

**RUN YOUR IT LIKE A**

**FORTUNE**

**500**

*(IN 5 PRETTY DIFFICULT STEPS...)*

# INTRODUCTION

There's a saying, "There are two types of businesses in the world - businesses that make systems and businesses that fail."

It's the same with IT - **there are businesses that make systems to get technology working for them... and businesses that continue to struggle.**

I spent years stressed out and overloaded by constant IT problems. Then I developed a system that **stops technology problems at the root.** This freed up time for my company to develop a strategy to use technology for our growth. We've now helped numerous companies do the same.

In this guide you have the exact five steps I use to liberate businesses from their IT stress - if you follow these five steps your time will be freed up, your company will be up-to-date with technology, and your employees will be more productive.

Sincerely,

Anthony Chiappetta  
CEO, AMC Solutions

## STEP 1

# Isolate Your Reactive Activities

***“Definition of Reactive Activity - A sudden unexpected problem that takes you away from what you need/want to be doing.”***

First, make a list of all the reactive activities you find yourself doing - this can be anything that takes time away from the essential work you are doing.

**Now**, choose the best way to organize the reactive activities into a specific part of the day or to a specific person.

If you have a team: I suggest making 1-2 people the firefighters (they take the calls and reset the passwords). Dedicate others to help with proactive tasks. Prioritizing the proactive work will begin to stop the reactive requests.

### REACTIVE ACTIVITIES

1. People forgetting passwords
2. Installing printer toners
3. Connecting the speakers to bluetooth
4. Presentations not streaming correctly
5. Network going down for no reason
6. Having issues accessing email or files
7. New employee starts tomorrow

If you're on your own: It's tough - two calls can throw you back into the reactive spiral. So, here's what you need to do - set aside 1-2 hours a day where you focus solely on proactive work. I don't care if the building is on fire, you need to create 1-2 hours to stop the bleeding.

Finally, start doing proactive work (at least 1-2 hours a day).

During this time, if staff forget their passwords often, set up a self service password reset. If you keep needing to install toner ink every two months, set up an automatic order for it and schedule it into your calendar to install them.

Each individual problem that is currently wreaking havoc on your daily schedule has a solution that will solve it for good, **it's just a matter of making the time to set it up.**

## STEP 2

# Take An Inventory

Now that you've carved out time in the day for proactive work, the next step is to figure out all the technology you have hiding in your office.

Most of the people I work with don't even know what tech they have - which makes sense, you've been growing fast, adding people, leasing office space. But without knowing what tech you have lying around that needs to be managed, you are losing money and wasting time.

A lot of business use a spreadsheet, which is fine for a small company without many things to remember - but you can't scale with an excel doc. It's tough to maintain, somebody has to manually plug in updates and it doesn't show what applications need updates.

The most helpful tool for this task is a relational documentation system. While there are a few out there, we often utilize a tool called IT Glue for our clients. This system helps take an inventory of what you have and manage it simply.

So, your next step is to take an inventory of your business' tech. Here is a sample checklist of the most common inventory you should start with:

## TECHNOLOGY INVENTORY

### Hardware

- ✓ Computers
- ✓ Servers
- ✓ Switches
- ✓ Phones
- ✓ Mobile Devices
- ✓ Firewalls

### Software

- ✓ Microsoft
- ✓ Adobe
- ✓ Dropbox
- ✓ ERP system
- ✓ CRM

### Contracts

- ✓ Email services
- ✓ Internet
- ✓ Phone lines / service
- ✓ Printers & Copiers

An updated and clear inventory is a powerful tool. With a clear view of every piece of tech you have, you can build a plan to keep everything working at all times and plan for necessary upgrades. When we do this for our clients they love it because it helps them plan for the future and gives them peace of mind.

### STEP 3

# Document Essential Tasks

A lot of IT manager's work is very predictable - people will get hired, they will need a computer.

People will work there and they will have questions.

People will leave and you are going to need that computer back.

The funny thing is, if you aren't running your IT like a Fortune 500 company then you are probably doing what I did: Not scheduling time to set up new employees, not making it a priority to get all our computers updated to the same system, and not worrying about deactivating an old employee's accounts. All of these things are important to you now, OK. Learn from my mistakes. These things matter because they become fires we fight in the future.

That's why the third step is to document all the predictable tasks that you have come up. When you know what they all are then you can begin to schedule and plan for them. Here's a sample checklist:



## ESSENTIAL TASKS

- ✓ New user setup
- ✓ New computer setup
- ✓ Mobile device configuration (set up email on the phone)
- ✓ New user welcome letter
  - How to contact IT
  - Phone number and Email Address
  - Username and Password
  - How to access Wifi
- ✓ User decommissioning process
- ✓ Computer deactivation

So make a list of all the essential tasks then begin writing out every step that goes into that process. It will be more steps than you thought, but it will make it easier to do in the future. Once you implement these systems, you're going to see your free time skyrocket and your stress continue to go down.



## STEP 4

# Create Your Fireproof IT Checklist

Let me tell you a story about a pilot...

*There was a famous pilot performing a test flight for Boeing years ago when planes were becoming much more complicated who died when he crashed right after take off. When studying the crash they realized the experienced pilot had simply forgotten to engage the plane's gust locks. This is the point in American history when the checklist became a widely used tool.*

Because here's the reality - we don't have the capacity to remember most of the things we think we will - even expert pilots.

The same is true when it comes to our managing our IT - the biggest fires you've had in the office were preventable if you had remembered to cross all your "t"s and dot all your "i"s. Remember when the server went down and you had no backup? Remember when the internet was down for 3 days and nobody could do any work? Those are plane crashes... and they were preventable. And the most effective way to have prevented them would have been utilizing the almighty checklist.

In the previous step you addressed the things you can see coming - the predictable things. In this step we are going to address the things that are harder to see coming - the irregular things.

Building your own Fireproof IT Checklist is simple. The next time something stops working, get in a time machine and figure out what should have been on your checklist. Then, add it to your checklist (as a yes or no question).

Here's what a fireproof IT checklist should look like:

## **FIREPROOF IT CHECKLIST**

1. What firewalls are going to expire?
  - ✓ Update them before they expire.
  - ✓ Set up auto update.
2. Is every disc on every server backed up?
  - ✓ Backup the most important ones first.
  - ✓ Backup the rest.
  - ✓ Set them up to backup automatically.
3. Are all your tools set up the same way?
  - ✓ Are all computers connected to all printers?
  - ✓ Are all printers automatically assigned?

Slowly build your checklist and system for using it. Whether you use the checklist daily or weekly you need to now schedule and assign someone to manage it. Seriously, get someone on this.

At AMC we have a master checklist - it's 400+ items of fireproofing power we use to help our clients. We've made the list after working with hundreds of businesses in virtually every industry and it's how we can deliver on our promise of a bulletproof IT system to run your business on.

## STEP 5

# Create a 3-5 Year Plan

Most businesses have no future plan for their IT, therefore no budget. So, when something breaks, they pay double for it because they need it right away. That's why, to run your company's IT like a Fortune 500, you need a 3-5 year plan. From your inventory and fireproof checklists you can create a plan for your companies future.

Create a schedule for buying new computers, new printers, storage solutions, updating your phone systems etc.

### 3-5 YEAR PLAN

1. Prioritize your schedule.
  - What projects do you need to hit first.
  - What projects can wait for attention.
  - Put them on a timeline.
2. Put together a budget
  - Assign a price to each project.
  - Assign each to a quarter 3-5 years out.

This is going to save you from,

***“I’ve been saying we need to implement these things for so long. Now that it is on fire, it is going to cost double!”***

Everything has a fixed price and time when it needs to be purchased and it's written down on paper. This also becomes your insurance policy with management. If your technology plan is ignored then problems do come up, you have evidence and can make a case for increasing the IT budget to prevent other expensive problems from coming up.

Start with creating a budget and timeline for the few biggest purchases you need to make and then work backwards from there. You will then have a plan, feel more prepared and be positioning the whole business for success and growth.

# CONCLUSION

It's not an accident that brands like Microsoft, Audi, Home Depot, and Amazon are so successful. While they've had to do many things right along the way, here's one thing you can be damn sure of - they gave employees the technology and support they needed to succeed.

And the same is true for your business - if your employees use their computers to get work done, then building a modern IT system is a must. Without it, employees will continue to be frustrated, the IT manager will continue to feel frantic, and the business' growth will be stifled.

We know these steps aren't easy - if they were, everybody would be doing them. BUT they are powerful, even though it doesn't seem like rocket science. We've seen businesses and the people running IT have their lives transformed because of the exact 5 steps you just read. When you do them, your staff will have more time open up for productive work. You will stop running around fighting fires and instead have a system for all of your company's technology going forward.

# How AMC can help your business.

We can work alongside your company to solve your tech problems at the root and make every single employee more productive. Here's how:

## 1. ISOLATE YOUR REACTIVE ACTIVITIES

We'll come on-site and work with you and your team to kill the common issues.

## 2. TAKE AN INVENTORY

We'll use a documentation system to find and manage all the assets you have.

## 3. DOCUMENT ESSENTIAL PROCESSES

We'll review all your current processes to make them more efficient, and help you develop new ones.

## 4. CREATE YOUR FIREPROOF IT CHECKLIST

We'll use our 400+ point checklist developed from working with 50+ businesses to lower downtimes dramatically.

## 5. CREATE A 3-5 YEAR PLAN

We'll provide a virtual CIO to help you strategically plan 1,3, and 5 years into the future.

We're not the right fit for all businesses however. That's why the next step is to do a 10-minute call and hear more about what you're currently facing. The goal of the call is very simple - figure out if our proven system can help you get out of the IT chaos you're currently living in.

[SCHEDULE A CALL NOW](#)

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