

## Case Study – Infrastructure Audit

Our client had no in house IT skills and needed to understand their IT systems, prioritise their IT spend and improve the relationship with their managed service supplier.

Itica provided technical expertise to document the environment and create a prioritised action plan, which we implemented with the supplier.

### Benefits

- > Documented current state
- > Prioritised IT spend
- > Action plan for improvement
- > Improved relationship with Managed Service Supplier

## Situation

Itica's client is a professional arts venue which is publicly funded. Their IT architecture is asset based on-premise systems and has been in place for a number of years. The systems are maintained using a single managed service supplier.

The client had been experiencing significant downtime and reliability issues over a period of time, with no stability in sight. They did not have the IT skills in house to understand the issues or the solutions being proposed by the managed service supplier.

Itica were engaged to provide an independent view of the IT estate, and generate a prioritised list of recommendations. For areas that the client should focus their attention in order to remedy the issues being experienced.

### Technologies

- > Cisco LAN
- > Cisco IP telephony / IVR
- > Server hardware / storage / backup
- > Windows Server / AD / DNS / DHCP
- > Citrix Presentation Server
- > Thin clients and PCs
- > Exchange server / IronPort appliances

## Actions

An Itica Technical Consultant met with the client, obtained the business view of the issues, and then performed a discovery audit of the IT environment.

The Consultant identified the elements of the architecture and configuration that were causing the issues and provided the client with a prioritised action plan for the managed service supplier to execute. Once the actions had been implemented, the consultant verified that the service had improved.

## Results

The user experience was improved because service was back to the expected levels.

The client had access to the right technical skills when they were needed without having the skills in-house.

### Deliverables

- > Consolidated documentation
- > Full understanding of issues
- > Agreed service improvement plan
- > Process for future changes

