

Welcome to InhouseCIO

The team at InhouseCIO is excited to start working with you and deliver a trouble-free IT environment. This guide will give you some basic information about the services and support you have access to and how to use them.

What to Expect in the First 3 Months



Month 1

1. Onboarding and learning about your environment (2-6 weeks)
2. InhouseCIO Agent is installed
3. Begin to document your IT environment

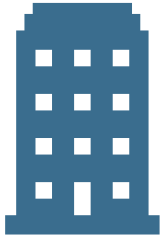
Month 2

1. Stabilizing your network and systems
2. Ongoing documentation of your IT environment

Month 3

1. Technology Business Review (12 weeks) to review key findings and discuss recommendations
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How to Contact InhouseCIO



Standard Office hours

Office hours: Monday – Friday 8 am to 5 pm

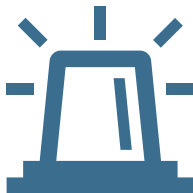
Helpdesk hours: Monday - Friday 7 am to 5 pm

Contact Us



You can reach out to us through the client portal or by phone or email

1. Client Portal: accessed through the Support Portal link on the top left of the InhouseCIO website (www.inhousecio.com). You will require your login credential to open a support ticket.
2. Phone: 773-530-1234 option 2
3. Email: HelpDesk@Inhousecio.com



Emergency After Hours Support

For emergency support after hours, please contact our helpdesk by phone

Your Support Team

InhouseCIO provides you with your own dedicated team so always work with the same individuals who get to know and understand your business, employees, and needs. The team will provide everything from making strategic technology decisions to installing more memory on your computer or troubleshooting over the phone.

Your Team Includes



1. **Help Desk** for questions and technical support
2. **Field Engineer** for onsite technical services and hardware installation
3. **IT Manager** responsible for monitoring and maintaining your IT infrastructure
4. **Technical Account Manager** to provide strategic technical advice
5. **Chief Information Office (CIO)** for strategic advice and guidance

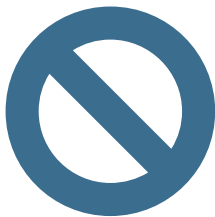
When to Contact Your Support Team



Your support team is available to help you with any of the following issues, questions, or concerns. If you're not sure if your services cover a certain question or concern, please contact your Help Desk.

1. General business computer problems, questions, or performance issues
2. Email concerns or questions
3. Printing concerns or questions
4. Any computer issues hindering your ability to work
5. Problems accessing business application remotely or on premise

When Not to Contact Your Support Team



Your InhouseCIO support program does not cover any of the following:

1. Home computer or network support
2. Support for Home Comcast, AT&T, RCN or other internet service providers or their equipment
3. Installation or configuration of new IT equipment for your home

Agent Deployment

Agent deployment refers to the software InhouseCIO uses to provide us with insight into your systems. It lets us do several things:



1. Identify and locate assets on your network
2. Remote access into your network to troubleshoot and resolve issues
3. Manage the endpoints (computers, servers, switches, printers, etc) connected to your network
4. Installing hardware and software updates and patches
5. Monitoring your devices and server
6. Generate monthly reports on the status of your system and devices
 - a. Client Health Standards report
 - b. Patch Compliance report
 - c. Asset Summary report

Backup Audit

On a semi-annual basis, InhouseCIO will perform a backup audit. This process validates your backup and confirms that your backups work and your data is recoverable.

Why we do it



1. Validation of your backup process
2. Provide you with documentation and proof of your validated backups
1. The process confirms that you and our team are in agreement of what should be backed up

What to expect

1. Your backup audits will be scheduled twice per year
2. All documentation will be sent to your main point of contact via our ticketing system
3. A backup audit is also part of the Annual Technology Business Review

Documenting Your IT Environment



Starting on Day 1 of your contract with InhouseCIO, our team will begin gathering information to map your IT infrastructure.

Your documentation will help you understand how and where to find what you need. One of the main causes of wasted time is having inconsistent processes. Documentation is how you combat that. If your processes vary depending on which staff member is completing the task, or worse, if your processes vary simply because there is little process to follow, time is being wasted. Some employees will complete tasks more efficiently than others. Good documentation allows you to choose the most efficient way to complete a task, and document it so that all staff members go about it the same way.

Patch Management

Patches are essentially updates or improvements issued to fix issues or vulnerabilities discovered after software is released. Patches apply to operating systems, servers, desktops, email, Office suites, and many other parts of the network infrastructure.

At any given time, the number of patches that need to be installed on a network can be overwhelming so it's necessary to schedule patching as frequent as possible. Most patches – especially operating system patches – require a reboot once downloaded and installed to ensure the installation was successful and will integrate without issues.

What to expect on days when patches are installed



Patch management involves more than simply installing updates. Oftentimes, patches fix the problem they're designed to address, but unintentionally break something else. InhouseCIO has developed best practices to manage the risks associated with the approval and deployment of patches. Our engineers assess and test every patch released from the product manufacturer before deploying it to your computers and servers.

1. All users must leave their computer online and turned on the day of the patch installation. It is best for users to simply choose "Restart" when they leave for the day.
2. All users must save their work before leaving the office
3. Please be aware that all computers during this time will be rebooted at least once

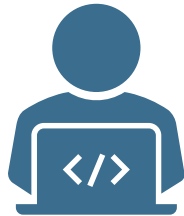
After installing security patches your system will usually need to be rebooted to finish the installation and activation. This step is crucial to ensure that the installation was successful.

Technology Business Review

A Technology business review reveals the strengths and weaknesses of your company's IT framework. It's performed by your Technical Team who will give an objective assessment of your technology and provide recommendations to help meet your goals.

We provide an extensive analysis of your network trends, security and performance, and review your goals and technology issues. This allows us to make specific recommendations for improving network performance, office productivity, and to plan and budget your future IT needs.

What to expect



A comprehensive Technology Business Review meeting and documentation covers the following:

1. Server infrastructure
2. Wide Area Network
3. Local Area Network
4. Backup and disaster recovery
5. Business issues
6. Backup audit report
7. Customer satisfaction scores
8. Service ticket audit
9. Project recommendations