

James Fracica  
Chris Frey  
Mike McNair

## Team 5: Homework 2

### 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
<ul style="list-style-type: none"> <li>• Fast response time</li> <li>• Access to remote database</li> <li>• Able to manage remote users from central data center</li> </ul>	<ul style="list-style-type: none"> <li>• Opens remote data center to outside</li> <li>• Unreliable internet access</li> </ul>
Opportunities	Threats
<ul style="list-style-type: none"> <li>• Can greatly improve communication with consultant away from headquarters</li> <li>• Can ensure access to files or data anywhere with WiFi or cellular signal</li> <li>• Easy methods for payments for travel in countries that use Near Field Communication (NFC) Chip payment systems</li> </ul>	<ul style="list-style-type: none"> <li>• Devices get stolen or lost (money loss)</li> <li>• Devices vulnerable to outside sources; hacking, viruses, etc. (information loss)</li> </ul>

## 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

## Strategic Plan

- **Objectives**
  - Complete mobile device integration and usage
    - 3 years
  - Mobile device compatible database
    - 2 years
  - Increased server capacity
    - 2 years

## **Cost-benefit Categories**

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

## **Wireless technology companies**

- AT&T
- Verizon
- Sprint
- T-Mobile

## AT&T

- Offers mobile share plans for up to 10 devices and individual plans
- Technology used:
  - GSM/EDGE
  - UMTS/HSPA
  - 4G LTE

## Verizon

- Share everything plans for up to 10 devices
- Prepaid plans
- Technology used
  - CDMA
  - 4G LTE

## Sprint

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

## T-Mobile

- Individual, family and mobile broadband plans
- Technology used:
  - GSM
  - UMTS
  - 4G 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