Reducing costs related to computer repairs

Assess why there is a high need for computer repairs. Based on the results of the assessment put measures in place that will reduce the need.

If the computer users are damaging the computers due to a leak of knowledge, arrange training on basic skills to empower them to take care of the computers. To address negligence, enforce and educate users about Computer Acceptance Use Policies for the organization. This are preventative measures.

Computers also need repairs from normal wear and tear. Provide training to the service and repair technicians to be able to fix cost of the normal recuring issues. This way the organization saves on consultants fixing minor issues and charging the organization crazy amounts. Set a maintenance plan in place where computers are serviced on a scheduled basis.

Computer equipment normal has have a life spend for effective use. Keep a good record of the organization’s computer equipment, date of purchase and recommended date of when they need to be replaced. They can be auctioned off and proceeds go towards new equipment. Having old equipment in your environment can be very costly in terms of repairs. Old equipment that is discontinued is more expensive to replace and repair. Get those out of the environment. For specialized equipment, consider having a Service Level Agreement (SLA) with the vendor. A SLA is an agreed upon terms and conditions document that guides in costs and services provided for by a consultant. For items like printers that become obsolete quickly, consider hiring them instead of buying. This way maintenance costs are on the vendor providing the service. Outsourcing and cloud service is fast becoming a way of business for many organizations.

Reducing training expenses related to the new IT system

By ensuring that new systems that are being purchased or developed should be in line or as close as possible to the current business process of the organization. This will make it easier for the users to capture the functionalities on the system as it is not a new concept to them. New employees will also be assisted easier by the more experience employees and not require for the consultant to be called in every time to provide training to new employees.

Ensure that there is proper documentation of everything. The system functionalities should be well documented. There should be a User Manual in place. The Business Process should be documented All documentation should be made available for everybody that requires them.

Face-to-Face training methods are normally more costly compare to other methods. Consider virtually training rooms. This can eliminate travelling and accommodation costs for the trainer. Other training methods can be online material, recorded videos, peer-to-peer training and/or inhouse mentorship.

Minimize or prevent theft of IT resources on the premises

The organization should invest in an ICT asset Register system of some sort. Asset Registers can assign a resource to an office/location and to an individual. Assigning an item/s to an individual spreads the responsibility of ensuring the resources are save comparing to one person looking after all the resources of the organization. You can enforce policies governing the movement of resource between locations or individuals and I and out of buildings. People might need to declare their private equipment when bring them to the office. Conduct regular stock taking exercises to confirm resource are still available and take corrective measure as soon as possible.

Physical security also plays a major role in preventing theft. Maybe have a security guide on premises. Especially at the front entrance. Have them check and ask visitors questions to ensure they are not thieves. Ensure all offices are lockable. Any broken door or window needs to be reported immediately and fixed. Resources in common areas should be on lock and key. A computer security system or Closed Circuit Television Surveillance (CCTV) is also a great preventative measure. Make Certain the organization has a security plan to maximize safety and security, and minimize risks.

Data security should not be overlooked in preventing theft. Restrict access to data on a need’s basis. Not everybody should have access to everything. Train all users on information security. Computers should always be locked when not attended to. Enforce Password Security Policy where passwords need to be changed frequently and not written down next to the computers.

Ensure the widespread use of the new ICT system

To ensure widespread use of new ICT system, you need the buy in of everybody starting from Management to the employees on the ground. Before and during the process of getting the new ICT system involve all relevant stakeholders. Ensure that the employees on the ground are aware of the new change that is coming. Communicate how this change will benefit them at their level. Same goes for Management. If the system is in line with achieving the organization’s strategic goals and in line with current business process it improves the use of the system by everyone.

Have the system tested and checked properly. It’s a big turn off if the system does not do what it is presumed to do the first time. Once confidence and trust is lost it take more effort to get buy in from the organization. Indicate other advantageous and limitations the system has. Communicate costs, projected costs benefits. This is important for the Finance Department and Management.

Conduct demo sessions with relevant stakeholders so they see first had how the system will improve their day-to-day activities. Should Management how easy and fast it will be to pull reports. The system should easily communication with other system in the environment. Conduct surveys to find out what difficulties users are experiencing with the system and have those sorted.

Propose a method of resolving the dispute with the consultant

Before entering into any business with a consultant, ensure there is a signed (by both parties) contractual agreement in place to guide the business relationship. For service provides, it is recommended to have a Service Level Agreement (SLA) in place. A SLA is an agreement with terms and conditions between a service provider and a client. Aspects of the service are quality of service, availability of resource, responsibilities of the parties, etc. are agreed between the service provider and the organization. Dispute resolution should be guided by this part of agreements.