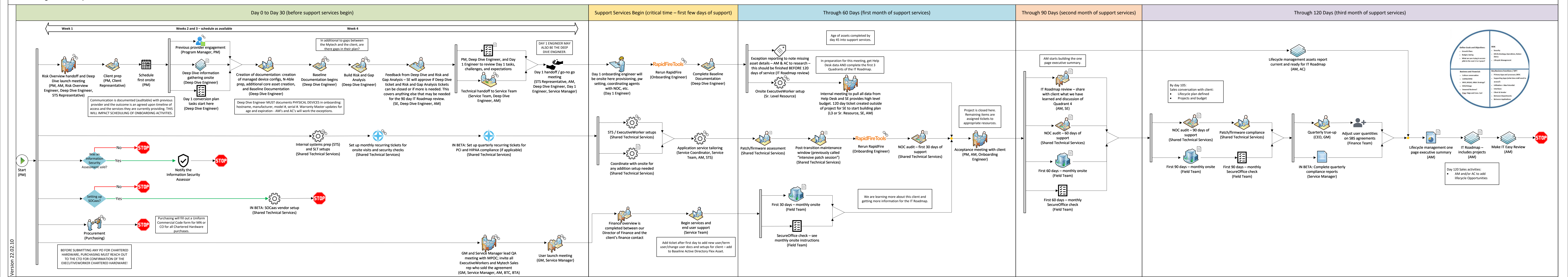


Onboarding to 120 Days SmartBusiness Suite



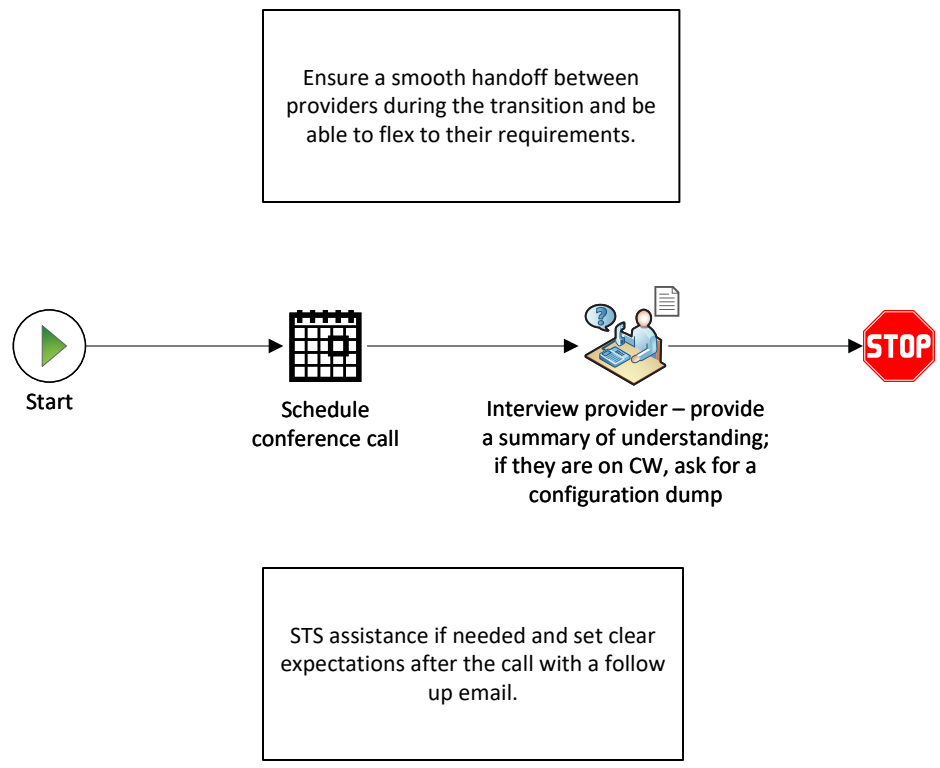


Start

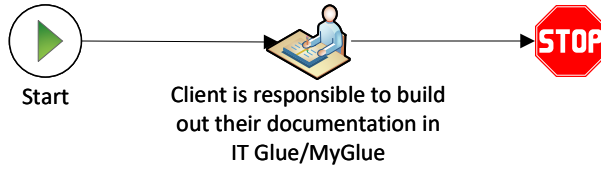


This is a formal meeting to review the RapidFire report from the Network Evaluation, along with any additional items to review – this information is in the \\mtp.local\root\clients\ folder





Have enough documentation available to all personnel to allow effective delivery of service.







Start



Once Deep Dive is completed, all internal systems prep is completed, project tickets are closed



Quality Assurance Meeting

1. Prep	2. Meeting	3. Follow Up/Completion
<ol style="list-style-type: none">1. Download QA Onboarding Template Click HERE 2. Review MSSOW3. Update QA document with any customizations needed4. Print out QA document for all attending parties (N/A if virtual)5. Place document in a Mytech branded folder with a business card, Mytech notepad, and pen 	<ol style="list-style-type: none">1. Review document with all relevant parties2. Make notes on points of discussion and changes3. Ensure emergency contact information is created on the document4. Inform parties that a completed version of the document with the Service Manager contact information will be emailed out	<ol style="list-style-type: none">1. Fill in details of the meeting on the QA document, including any notes2. Create any tickets that are needed for other responsible parties3. Create the Site Contact Info. Flex Asset based off of the emergency contact information received4. PDF the document and email it to all parties with the AM and SM included5. Upload the PDF to the organization's Document's area in ITG6. Let STS and Finance know that the document has been uploaded



Start



NOC reviews client application
documentation and ensures monitoring
tools provide adequate coverage with
appropriate notifications



Documentation					
Day 0 to Day 30	Support Service Begin	Through 60 Days	Through 90 Days	Through 120 Days	Miscellaneous
SmartBusiness Suite Agreement Creation	QA and Launch Descriptions for the Client	STS – Onboarding SBS Clients – Adding an ExecutiveWorker	ExecutiveWorker Setup	Monthly Onsite Visits	Lifecycle & Asset Management Plan – Executive Summary
SBS Onboarding – Previous Provider Engagement	QA and Launch Prep Work Checklist	STS – Coordinate with Onsite for Additional Setup Needed	IT Glue SonicWall and Setup Documents for ExecutiveWorker	Strategic Business IT 90 Day Roadmap Review	IT Strategic Roadmap Plan & Recommendations
SBS Deep Dive – Tech Processes	QA Onboarding Template	STS – Application Service Tailoring	IT Glue ExecutiveWorker – Site to Site VPN Standards	NOC Audit	
SBS Deep Dive Risk Assessment and Gap Analysis	Link to Onboarding Presentation Make IT Easy Kickoff	RapidFire Instructions	Monthly Onsite Visits		
STS Internal Systems Prep			STS – Patch/Firmware Assessment		
STS – Onboarding SBS Clients – Recurring Service Templates			STS – Post-Transition Maintenance Window (Intensive Patch Mts.)		
PPT Template for Technical Handoff to Service Team			RapidFire Instructions		
			NOC Audit		
			STS Sample Gap Analysis for NOC Audit		

Version	Date	Updated By	Requested By	Comments/References
22.02.10	2/10/2022	MLC		