



Build Your Essential Technology Team

Who Does What?





Who Does What on the Technology Team

Responsibility	✓	Internal IT	✓	MSP	✓	Network Security	✓	CIO
Day-to-Day User Support								
“It doesn’t work”		•						
“How do I...”		•						
Help desk level 1		•		•				
Help desk advanced						•		
SOC help desk						•		
User Management								
IT-related onboarding steps		•				•		•
IT-related offboarding steps		•				•		•
Add and remove network users		•						
Active Directory maintenance		•				•		
Group Policy management						•		
Hardware Management and Support								
Define, implement, manage user-owned devices						•		•
Define, implement, manage company-owned devices						•		•

.....
 (1) Usually a special project not included in monthly services’ pricing



Who Does What on the Technology Team

Define, implement, manage remote work policies						•		•
Define, implement, manage equipment acquisition policies						•		•
Research, recommend equipment		•				•		•
Setup new desktops, laptops, printers		•						
Setup new internal servers		•		(1)				
Configure for Windows updates		•						
Configure based on company policies		•						
Monitor for company policy compliance						•		•
Support company-approved user-owned devices		•						
Troubleshoot, repair desktops, laptops, printers, servers		•		(1)				
Maintain firewall firmware updates		•						
Install routers, switches		•		•				
Monitor disk usage alerts		•						
Software/Application Management and Support								
Participate in software/application review, approval		•				•		•
Define, implement, manage software acquisition policies								•
Review, approve vendor solutions		•				•		•

.....
 (1) Usually a special project not included in monthly services' pricing



Who Does What on the Technology Team

Setup new user email account		•						
Setup new user hosted applications account (ex. Office 365, G-Suite)		•						
User support for approved applications, software		•						
Monitor for non-approved software installs, downloads					•			•
Support internal development team		•				•		•
Monitor third-party application updates, vulnerabilities						•		•
Backup Management								
Review, approve vendor solutions		•				•		•
Define company backup, recovery, retention policies								•
Configure internal network backups		•		•				
Monitor daily backup activity		•		•		•		•
Resolve backup issues		•		•				
Configure hosted application backups		•						
Monitor hosted application backup activity		•						
Resolve hosted application backup issues		•						
Security Management								

.....
 (1) Usually a special project not included in monthly services' pricing



Who Does What on the Technology Team

Define, oversee company security policies, processes, procedures with C-suite		•				•		•
Understand cyber insurance terms, condition, exclusions		•				•		•
Regularly communicate, educate company security policies to all employees						•		•
Conduct network discoveries						•		•
Conduct vulnerability assessments						•		•
Conduct penetration testing						•		•
Conduct compliance assessments						•		•
Conduct Security Awareness Training						•		•
Security policy management						•		•
Access control management						•		•
WAN security configuration/ management						•		•
Advanced firewall configuration/ management						•		•
Network traffic monitoring						•		•
Password policy configuration						•		•
Risk management						•		•
Risk analysis calculations						•		•
Data Management and Governance								

.....
 (1) Usually a special project not included in monthly services' pricing



Who Does What on the Technology Team

Define, implement, monitor data security policies and procedures							•		•
Create, maintain company data mapping							•		•
Define data access roles, rights		•					•		•
Implement data access roles, rights							•		
Monitor data access activity							•		•
Perform regular PII/PCI scans							•		•
Monitor data collection, storage, disposal							•		•
Asset Management									
Create hardware inventory		•					•		•
Create software inventory		•					•		•
Maintain hardware inventory		•					•		
Maintain software inventory		•					•		
Manage equipment disposal according to company policy		•					•		
Risk Management Policies and Procedures									
Create company security policies		•					•		•
Get legal approval for company security policies									•

.....
 (1) Usually a special project not included in monthly services' pricing



Who Does What on the Technology Team

Monitor security policy compliance						•		•
Deliver regular compliance reports to C-team						•		•

When you're ready to build your company's essential technology team, we're here to help you.

Got a question? We're always ready to answer your questions. Just send an email, and we'll be in touch during regular business hours.



Quest Technology Group
407-843-6603
quest-technology-group.com
support@quest-technology-group.com

(1) Usually a special project not included in monthly services' pricing