for you?
Start by doing the following...***

Know Your Users

Knowing who has login rights to your system and what they can access is important to minimize the risks associated with unauthorized access or data disclosure. A periodic user account review can help tighten up your systems security:

1. Get a list of your current employees directory
2. Contact you IT staff to get a list of all user accounts that have access to your network or PC's
3. Circle the accounts on the user account list that are no longer used or are for employees no longer with the company
4. Circle any account that looks unfamiliar or you don't know who uses it
5. Work with your IT staff to disable or delete old or unused accounts
6. For each account, do the following :
 - a. check what directories and type of data each user can access
 - b. see what directories / data / programs they need
 - c. if they have no need for a directory or data, restrict or block access
 - d. add access for data or directories that they need, but can't get to
7. Disable any guest accounts
8. Check for temporary accounts and disable them too

The end result should be a list of users with limited rights restricted to the systems and data that they need to do their work. It also follows up on former employee accounts and other accounts that are no longer used or used on a temporary basis. [Contact SOHO Solutions](#) for assistance if you need help.

Know What You Have - Take a Quick Inventory

Taking inventory of what you have can give you a pretty good idea of what you are really using and what you don't need. Over time, your system may build a collection of unused program, old documents and software maintenance contracts for items you don't use anymore. All of these unused items take up space, time and money. Taking an inventory will help you decide what to get rid of and to move to storage:

1. Take an inventory of your PC's , notebooks and peripherals such as printers, scanners, tape drives etc.
2. Make a note of items no longer used
3. Have your IT staff provide the following:
 - a. a listing of the software and services installed on your server
 - b. a directory listing all of the folders setup on the server
 - c. all hardware and software maintenance agreements and their coverage dates & vendor
 - d. a listing of all data communication lines used for Internet access and the network

4. Make a list of the software applications loaded up on each PC; make a note of software or hardware not authorized by the company
5. Go through your lists and mark items that are
 - a. Used frequently and critical to the department / company
 - b. Rarely used
 - c. Not used at all

Conducting this inventory will help you identify where everything is and what is being used. You may discover items that you never realized you had or that shouldn't have. This will help you "Trim the Fat" and give you an opportunity to think about what you would like done with all of your "inventory" items.

Trim the Fat

Take the time to go through your inventory and mark down all of the items that you definitely know you don't need any more. Make a note for all other items to help you decide what you might do with them (leave alone, update, transfer to someone else, etc). Use the following example as a guide to help you decide what to do:

Item	Location	Frequency Used	Decision	Next Step
Personal Computers	Storage	Never	Discard	Prepare for Disposal
	Sales	Rarely	Transfer	Identify new user
	Accounting	Daily		
Printer	Cust. Service	Daily by one person	Add to Network for sharing	Talk with IT dept.
Notebook	Cust. Service	Frequently	Keep	
ABC Software	Server	Never (Old)	Discard	Prepare for Deletion
XYZ Software	Mktg. PC	Rarely	Possibly remove	Check with manager
123 Software	Cust. Service	Daily	Make available to all depts	Check w/manager & IT
Modem	PC in Lobby	Never used	Transfer or Disable	Check with IT staff

Compiling this type of list (or one similar) will help you see how much inventory you need to keep, update or get rid of. Each item has it's own "Next Step" to help you plan out how to take care of your inventory.

File Your Complaints

While you are going through your inventory to trim the fat, you will most likely remember or realize things that should be fixed or improved. Make a note of these items and who to talk to and what happened when you did:

Item	Location	Problem	Contact for Resolution	Result
Scanner	Cust. Service	Not Saving files	IT Staff	Will fix
E-mail	Server	Can't get from outside company	IT Staff	Will look into options for remote access

Software	Accounting	Can't share info	IT Staff	Will provide steps for file sharing
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Make a Wish List

While you are going through your inventory to trim the fat, you will most likely remember things that you thought of to make your workday better or what employees want to make them more productive. Write down these ideas and how they can improve your company:

Wish	Department	How it Helps	Client / Company Gain	Impact
Send E-mail Broadcasts to clients	Marketing	Sends out news and marketing materials to clients	Increased client awareness about the company	Increased opportunity sales
Website for product inquiries and orders	Sales	Clients can look up products and services and order over the Internet	A quick and easy way for clients to get what they need; increased efficiency in order processing and turnaround time	Reduced fulfillment costs; Increased opportunity for sales
Easier access to client account information	All	Employees can get a snapshot of client history and activity	History can help sales and customer service determine client needs and trends	Improves customer service; Reduces costs in collecting and sharing client information; Improves efficiency in decision making for sales, customer service and strategic marketing
Keep track of all scanned and faxed documents	All	To help find them when needed	Reduced time in finding documents stored in multiple locations; reduced storage space by keeping in one central location	Reduced costs in data retrieval and storage space & methods

Pick What's Important

Go through your lists in items 3, 4 & 5 and prioritize what is important and the order it should be taken care of.

The Next Step...

Call SOHO Solutions at (718) 261-1353 or visit our website to see how we can help you take what's important and making it happen. The right solutions will make your IT platform and employees work their best, reduce costs, and improve efficiency and productivity – all the items you need to get a good ROI and help your company grow.