

MCA IT Service Needs Draft

Problem Statement / Current Gaps

- Growth of MCA data is increasing, and current IT infrastructure cannot keep up
- Legacy systems exist and are quickly becoming obsolete and harder to support
- Increasing number of devices, systems and users
- As general services expand, so is our need to manage risk, security and compliance
- Existing IT infrastructure is fragmented and becoming more complex to manage and monitor
- There are no maintenance, licensing, and support contracts in place

Our Requirements

Build / develop and manage entire MCA campus (including GIS) IT infrastructure to deliver the uptime, performance and security so that Board members can focus on stakeholder needs and organization priorities.

- Provide an assessment of current MCA IT (including GIS) infrastructure and recommend an infrastructure that can withstand the growth for next 10 years.
- Provide current inventory list of HW and SW.
- Manage and monitor desktops, servers, networks and voice infra.
- Proactively monitor network devices 24/7 to identify and resolve issues and maximize system availability—including wireless access points, routers, firewalls, switches, virtual hosts (future) and network storage (future).
- Manage and maintain MCA telephony systems.
- Install, manage and patch OS and Application (productivity apps, Anti-virus, etc).
- Back up servers and workstations to minimize data loss.
- Setup and ensure that appropriate backup and archiving procedures are put in place and followed.
- Install and manage firewalls.
- Provide anytime, anywhere access to email, cloud based document repository/storage, disaster recovery and high available infrastructure.
- Provide on-site/emergencysupport as needed for desktop/laptop, fax, printer, telephony, custom apps, etc.
- Suggest solutions for Audio-Video (AV),virtual conferencing,etc.
- Provide Software License Management.
- Provide Incident and Problem Management.
- Provide Help Desk/End User service request management. Proactively ensure issues and concerns are addressed on time.
- Provide Asset Management.
- Provide Configuration Management.
- Create a process for change management approval and implementation and ensure that it is enforced
- Implement scalable and stable solution for WAN (high speed internet), LAN, remote access, etc, to stream MCA events, provide stable/high-speed WiFi access (implement private and public VLANs) ensuring it does not interfere with the existing wireless public address (PA) system.
- Ensure appropriate compliance requirements for IT audits, record keeping, PCI compliance are identified, enforced and implemented.
- Develop overall IT security policy for the MCA board management and the subservient organizations
- Review Webhosting current state and its overall conformance with the security policy
- Evaluate electronic and social medial related marketing activities and ensure they are compliant and not in violation of any security policies and compliance standards.

- Evaluate compliance of processes that handle data from the Web, including credit cards and member info
- Ensure Critical Data Protection, Data Loss prevention (DLP), and authorized access to data on approval basis.
- Periodically suggest and implement emerging technologies and solutions.
- Prepare training material and train End Users.