

Strategic Plan

Mission Statement

 TechCon aims to provide the most skillful consultants and provide amazing service for Information Technology projects of all sizes, in the United States.

Strategic Plan

Problem Statement

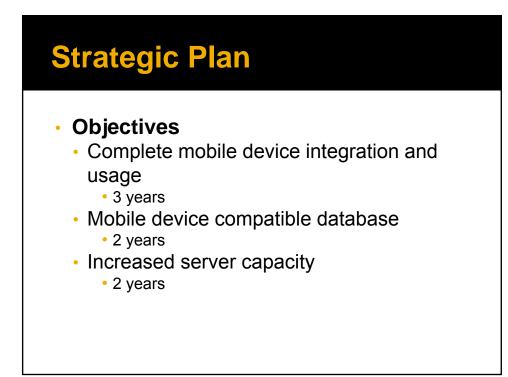
 TechCon's network, databases, and servers are currently unable to be accessed by the employees while they are away from the office.

SWOT Analysis	
Strengths	Weaknesses
 Fast response time Access to remote database Able to manage remote users from central data center 	 Opens remote data center to outside Unreliable internet access
Opportunities	Threats
 Can greatly improve communication with consultant away from headquarters Can ensure access to files or data anywhere with WiFi or cellular signal Easy methods for payments for travel in countries that use 	 Devices get stolen or lost (money loss) Devices vulnerable to outside sources; hacking, viruses, etc. (information loss)

Strategic Plan

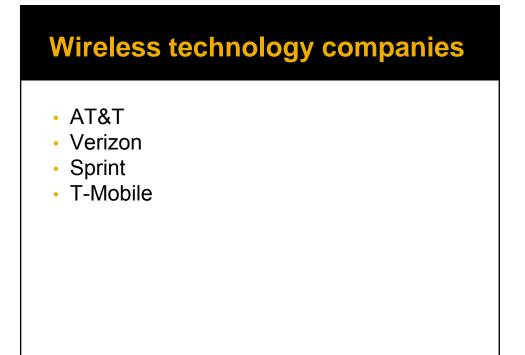
Goals

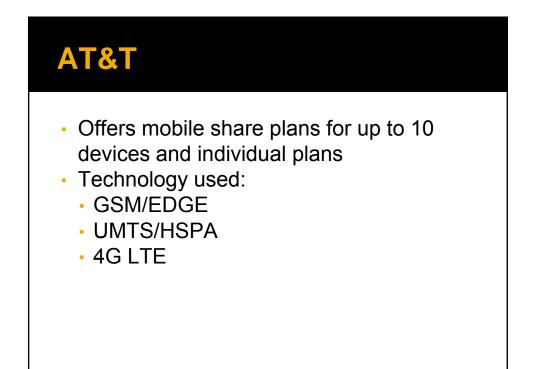
- Increase Mobile device usage for consultants by 90%
- Allow for System Access and integration for mobile devices
- Perform nearly all communication from mobile devices
 - job assignments
 - travel information
 - telecommunication/video conferencing
- Provide secure access to database for all mobile devices to share, update, view needed information

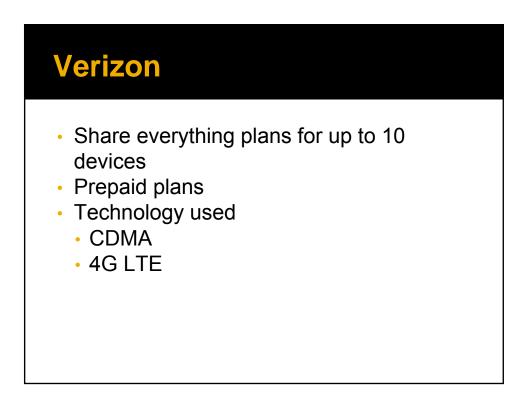


Cost-benefit Categories

- Development costs
- Hardware/software costs
- Personnel costs
- Facility costs
- Operating costs
- Supply costs

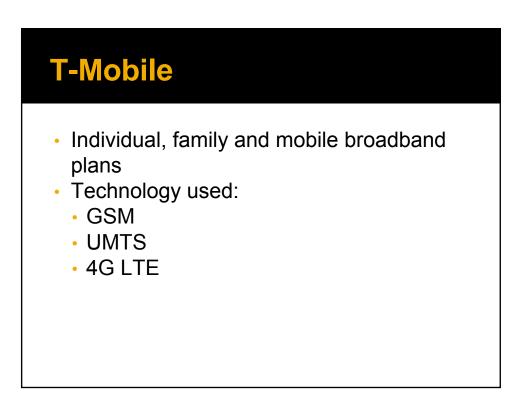






Sprint

- Individual and family plans
- Mobile device plans
- Technology used:
 - CDMA
 - iDEN
 - WiMAX
 - LTE



Technology Support for a Mobile Workforce

Mission Statement

- Connect home and traveling users
- Communicate throughout the company
- · Manage a mobile workforce
- Share information with the whole company in real - time

Technology Support for a Mobile Workforce cont.

There are two ways

- 1. VPN
- 2. Citrix Desktops

Technology Support for a Mobile Workforce cont.

VPN

Pros

- Allow direct access to datacenter
- · Allows access to shared files

Cons

- Must wait for shared files to not be in use
- Must have a good connection
- Easy to be hacked

Technology Support for a Mobile Workforce cont.

Citrix Desktop

- Several servers virtualized
- Redundant servers = less downtime
- Fast access to data center
- Shared applications
- Central management

Technology Support for a Mobile Workforce cont.

In addition to Citrix the company should also provide an online collaboration application like SharePoint coupled with a user connectivity application like Lync.

Technology Support for a Mobile Workforce cont.

SharePoint and Lync

- Allows multiple users editing same document in real - time
- Storage for shared docs online
- Access from anywhere with internet access
- IM and video chat
- Hosted/remote presentations
- Desktop sharing/remote control