

Technical Services Outline for Moves and Startups

The following categories of technical services are common for IT construction projects:

Voice and Data Cable Installation (Project based price)

- pulling cables as required
- terminating wall jacks and patch panels
- testing cable connections
- installing cover plates, labels

Network Hardware installation (Hourly)

- hubs and switches
- DSL modem and routers, VPNs, firewalls
- wireless networking if appropriate

Server setup and installation (Hourly)

- hardware setup and software installation
- settings and security policies
- user accounts and groups
- file sharing and printer sharing
- database software

Workstation setup and installation (Hourly)

- hardware setup and software installation
- Operating system security updates
- connections to servers and printers

Printer setup and installation (Hourly)

- hardware setup
- network configuration
- driver installation

Backup system installation (Project based price)

- software and hardware installation
- backup scripts and scheduling
- user training

Antivirus system installation (Project based price)

- server components
- workstation components
- scheduled updates and scans

Consulting Services Outline for Moves and Startups

The following typical categories of services are billed hourly.

General IT Consultations

- network infrastructure planning
- server and workstation planning
- computer hardware specifications and shopping lists
- hardware and software procurement

Coordination with Building Architect

- specifications for cabling products
- locations of voice/data jacks
- details of counters, furniture, for computer connections, mounting
- special requirements for computer hardware
- layout of voice/data hub and patch panel area
- site visits as required

Coordination with Contractor/Electrician/Painter

- construction schedule requirements
- site visits, inspections
- labeling and cable management

Coordination with Phone System Installer

- verification of wiring requirements
- verification of phone system space requirements, mounting etc.

Coordination with AT&T

- ordering of phone lines
- ordering of DSL or T1 service
- onsite coordination with AT&T technicians as required

Coordination with Hosting ISP

- registration of Internet domain
- setup of email accounts
- coordination with web site designer

Opening Day and Following

- network orientation for staff
- develop procedures for backup, virus prevention, troubleshooting, etc.
- training for users and managers
- miscellaneous tasks, installations, troubleshooting
- coordination with technicians and vendors to complete project