



VIRTUAL CIO (vCIO) SERVICES

UNLEASH BUSINESS SUCCESS
WITH STRATEGIC &
OPERATIONAL EXPERTISE

ADVANCED
CONSULTING-VCIO
DATASHEET

Virtual Chief Information Officer (vCIO) Services

- RECURRING SERVICE

SERVICE SUMMARY:

Our vCIO team specializes in providing executive-level guidance for Information Technology (IT), such as advising on technology, infrastructure, management, and productivity as they relate to the Client's IT capabilities. Our vCIO team can develop, manage, and support the Client's long-term IT vision and strategies and will act as an extension of the Client's organization.

THE SCOPE OF VCIO SUPPORT MAY INCLUDE THE FOLLOWING:

- Serve as the Client's technology advisor, providing strategic technical leadership and consulting to the Client's departments and staff.
- Understand and learn the client's industry and business to provide valuable insights around operational process improvements.
- Develop, manage, and support the company's strategic IT vision, initiatives, policies, assets, training, and more.
- Develop and manage a three-to-five-year strategic technology roadmap to align technology solutions with business goals and objectives.
- Manage the preparation and presentation of a comprehensive IT Budget.
- Establish and manage IT vendor relationships.
- Meet regularly with stakeholders to ensure satisfaction with current work and plan for future growth.
- Assist in managing Client-wide IT communication and presentations.
- Participate with and support Company Account Managers and Solutions Architects on strategic guidance to better serve their Company assigned clients.
- Act as an extension of the Client's organization with the responsibilities of a CIO.

Your relationship with Ntiva's vCIO team will be completely customized to your business needs, so the above list may not be all-inclusive.

MENUS OF SERVICES:

Below you will find a Menu of Services detailing the kinds of assistance a vCIO can provide. Your plan will be customized for your specific needs and goals.

SERVICE OFFERING	SERVICE DESCRIPTION
<p>Develop IT Vision & Strategic Plan</p>	<ul style="list-style-type: none"> • Understand the business strategy • Identify IT vision • Determine IT strategic objectives • Analyze the portfolio of IT initiatives • Prepare the IT strategic plan/roadmap • Regularly refresh the IT vision and/or plan as needed.
<p>Support All Strategic IT Initiatives</p>	<ul style="list-style-type: none"> • Manage and track progress of all Strategic IT initiatives • Attend all Executive Operations meetings to report progress and understand changes that may impact initiatives. • Lead IT steering committee meeting with all department representatives.
<p>Understand Today's IT Spend and Build a Budget for the Future</p>	<ul style="list-style-type: none"> • Understand and document all IT expenses, including all IT initiatives and third-party vendors. • Create budget with a future outlook to plan for long-term IT expenses.
<p>Annual Strategy Plan Documentation</p>	<ul style="list-style-type: none"> • Annually update and revisit Strategic Plan/Roadmap
<p>Develop & Implement Standard IT Policies</p>	<ul style="list-style-type: none"> • Complete assessment questionnaire to determine what policies are currently in place and what policies are not. • Review current policies and provide edits/feedback and confirm • Recommend, create, and implement new standard business policies (Note: More complex and customizable policies will need to be addressed with a third party.) • Assess current Standard Operating Procedure for policy updates and distributions and provide suggested changes/feedback.

SERVICE OFFERING	SERVICE DESCRIPTION
	<ul style="list-style-type: none"> • Maintain updated Standard Operating Procedures and recommend new policies as opportunities are presented.
<p>Manage search and Implementation of Asset Management System</p>	<ul style="list-style-type: none"> • Assess current asset management system and Standard Operating Procedure and provide recommendations. • Periodically revisit the asset management Standard Operating Procedure. • Determine ownership of asset management process once implemented. <p>Note: <i>Software searches would be a separate project/engagement by the Digital Transformation Team.</i></p>
<p>Support Strategic Vendor Relationships/Cross Vendor Coordination</p>	<ul style="list-style-type: none"> • Assess current IT vendors/contracts and provide recommendations. • Provide suggested Ntiva approved vendors. • Manage and periodically review IT vendor relationships • Manage cross-vendor coordination when needed. <p>Note: <i>Vendor/software searches would be a separate project/engagement by the Digital Transformation Team.</i></p>
<p>Create Curriculum, Manage & Support Technology Training Programs</p>	<ul style="list-style-type: none"> • Assess current IT training program and provide recommendations. • Work with management to determine training needs • Develop an IT training program curriculum. • Create a Standard Operating Procedure for managing and coordinating training programs. • Update IT training program curriculum annually.
<p>Disaster Recovery/ Business Continuity Planning</p>	<ul style="list-style-type: none"> • Create and document a plan for how your business will continue operating during an unplanned disruption in service. • Test plan periodically and update as needed. <p>Note: <i>Annual testing management and implementation is a separate project/engagement by the Security Team.</i></p>