

IT Roadmap

Here is the basic IT roadmap starting from 2021.

2021

LABEL	Q1	Q2	Q3	Q4
Completed Stories				<ul style="list-style-type: none"> Enroll entire company into MDM (WorkspaceONE) Setup company with LastPass. Did training. Added entire company into Azure AD Organized, configured, and labeled Wifi access points.

2022

LABEL	Q1	Q2	Q3	Q4
Stories to be done	•	•	•	•
Completed Stories	<ul style="list-style-type: none"> Setup Zoom rooms and Neat hardware. Setup personal WIFI for easy login with personal devices. Setup and implemented new ticketing system (Zammad). Transitioned MDM from WorkspaceONE to Intune. Replaced faulty Wifi access point. Organized and restructured phone dial plans Setup asset management platform (SnipeIT) Implemented Windows Defender. Setup email tags for external emails (security) Setup Zero touch deploy for Windows computers. 	<ul style="list-style-type: none"> Obtained, setup, and configured LMS system that can be used company wide. Setup company-wide bookmarks. Sent storage surplus to recycling. Added all inventory and users to our asset tracking system. Created a spreadsheet to (semi) automate user access reviews. Implemented and started computer upgrade program. Configured MAC DEP enrollment. Configured auto-deploy of printers to Windows computers. Created new hire onboarding course - Revamped onboarding and offboarding. 	<ul style="list-style-type: none"> Sent out IT and security training to the company. Setup and configured a documentation platform for the entire company. Moved SnipeIT to another Docker stack to allow for faster upgrades. Fixed email. Reclaimed iCloud ownership of our domain and setup Zero Touch deploy for Macs. Setup computers dedicated to company meetings. 	<ul style="list-style-type: none"> Modified Zero touch deploy on Windows and did documentation. Setup 24/7 Network monitoring. Finished all computer upgrades. Enabled and documented Windows 11 upgrades. Gradual rollout. Completed user access reviews Automated Rubex user setup. Updated VPN. Updated all WAPs Setup FOG server on better hardware. Setup Docker sandbox for testing. Did surplus sale. Implemented Barracuda email security.

2023

LABEL	Q1	Q2	Q3	Q4
Stories to be done / backlog				
Completed Stories	<ul style="list-style-type: none"> Redid new hire and exit forms Set up all Revver aliases Switched Microsoft vendors to reduce budget spend. Consolidated Zoom licenses to reduce spend. Redid phone dial plans and messaging for new brand. Setup a new computer for support to help with migrations. Did audit of Office products in use. Switched Office 365 vendors to save money. 	<ul style="list-style-type: none"> Created a Tips and Tricks Article and started holding monthly tips and tricks emails and raffles to give employees tips on being more productive. Continued with rebranding. Changed the URLs for several sites. Started changing domains for users. Wired up surveillance cameras so they do not need to be repeatedly charged. Improved Wifi (roaming) and pushed out new SSIDs. 	<ul style="list-style-type: none"> Switched phone system from Jive to Zoom. This saves us money and gives us more phone and reporting capabilities. Also, call recording. Installed additional hard-wired cameras. Explored better integrations. It still does not make sense for us as a company to use Okta or LDAP. Moved locations. IT is not in an office. Hardware was consolidated and disposed of to be more organized. Did network scan. 	<ul style="list-style-type: none"> Completed another round of surplus sales. Improved user access review spreadsheet so that it is only one spreadsheet and can be done in much less time. Improved offboarding tasks with Google Takeout. Added additional white noise ceiling tiles. Improved offboarding forwarding so that forwarding can go to any domain.

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