

HOW

WHY

WHO

<p>SUPPORT: WTSC Users, Partners, and IT Infrastructure</p> <p>COORDINATION: WTSC Users, Partners, and Vendors</p> <p>PARTNERSHIP: Create & Maintain Partnerships For The success Of WTSC IT</p> <p>DEXTERITY: Maintain Flexibility With Changes That affect IT</p>	<p>MISSION: Support The Goals & Mission Of WTSC</p>	<p>CUSTOMER GRID</p> <table border="1"> <tr> <td data-bbox="1864 268 2362 592" rowspan="2"> <p>STAKEHOLDER Receivers/Audience</p> </td> <td colspan="2" data-bbox="2362 268 3039 413"> <p>PARTNERS Givers/Helpers</p> </td> </tr> <tr> <td data-bbox="2362 413 2672 493"> <p>INTERNAL-STATE</p> </td> <td data-bbox="2672 413 3039 493"> <p>INTERNAL-AGENCY</p> </td> </tr> <tr> <td colspan="2"></td> <td data-bbox="2362 493 2672 592"> <p>EXTERNAL-GOV'T</p> </td> <td data-bbox="2672 493 3039 592"> <p>EXTERNAL-PUBLIC</p> </td> </tr> </table>	<p>STAKEHOLDER Receivers/Audience</p>	<p>PARTNERS Givers/Helpers</p>		<p>INTERNAL-STATE</p>	<p>INTERNAL-AGENCY</p>			<p>EXTERNAL-GOV'T</p>	<p>EXTERNAL-PUBLIC</p>
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WTSC IT STRATEGIC FRAMEWORK

<i>NETWORK & TELECOM</i>	<i>SYSTEM ADMINISTRATOR</i>	<i>CUSTOMER SUPPORT</i>	<i>SECURITY, POLICY & PLANNING</i>	<i>IT ARCHITECTURE</i>
<p>LAN (Local Area Network)</p> <p>Wi-Fi</p> <p>SGN (State Government Network)</p> <p>VPN (Virtual Private Network)</p> <p>PBX (Phone Systems)</p>	<p>Active Directory</p> <p>Group Policy</p> <p>Spiceworks</p> <p>Agency Applications</p> <p>SFT (Secure File Transfers)</p>	<p>How - To's</p> <p>Training</p> <p>End Users Support</p>	<p>Policies & Procedure (OCIO, MDM, etc.)</p> <p>IT Refresh</p> <p>Purchasing (Equipment, Software License, etc.)</p> <p>Inventory</p> <p>Security Programs</p>	<p>Implementation</p> <p>Documentation (Diagrams, Topology)</p> <p>Modernization</p>

