

PROCESS • PEOPLE • PRODUCT •

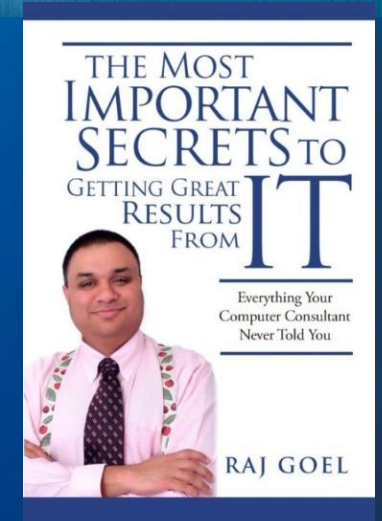
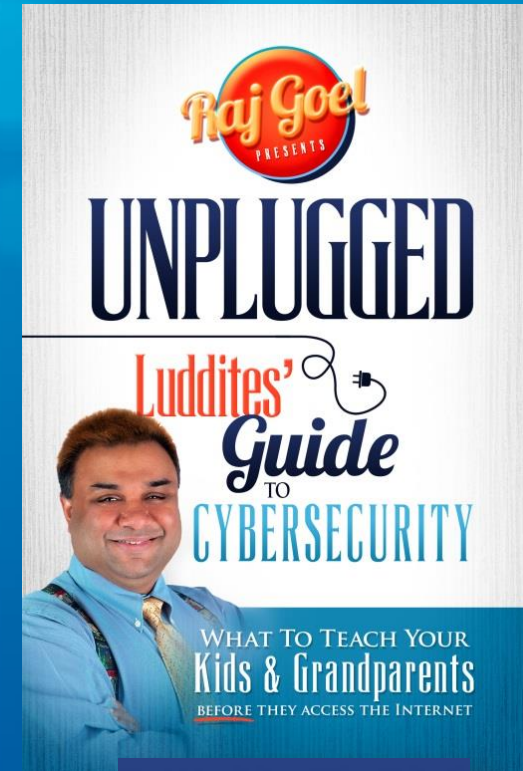
# ConnectWise Project Board Secret to KILLER Proposals and MASSIVE Profitability

Presented by:

Raj Goel, CISSP

Brainlink International, Inc.

**IT NATION** POWER YOUR PROFITS



# Raj Goel, CISSP

» Author, entrepreneur, IT expert and public speaker, Raj Goel is globally known as the go-to man in cyber security and privacy law. He is committed to educating individuals and organizations about online safety and how to protect their most important assets – **people and data**. His expert advice helps individuals, companies and conglomerates navigate their way through the world's ever-changing technology and increasingly complex IT compliance laws. He often appears in the media and at conferences world-wide to educate the public on cyber-security and digital privacy, a subject he is passionate about.

## » **Security, Civil Liberties and Peace of Mind**

» When you need the right approach to complying with HIPAA/HITECH, PCI-DSS or simply protecting your assets, Raj Goel, as any of his loyal clients will tell you, is the man to call upon. Raj's credentials are impeccable. A 25-year veteran of the IT industry and an expert in online security, Raj has personally consulted with organizations ranging from Fortune 100 corporations to small family companies to governments world wide.

» Raj is fueled by his passion for enhancing Civil Rights in Cyberspace, his love of helping people keep themselves, their families and their companies safe online. He is available as a consultant and a public speaker and often sought after by major media outlets and companies.

## » **Key highlights:**

- **Author**, "UNPLUGGED Luddites Guide To Cybersecurity", **Amazon**, 2015
- **Author**, "The Most Important Secrets To Getting Great Results From IT", **Amazon**, 2012
- **On-Air Television Cybersecurity Expert**, **WPIX11**, New York City (2013-present)
- **On-Air Cybersecurity Expert**, Columbia News Tonight, **Columbia University**, NYC
- **Keynote speaker**, NCSL 2013, **Government of Netherlands**, The Hague, Netherlands
- **Keynote speaker**, **Government Of Curacao**, 2013
- **Keynote speaker**, "what should MSP's know about compliance", **Datto** partner conference, 2013
- **Author**, "Googling Your Privacy and Security Away", **Infosecurity Professional Magazine**
- **Author**, "Trends In Financial Crimes", **Infosecurity Professional Magazine**
- **Author**, "Life Of A Child (2014) – raising a generation of cyber-at-risk youth", **Infosecurity Professional Magazine**, 2014
- **Author**, "Welcome To The World Of Dating Sites", **Infosecurity Professional Magazine**, 2015

# Media Appearances



The New York Times

Entrepreneur



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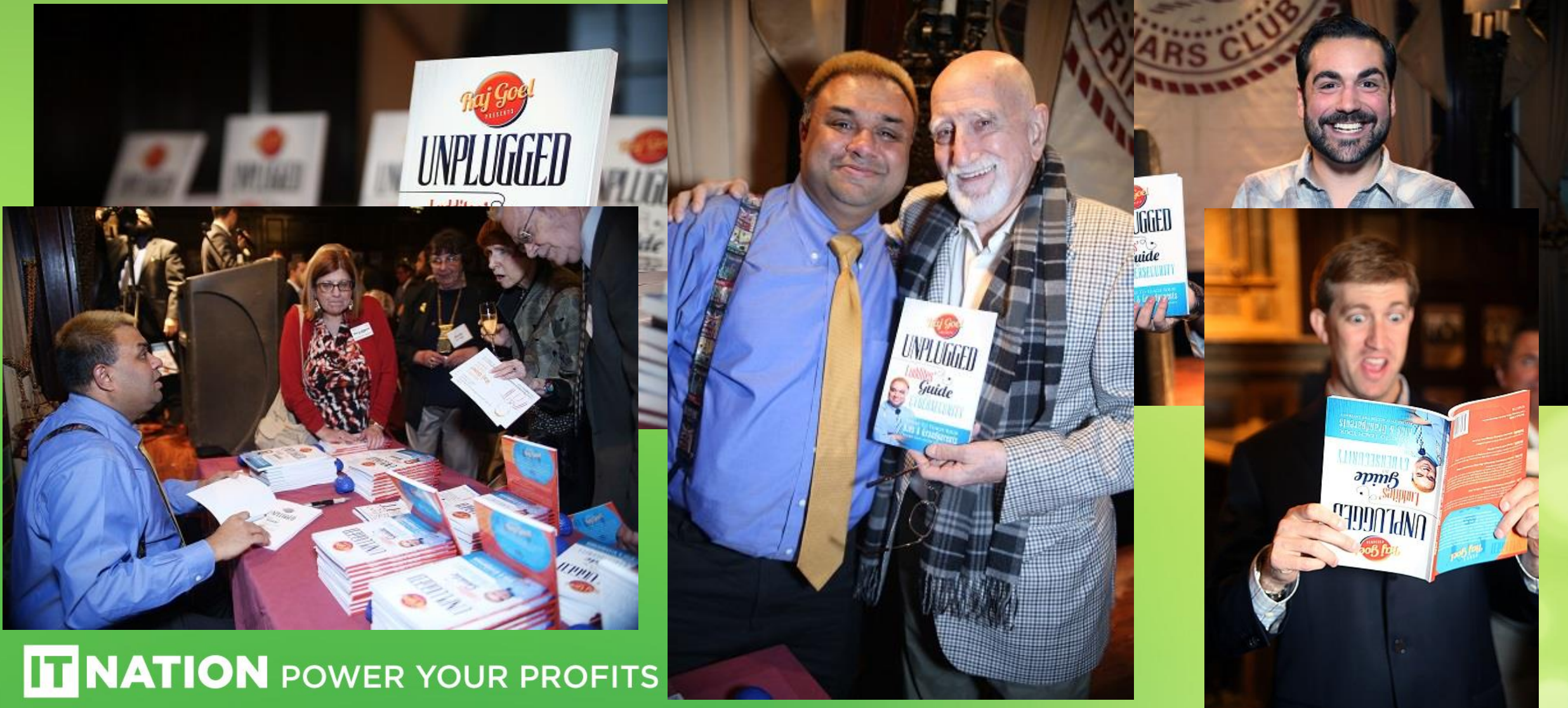
# Raj Goel, CISSP – MSP Credentials

- » **Keynote Speaker – DATTO 2013 – What MSPs should know About Compliance**
- » **Presenter/Speaker:**
  - **Cyberoam** Partner Conference 2014
  - **Cyberoam** Webinars
  - **Continuum** Navigate 2015
  - **MSPRadio**
  - **ITNation** 2015
- » **Author**, 2 books
- » 2014 Top 7 finalist, TechnologyMarketingToolkit (Robin Robins)

# About BRAINLINK

- ✓ Founded in 1994
- ✓ Profiled in NYTimes, Entrepreneur, PBS, WPIX11, etc
- ✓ Passionate about SOPs, SOTs, Process and Profitability
- ✓ Addicted to ConnectWise :- ) (Thank you ARNIE!!!!)
- ✓ Award Winning MSP – 2015 SmartCEO Magazine Winner for our  
“SOP Culture”

# Book 2 Launch Party!!



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# Why don't MSPs use Project Board?

- **IGNORANCE** - In a survey of over 150 MSPs, only 20 knew about the Project Board
- **LACK OF OPERATIONAL MATURITY** – Even the MSPs who know the Project Board exists, use it infrequently
- **REACTIONARY** – Some MSPs use the Project Board to manage active, sold projects

Failing to use the  
Project Board means  
you are leaving \$\$\$\$ on  
the table!



# Why Use Connectwise Project Board?

- Lets you plan the work
- Makes billing EASY
- Lowers operational costs for AYCE
- Increases revenues for projects

# Challenge – WAGs suck

- Flat-fee projects were running at a loss
  - Exchange 2003-2010 Migration
    - Quoted/Billed for 30 hours
    - Spent 87 hours
  - Office Move
    - Quoted 50 hours
    - Spent 150 hours
  - Firewall Replacement
    - Quoted 20 hours
    - Spent 37 hours

# What's an SOP?

## Standard Operating Procedure

- It's how you do something repeatedly, without deviation or failure
  - Any changes or updates are reflected in an updated SOP

**No great brand thrives without building SOPs**

The screenshot shows a Confluence page titled "SOP - BLOPSMarket" with a table of steps and tasks. The table has three columns: Step, Task, and Screenshot. Step 1: Publish the post on the website or linked in. Step 2: Login to Connectwise. Step 3: Create a NEW CAMPAIGN in Marketing manager. Step 4: Select the NEWSLETTER group (in screenshot, it references TEST GROUP, but when sending the NEWSLETTER EBLAST, choose NEWSLETTER group). Select the checkbox at the top which will select all of the contacts in that group. Then choose the envelope icon to compose new email (PROCEED TO NEXT STEP WITH SELECTED CONTACTS).



# What's an SOT?

## Standard Service Template

- A set of tasks and documents that can be attached to a ticket

Found under



Setup Tables > Service Template List > Tasks

Tasks

Template Tasks Documents Resources Finance ⚙

← + ↻

Tasks for Service Template #166:

Sequence #	Standard Note	Notes
<u>1</u>		Unbox, Register, Standard Setup
<u>2</u>		Upgrade Firmware
<u>3</u>		Setup Network Interfaces
<u>4</u>		Configure Network Objects
<u>5</u>		Configure Clientless Users
<u>6</u>		Setup Firewall Rules
<u>7</u>		Setup Port Forwards/Virtual Hosts
<u>8</u>		Configure Static Routes
<u>9</u>		Setup DHCP Scopes
<u>10</u>		Setup Client to Site VPNs
<u>11</u>		Setup Site to Site VPNs
<u>12</u>		Configure Load Balancing and Gateway Failover Rules
<u>13</u>		Print and Attach Labels
<u>14</u>		Push and Apply CCC Objects
<u>15</u>		Setup iView Reporting
<u>16</u>		Setup Web Filtering and Whitelisting Policies
<u>17</u>		Setup Virus Scanning, IPS, IDS Policies
<u>18</u>		Configure AD Integration
<u>19</u>		Cutover

# What's A Project Template?

Did you create a project?

Want to re-use it?

Template it!!!

Project

Project  
Templates

Project Templates > Template > Work Plan

Work Plan

Template Work Plan ⚙️

← ↻ + New Phase + New Ticket

Description	Hrs
<b>[-] Planning and Ordering</b>	<b>2.50</b>
<a href="#">Select and Order Cyberoam Model</a>	1.00
<a href="#">Select and order Cyberoam Maintenance Contract</a>	1.00
<b>[-] Document Configuration of Existing Firewall</b>	<b>7.00</b>
<a href="#">Document Network Interfaces</a>	0.50
<a href="#">Document Network Objects</a>	0.50
<a href="#">Firewall Rules</a>	1.00
<a href="#">Port Forwards/Virtual Hosts</a>	0.50
<a href="#">Document Static Routes</a>	0.50
<a href="#">Document Site to Site VPN Configuration</a>	0.50
<a href="#">Document Client to Site VPN Configuration</a>	1.00
<a href="#">Document DHCP Scopes</a>	0.50
<a href="#">Document SPAM Filtering Setup</a>	0.50
<a href="#">Document Web Filtering Configuration</a>	1.00
<a href="#">Document Virus Filtering</a>	0.50
<a href="#">Schedule Firewall Cutover</a>	0.50

# Standardize your Staff Training

We track everything from:

Day 1 paperwork  
(Employment Offer NDA,  
AUP, Direct Deposit)

All Accounts a tech needs  
(email, connectwise, SOP  
portal, etc)

Project Templates > Template > Work Plan

Work Plan

Template Work Plan ⚙

← ↻ + New Phase + New Ticket

Description
<b>- Paperwork</b>
<a href="#">Employment Offer</a>
<a href="#">Signed NDA</a>
<a href="#">Signed Employment Agreement</a>
<a href="#">Signed CONFIDENTIALITY &amp; INVENTION Agreement</a>
<a href="#">Provided Drivers License &amp; SSN card</a>
<b>- Access &amp; Accounts</b>
<a href="#">Brainlink.net account setup</a>
<a href="#">Connectwise account created</a>
<a href="#">Confluence account created</a>
<a href="#">Continuum Account created</a>
<a href="#">Add cell phone to Brainlink's google voice</a>
<b>- SOPs Trained</b>
<b>- Week1</b>
<a href="#">Install &amp; Accessed Connectwise</a>
<a href="#">Install NOCagent &amp; AV onto laptop</a>
<a href="#">Email setup on laptop &amp; phone</a>
<a href="#">Software to Add to laptop</a>
<a href="#">Review &amp; Discuss the DAILYWORKLOG format</a>

<b>- SOPs Trained</b>
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<a href="#">Email setup on laptop &amp; phone</a>
<a href="#">Software to Add to laptop</a>
<a href="#">Review &amp; Discuss the DAILYWORKLOG format</a>
<a href="#">Accessing the CONTINUUM A, Network, MCSA, MCSE training portal</a>
<a href="#">ConnectWise Training Completion</a>
<a href="#">Developing SOPS</a>
<a href="#">Creating configurations in Connectwise</a>
<a href="#">Creating an SOP and posting it to Connectwise</a>
<a href="#">Creating an SOT from SOP</a>
<a href="#">Daily Support/Ticket handling</a>
<a href="#">Perform DAILY BACKUP &amp; IVIEW reviews</a>
<a href="#">Opening a NOC ticket to resolve backup issues</a>
<a href="#">Continuum Communicator Install</a>
<a href="#">Vipre / Managed AV dashboard</a>
<a href="#">Reflexion &amp; GFI Spam filtering process</a>
<b>- Week2</b>
<a href="#">Install AD, AD2, Exchange 2010, VIB, SOPS</a>
<a href="#">Cyberoam Training Completion</a>
<b>- Week4</b>
<a href="#">Outlook SOPS</a>
<a href="#">Windows SOPS</a>
<a href="#">Exchange</a>
<a href="#">Network Detective</a>
<a href="#">NEWT</a>



# AYCE Client Onboarding

Prior to  
 Service Order Templates (SOTs),  
 Standard Operating Procedures (SOPs) and  
 Project Board:  
 20 hours per server (with errors)

Post SOP/SOT:  
 6 hours per server

Description	74.50	11/1/2013	11/1/2013	4.00	10/28/2013	1/9/2014	81.18
<b>- Network Discovery</b>	<b>42.50</b>	<b>11/1/2013</b>	<b>11/1/2013</b>	<b>4.00</b>	<b>10/28/2013</b>	<b>1/9/2014</b>	<b>36.40</b>
Run NEWT Report	2.00			0.00	10/28/2013	10/28/2013	1.50
Gather ND Reports	4.00			0.00	10/28/2013	10/28/2013	2.00
Mount [REDACTED] DATTO Appliance into the Rack	0.00			0.00	10/28/2013	10/28/2013	1.00
Setup [REDACTED] NOC Portal	0.00			0.00	10/28/2013	10/28/2013	1.50
Change DOMAIN ADMIN & FIREWALL Passwords	1.00	11/1/2013	11/1/2013	1.00	11/1/2013	1/9/2014	1.00
Enroll [REDACTED] Servers into Brainlink NOC	8.00	11/1/2013	11/1/2013	3.00	10/28/2013	1/9/2014	1.78
Enroll NYC Servers into Brainlink NOC	4.00			0.00			0.00
[REDACTED] Onboarding	1.50			0.00	11/1/2013	1/9/2014	2.25
[REDACTED] Onboarding	1.50			0.00	11/1/2013	11/4/2013	1.75
[REDACTED] Onboarding	1.50			0.00	11/1/2013	1/9/2014	3.00
[REDACTED] Onboarding	1.50			0.00	11/1/2013	11/2/2013	5.00
[REDACTED] Onboarding	1.50			0.00	11/1/2013	1/9/2014	1.00
[REDACTED] Onboarding	1.50			0.00	11/1/2013	1/9/2014	1.00
[REDACTED] Server Onboarding	1.50			0.00	11/1/2013	11/2/2013	1.75
[REDACTED] Patches Status	0.00			0.00	11/2/2013	1/9/2014	0.57
[REDACTED] Onboarding	1.50			0.00	11/8/2013	11/8/2013	1.00
[REDACTED] Onboarding	1.50			0.00	11/8/2013	11/8/2013	1.75
Process for routing traffic from Lightpath to XO and...	0.00			0.00	11/2/2013	11/4/2013	0.27
Generate [REDACTED] Documentation	10.00			0.00	10/28/2013	11/1/2013	7.00
Purpose of the BDP forwards in the [REDACTED] Firewall	0.00			0.00	11/2/2013	11/2/2013	0.03
AppRiver Account Migration	0.00			0.00	11/1/2013	11/4/2013	1.25
<b>- [REDACTED] Backups</b>	<b>24.00</b>			<b>0.00</b>	<b>11/8/2013</b>	<b>12/13/2013</b>	<b>21.00</b>
Configure DATTO Device	4.00			0.00	11/25/2013	11/25/2013	7.00
[REDACTED] Backups Setup	4.00			0.00	11/26/2013	11/26/2013	2.00
[REDACTED] Server Backups Setup	4.00			0.00	11/8/2013	11/8/2013	2.00
[REDACTED] Server Backups Setup	4.00			0.00	11/26/2013	11/26/2013	2.00
[REDACTED] Server Backups Setup	4.00			0.00	11/26/2013	11/26/2013	2.00
[REDACTED] Server Backups Setup	4.00			0.00	12/13/2013	12/13/2013	2.00
[REDACTED] Server Backups Setup	0.00			0.00	12/13/2013	12/13/2013	2.00
[REDACTED] Server Backups Setup	0.00			0.00	12/13/2013	12/13/2013	2.00
<b>- NYC Backups</b>	<b>8.00</b>			<b>0.00</b>	<b>11/8/2013</b>	<b>11/8/2013</b>	<b>4.00</b>
Configure NYC Datto Device	4.00			0.00	11/8/2013	11/8/2013	2.00
[REDACTED] Server Backups Setup	4.00			0.00	11/8/2013	11/8/2013	2.00
<b>- Post-onboarding</b>	<b>0.00</b>			<b>0.00</b>	<b>11/2/2013</b>	<b>1/9/2014</b>	<b>12.28</b>
Disinfect [REDACTED] Desktop	0.00			0.00	11/2/2013	11/2/2013	12.03
Project Review	0.00			0.00	1/9/2014	1/9/2014	0.25
<b>- [REDACTED] Onboarding</b>	<b>0.00</b>			<b>0.00</b>	<b>11/11/2013</b>	<b>1/9/2014</b>	<b>7.50</b>
[REDACTED] Discovery	0.00			0.00	11/11/2013	11/18/2013	2.25
[REDACTED] Onboarding	0.00			0.00	11/11/2013	1/9/2014	5.25

# Office Move Project

On time, Under Budget

Descri		74.00	12/12/2013	12/30/2013	52.50	11/11/2013	1/5/2014	66.50	ND
<b>Pre-Move</b>		<b>42.00</b>	<b>12/12/2013</b>	<b>12/26/2013</b>	<b>29.00</b>	<b>11/11/2013</b>	<b>12/27/2013</b>	<b>41.00</b>	<b>B</b>
Generate IT room layout		8.00			0.00	11/11/2013	12/18/2013	7.25	B
Order firewall, recommend switches		4.00			0.00	12/12/2013	12/13/2013	3.75	B
Test Time Warner Cable Circuit		4.00	12/18/2013	12/18/2013	1.00	12/18/2013	12/18/2013	2.00	B
Setup NYC Cyberoam CR50 firewall		16.00	12/12/2013	12/18/2013	18.00	12/12/2013	12/27/2013	20.00	B
Setup Data Switches		8.00	12/19/2013	12/19/2013	8.00	12/18/2013	12/18/2013	3.00	B
Move Datto appliance to new site		2.00	12/26/2013	12/26/2013	2.00	12/26/2013	12/26/2013	1.50	B
General Server Room Setup		0.00			0.00	12/19/2013	12/26/2013	3.50	B
<b>Moving Day</b>		<b>24.00</b>	<b>12/27/2013</b>	<b>12/28/2013</b>	<b>19.50</b>	<b>12/26/2013</b>	<b>12/28/2013</b>	<b>25.00</b>	<b>B</b>
Shutdown NYC servers & prep for move		4.00	12/27/2013	12/27/2013	4.00	12/26/2013	12/26/2013	2.50	B
Rackmount servers & vault in new office		4.00	12/27/2013	12/27/2013	4.00	12/26/2013	12/26/2013	3.50	B
Confirm domain connectivity to [REDACTED]		8.00	12/27/2013	12/27/2013	4.00	12/26/2013	12/26/2013	1.50	B
Confirm Onsite backups have resumed		4.00	12/27/2013	12/27/2013	3.50	12/28/2013	12/28/2013	2.00	B
Confirm OFFSITE backups have resumed		4.00	12/28/2013	12/28/2013	4.00	12/28/2013	12/28/2013	4.00	B
12/27 Onsite support		0.00			0.00	12/27/2013	12/27/2013	11.50	B
<b>Post-Move</b>		<b>8.00</b>	<b>12/30/2013</b>	<b>12/30/2013</b>	<b>4.00</b>	<b>12/30/2013</b>	<b>1/5/2014</b>	<b>0.50</b>	<b>B</b>
Document any lingering issues and prioritize		8.00	12/30/2013	12/30/2013	4.00	12/30/2013	1/5/2014	0.50	B

# Parallelize Efforts

2 techs worked from the Plan

Worked efficiently, without errors, on time, on budget

Description	70.00	1/2/2014	1/27/2014	0.00	12/17/2013	1/27/2014	70.00
<input checked="" type="checkbox"/> <b>Backups Upgrade</b>	<b>70.00</b>			<b>0.00</b>	<b>12/17/2013</b>	<b>1/27/2014</b>	<b>70.00</b>
Purchase ██████████	1.00			0.00	12/31/2013	12/31/2013	1.00
Setup ██████████	30.00			0.00	12/17/2013	1/14/2014	30.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Backup ██████████	4.00			0.00	1/19/2014	1/20/2014	4.00
Project Management	10.00			0.00	1/26/2014	1/26/2014	10.00
Post installation Review	5.00			0.00	1/27/2014	1/27/2014	5.00



# Generate Proactive Budgets & Refresh Plans

# Challenge – Client's under budget

Client's don't know how they should budget their IT spending. Let's help them!

## Solution:

- Ask what their fiscal calendar looks like
- Spend a few hours generating a credible 2016/2017 Budget & Refresh Plan
- Define what known or potential BUSINESS problems you are resolving (no one cares about tech issues!)

# Build Your PROJECT PLAN first!

Do your homework up front

				First	Last	Hrs	First	Last	Current	
<input type="checkbox"/>	Project Totals		Closed	23.00	04/28/2014	07/18/2014	3.00	02/27/2014	12/13/2014	17.50
<input type="checkbox"/>	▼ Upgrade	Phase 1	Closed	23.00	04/28/2014	07/18/2014	3.00	02/27/2014	12/13/2014	17.50
<input type="checkbox"/>	Hardware Investigation	17397	Completed	0.00			0.00	02/28/2014	02/28/2014	0.75
<input type="checkbox"/>	Purchase memory & SSD drives	16781	Completed	1.00			0.00	02/27/2014	02/27/2014	0.50
<input type="checkbox"/>	Upgrade server	16782	Completed	20.00			0.00	03/28/2014	03/28/2014	4.50
<input type="checkbox"/>	Test SSDs	19522	Completed	2.00	04/28/2014	05/16/2014	2.00	04/24/2014	04/28/2014	1.50
<input type="checkbox"/>	Migrate Operating System Drives from HDD to SSD	23264	Completed	0.00	07/18/2014	07/18/2014	1.00	12/12/2014	12/13/2014	10.25

# Example 2014 budget

Dear CFO,

Here's what we should spend in 2014.

- Raj

CLIENT PROJECTS LIST & BUDGET					
<b>2014 IT Operations Budget</b>					
QTY	2014 Description	Vendor	Type	Unit Cost	Total Cost
2	Dell Systems Servers (ESXi1, ESXi2)	Dell	2013CapEx		
1	Dell PS4000 San refurbished	eBay	2013CapEx		
4	Samsung 1TB SSDs	Newegg	2013CapEx		
30	PS4000 Setup	Brainlink	2013OpEx		
20	ESXi1 Setup	Brainlink	2013OpEx		
20	ESXi2 Setup	Brainlink	2013OpEx		
40	Exchange2007 Stabilization	Brainlink	2013OpEx		
2	VMWare vSphere Standard with vCenters	VMWare	2014CapEx		
1	MAINOFFICE CR50 Firewall	Cyberoam	2014CapEx		
30	CR50 Setup	Brainlink	2014OpEx		
	TOTAL				
<b>NYC Office Move Budget</b>					
100	NYC Office Move	Brainlink	NYCMOVE		
1	NYC CR50 Purchase	Cyberoam	NYCMOVE		
2	APC SmartUPS	Amazon	NYCMOVE		
2	Dell 5448 Switch Purchases	Dell	NYCMOVE		
20	CR50 Setup	Brainlink	NYCMOVE		
	Total				

## PROJECTS SCHEDULE - Q42013 - Q42014

1. Nov 2013 -
  - a. Buy 2 NEW ESXi servers
  - b. Triage Office desktops and Laptops
  - c. Plan NYC Office Move
2. Dec 2013 -
  - a. Setup the VMWare farm in MAINOFFICE
  - b. Move EXCHANGE to VMWare farm
  - c. NYC Office Move - Setup Firewall & Router
  - d. Setup the MAINOFFICE Firewall
3. Q1 2014 -
  - a. Buy VMWare licenses for ESXi01/02 from 2014 Budget
  - b. NYC Office Move - Move & setup servers, desktops, etc.
  - c. Monitor Exchange07 performance
  - d. Train new CLIENT onsite tech in following and developing proper SOPs, Documentation, etc.
4. Q2 2014 (optional, budget permitting) -
  - a. Upgrade SERVERA
  - b. Move everyone from SERVERC to SERVERA, Retire SERVERA
5. Q1 2015 -
  - a. Buy ESXi03, VMWare Licenses for ESXi03
  - b. Install ESXi03
  - c. Plan EXCHANGE 2007 to 2010/2013 Migration
6. Q2 2015 -
  - a. Implement Exchange 2010/2013 migration
  - b. Purchase new switches
  - c. Replace Switches

### Projects/Tasks Not Currently Budgeted for:

- A) NYC Office - 2<sup>nd</sup> WAN
- B) Desktop and Laptop replacements
- C) Malware cleanup post WindowsXP end-of-life
- D) Standardizing job site firewalls, AV/AS
- E) Field Tablet evaluation
- F) BIMs Research and implementation
- G) Desktop monitoring and anti-virus management



# Ohh...2015 budget

Here's some numbers to put in 2015 budget.  
Ensures client doesn't under-budget 2015!

Projects Moved to 2015					
Warranty Renewals					
2	Dell Warranty Renewal for [REDACTED]-PS01 [REDACTED]-PS02	Dell	2015CapEx		
SERVERA Upgrade					
1	48GB SERVERA Memory	Dell	2015CapEx		
2	Samsung 1TB SSDs	Newegg	2015CapEx		
8	Upgrade SERVERA memory & disks	Brainlink	2015OpEx		
3rd ESXj Server					
1	Dell Systems Servers (ESXi3)	Dell	2015CapEx		
20	ESXi3 Setup	Brainlink	2015OpEx		
4	VMWare vSphere Standard with vCenter	VMWare	2015CapEx		
Switch Replacements					
5	Dell 5448 Switch Purchases	Dell	2015CapEx		
40	Switch Migration	Brainlink	2015OpEx		
Exchange 2007 to Exchange 2013 Migration					
3	Windows 2012 Server Software	Microsoft	2015CapEx		
125	Windows 2012 CALS	Microsoft	2015CapEx		
3	Exchange 2010/2013 Server Software	Microsoft	2015CapEx		
125	Exchange Enterprise Cal.	Microsoft	2015CapEx		

POTENTIAL 2015 PROJECTS	
SERVERA Upgrade	
Exchange Migration from Exchange2007 to Exchange2010or Exchange2013	
[REDACTED]	Virtualization
[REDACTED]	Virtualization
[REDACTED]	2 retirement
[REDACTED]	Virtualization
[REDACTED]	201 Virtualization
MAINOFFICE Switch Replacements	

# Resources

1. <https://attendee.gotowebinar.com/recording/5011078477814407682>
2. <http://www.brainlink.com/2014/12/17/secret-to-brainlinks-success-process-and-sops/>
3. <http://www.brainlink.com/2015/04/24/the-joy-of-sops/>
4. <http://www.brainlink.com/about-us/media/how-to-build-excellent-standard-operating-procedures-that-will-drive-business-growth-mspradio-47/>
5. <http://www.brainlink.com/2015/05/30/the-joy-of-sops-2/>
6. <http://www.brainlink.com/2015/07/08/the-joy-of-sops-better-than-pizza-better-than-chocolate-better-than-sex-how-to-create-effective-sops/>
7. <http://www.brainlink.com/first-fridays-with-raj-2/>
8. <http://www.brainlink.com/2015/10/27/creating-obvious-sops/>

# Questions?



# Contact Information

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