



 WE MAKE IT BETTER!



STOP REACTING to Your IT

START ACTING with IT Leadership

IT Performance Guide - if it's
not an "A"...SWITCH!



ABOUT THE AUTHOR



CONOR SMITH

CEO / President – First Call Computer Solutions

Conor is a veteran of the high-tech sector in Montana and beyond. His team of over 50 IT professionals helps small and medium sized organizations implement practical yet transformative IT, security, voice and web solutions.



Conor does his best to walk with the spirit each day. Sometimes he runs too far ahead, sometimes he is caught just standing there. But he is always trying to embrace the struggle and the gifts. He is blessed with his wife and family. Loves to camp, ride motorcycles, hit the lakes and slopes. His heart is also in building a great company, right here in Montana surrounded by wonderful talented people.





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NEW FRAME OF REFERENCE

Change is a constant. (Not to mention the pace of change.)

People, processes and tools in organizations big and small are under a constant state of stress and evolutions

The dependence on IT has increased with the “new norms” and many of the forces that were already in play have been accelerated:

- Mobility
- Digital Teamwork & Collaboration
- Cybersecurity
- Modernization
- Workforce Changes

That said, the fundamental definition of success for IT hasn't changed.

Fewer Issues

Less Risk

*Business/Budget
Alignment*

*Operational
Boosts*

Happy End Users

ACT **or** REACT

There are TWO basic camps. In the first camp, people are patiently waiting for the problem to be addressed so that the old normal will return without significant change being required to their people, offerings, tools or operations.

In the second camp, leaders are investing into their tools, operations and workforce to enable better outcomes at lower overall risk and cost.

PLAN OF ACTION

LEADERSHIP

- Vision
- Plan
- Commitment



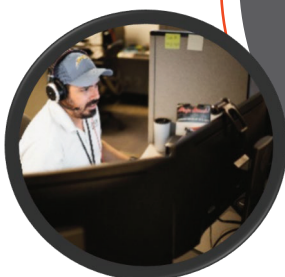
IT PARTNER AND FUNCTIONS

- Strong Relationships
- Team Approach
- Comprehensive Service Deliver



MICROSOFT 365 ADOPTION

- Traditional
- Mobile
- Ransomware Protection
- Data Recovery
- System Recovery



UNIFIED COMMUNICATIONS

- Line of Business Application Services Alignment
- 8x8, Allworx or M365 Business Phone System

IT LEADERSHIP

THE FUNDAMENTAL QUESTIONS TO ASK YOURSELF:

- » Is *IT* important to our operations and goals?
- » Are we struggling with defining where are we are going with *IT*?
 - *Do we have the right members on the team?*
 - *Key vendors?*
- » What is our basic vision?
- » What is our basic action plan?
- » Do we have commitment?
- » Where are we weak?
 - *Who can help us in those areas?*
- » Are we factoring in the other forces at play?
 - *Work from Home*
 - *Work / Life Balance*
 - *Use of email declining among younger members of the workforce*
 - *Cloud/Mobility*
Cybersecurity

UNIFIED COMMUNICATIONS

OPERATIONS NEED A TRUE BOOST, NOT A SERIES OF BAND-AIDS

Unified Communications (UC) is technology that allows you to take all the forms of communication: voice, video, chat/text, voicemails, email and enable them for the user via a single service and interface that works on different devices PC, Mac, Android, Apple etc.

If organizations are going to improve their workforce and outcomes embrace true collaboration platforms like Microsoft 365 Voice, 8x8 or Allworx.

Organizations should seek out a partner who can help them and their people successfully adopt the right voice solution for their business.

Beware of Shiny Objects and Easy Buttons.

Businesses need to find systemic, scalable solutions to their operations. Leaders that buy a series of one trick ponies to address individual needs... you will end up with a stable of tools that your people can no longer navigate or "ride" with any sense of flow or efficiency.

Learn how First Call's Unified Communications Solutions can give your operations, departments and functions a boost.

[LEARN MORE](#)

MICROSOFT 365 ADOPTION

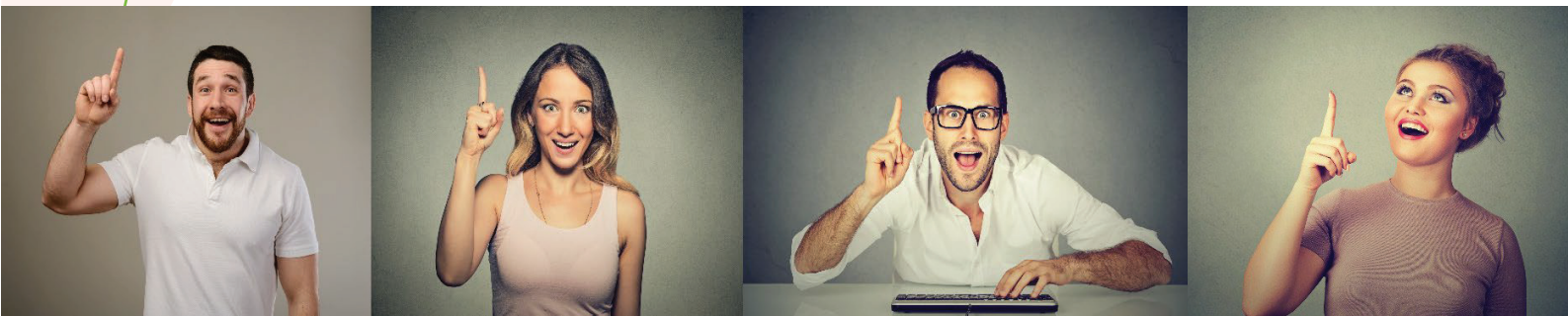
A SUITE OF PRODUCTS FOR LASTING CHANGE

Without adoption, your software investments are ineffective at best and dangerous at worst. The right IT Partner and training platform can help you achieve the vision you have for your technology.

CREATE EXCITEMENT AROUND YOUR SOFTWARE VISION

We are putting a lot of pressure on our workers these days. The programs and capabilities you put in place need to truly help them in their jobs.

If you do it right, people will get excited. Why? Because they see it as a gain for their work, their department, their TEAM!



THE RIGHT IT PARTNER SIMPLIFIES ADOPTION

Give your people a series of “AHA” moments on core functions like File Management, Remote Working or Document Collaboration. Give your Department Heads a series of “AHA” movements on how to align the tools with the way their people actually work.

Enough “AHA” moments, over time it becomes second nature. People simply begin applying the tools throughout. Why? Because they get it and it makes their life better!

IT PARTNER & FUNCTIONS

Your organization has talented people. But... Do you have the right IT talent, the shoulders, and the relationships that you need?

Pay too little and your experience will be you aren't getting enough of what you need. Pay too much and you'll experience too much given your size, complexity, and needs which isn't ideal either and will also drive unforeseen costs.

Relationship is the most important service your technology partner can provide.

Beyond strong relationships, your IT Partner must have comprehensive service delivery.

Intake/Triage/ Dispatch	Support	Centralized Administration	Standards Auditing/ Alignment
Cybersecurity	Regulatory Auditing/ Compliance	Strategy/ Budget/ Solution Design	Projects
User Behavior/ Development	Documentation	Results Management	*Odd Jobs

IT is a team sport. There are a lot of players in a lot of positions. Make sure your partner has the right people in the right spots, doing the right things and measures the right results.

What about CYBERSECURITY?

DETECT, RESPOND & RECOVER HOW MUCH CYBERSECURITY DO I NEED?

SUPER SIMPLE CHECKLIST FOR A **TYPICAL SMALL BUSINESS:**
'THE ESSENTIAL CHECKLIST'

- ☐ VPN's for remote workers and sites
- ☐ Basic Monitoring/Alerting
- ☐ Advanced Antivirus all Machines
- ☐ Internet Content Filtering
- ☐ Basic Password Hygiene
- ☐ Multi Factor Authentication
- ☐ Advanced Firewall
- ☐ Wi-Fi Encryption
- ☐ Basic Patch Management
- ☐ Basic Annual Audit/Checkup
- ☐ Encrypted Cloud Backups
- ☐ Basic Incident Response & Recovery Plan



DETECT, RESPOND & RECOVER

DO YOU NEED MORE THAN JUST ESSENTIAL SERVICES?

Certain industries and organizations have more risk than the typical organization and need Advanced Cybersecurity Protections.



FINANCE: Banking, Credit Unions, Security Brokerages, CPA's



LEGAL: Lawyers, Criminal Justice, Law Enforcement



HEALTHCARE: Hospitals, Community Health Centers, Primary Care Facilities...



GOVERNMENT: City, County, Airports, Other Government Offices

DEPARTMENT OF DEFENSE MANUFACTURERS:
Aerospace, military, etc.

Size also = risk. As the number of employees grow your need for Advanced Services grows too simply based on the cost of disruption.

THE ADVANCED CHECKLIST

* TO BE COMBINED WITH THE ESSENTIAL CHECKLIST

- ☐ Dark Web Monitoring
- ☐ Security Awareness Training
- ☐ Phish Testing
- ☐ Password Manager/Management
- ☐ Advanced Content Filtering
- ☐ Security Policies and Alerts
- ☐ Manage Detection and Response (MDR)
- ☐ Endpoint Detection and Response (EDR)
- ☐ Security Operations Center (SOC)
- ☐ Security Information and Event Management (SIEM)
- ☐ Application Patch Management (APM)
- ☐ Annual Auditing and Reporting

WE FEEL YOUR PAIN

On your own, Cybersecurity can seem overwhelming. It's constantly in our face between the horror stories, sales guys and industry experts. These check lists are not meant to be the master list or framework but rather a guideline to help you gauge: are you ON or OFF track?

CONCLUSION

A-Level IT is affordable, achievable and actionable with the right team and shoulders around you! The times keep changing, successful organization embrace the change.

LEADERSHIP

- Vision
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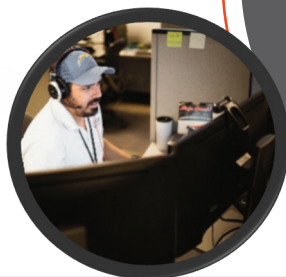


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ADVICE & RESOURCES

[Click to Contact a First Call Technology Advisor Today](#)





WE MAKE IT BETTER!

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If IT's not an "A"... SWITCH!

We have wonderful, experienced and helpful people who care about Montana, understand technology and can help you succeed.

Let's Put our **SHOULDERS** together.



We make IT better!
We make your **TEAM** better!

Conor Smith CEO
csmith@firstsolution.com

Contact Us TODAY!

