

# "UP TO SPEED" IT MENTORING

## ABOUT THE SAGE GROUP

The Sage Group provides professional IT Mentoring Services to assist companies and government agencies working on IT projects, reducing their need to engage cost prohibitive external sources. In addition, The Sage Group offers many IT courses in conjunction with degree-granting schools that allow students to earn credits toward an academic degree.

## CORE EXPERTISE: BEST PRACTICES

### INFORMATION SECURITY

- Strategic Planning, Architecture, Auditing, and Design
- Security Policy, Guidelines, Standards, and Procedural Development
- Penetration Testing and Ethical Hacking
- Data Correlation in SIM's, Web Application Firewalls, and Web Content Filtering
- Operational Risk Management
- PCI-DSS, HIPPA/HITECH, and SOX Regulations

### VIRTUALIZATION & CLOUD TECHNOLOGIES

- VMware, Hyper-V, Citrix, and Azure
- Strategic Planning, Architecture, Design, Implementation, Support, and Troubleshooting
- High Availability and Clustering

### CLIENT SUPPORT STRATEGIC PROJECTS & PROCESSES

- PMBOK, Prince2, ITSM/ITIL, Agile, Business Analysis Practical Application
- IT Governance Framework
- Critical Governance & Thinking
- Service Level Agreements

### SYSTEMS ENGINEERING & NETWORK OPERATIONS

- Microsoft Win Server/AD, Exchange, SCCM, SCOM, SharePoint, and Red Hat
- High Availability, Clustering, and Network Scalability
- Performance Tuning and Optimization
- Architecture, Design, Implementation, Integration, Support, Migration, and Troubleshooting
- Command and Shell Programming and PowerShell
- Infrastructure Planning and Cabling, Web Application and Portal Services
- Performance, Load, and Stress Testing

- SharePoint Development, Design, and Architecture

### ENTERPRISE APPLICATION SERVICES

- Programming in Java, JavaScript, PHP, C, C#, C++, and Python
- Integration and Deployment
- Cloud Integration and On-Premise Systems
- COBOL/Mainframe Transition to Object Oriented Programming
- Secure Code Design, Development, and Implementation
- Framework and Architectural Pattern Development (.NET, ASP.NET, JavaScript, jQuery, Comentum PHP)

### MOBILE APPLICATION SERVICES

- iOS, Android, Windows 8 Developer & Mobile, Adobe Air, HTML5, and .NET Compact Framework (including all associated programming languages)
- Secure Code Design, Development, and Implementation
- Mobile Application Testing
- PhoneGap and Xamarin Integration
- Google Maps, Earth, and Talk Integration
- Local Storage Integration

### DATABASE SERVICES

- Microsoft SQL, MySQL, Oracle, and Oracle RAC
- Architecture, Design, Integration, and Implementation
- Support and Troubleshooting
- Business Intelligence and Reporting Services
- High Availability and Clustering
- Disaster Recovery and Business Continuity

### DIFFERENTIATORS

- All Mentors/Consultants are MVP certified in the areas of technology in which they provide mentoring services with at least 20 years' experience in Information Technology.
- Our "Project Directed Mentoring" program gives clients the benefit of being mentored in 100% work-related tasks by real-world seasoned professionals.
- True Knowledge Transfer based learning supported by custom documentation and labs.
- Our mentoring program gives your staff the skills necessary to start and complete IT projects on their own without utilizing additional external resources.
- No long term contract is required. Our engagements typically run from 1 to 6 weeks
- Return On Investment is significant versus engaging external resources.

THE SAGE GROUP

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# MENTORING BRIEF PROJECT OVERVIEWS

THE TEACHING OF TECHNOLOGY CONCEPTS IS IMPORTANT. BUT THE SAGE GROUP BELIEVES THERE IS MUCH MORE TO THE LEARNING PROCESS. BY FOCUSING ON BEST PRACTICES, THE SAGE MENTORING TEAM GUIDES YOUR STAFF IN APPLYING LEARNED CONCEPTS TO ACTUAL PROJECTS WITHIN YOUR OWN SETTING.

## GLOBAL FOOD (FRUIT) CORPORATION

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### NDS TO ACTIVE DIRECTORY MIGRATION

A consulting project to migrate Active Directory was reengineered by the Sage Expert, reducing a six-month project to a two-week mentoring session. Subsequently, the client completed the migration from NDS to Active Directory in two months for 14,000 users and 18,000 servers.

MENTORING DURATION: TWO WEEKS

SAVINGS/ROI: 5-1/2 MONTHS OF ENGAGING EXTERNAL RESOURCES

## GLOBAL COMPUTER HARDWARE CORPORATION

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### MICROSOFT SCCM

The assignment was to mentor 120 consultants on implementing and supporting enterprise clients utilizing MS Systems Center 2012 R2. Upon completion, we were invited to co-architect a solution for one of the company's enterprise clients. In addition, our expert oversaw the onsite implementation with consultants while mentoring the client's Major Accounts Team on advanced troubleshooting based on challenges that arose within the client's environment.

MENTORING DURATION: TWO WEEKS

SAVINGS/ROI: 3 MONTHS TO ARCHITECT INTERNALLY AND TO UNDERSTAND ALL THE ADVANCED ISSUES



## NATIONAL WEIGHT LOSS & HEALTHY LIVING CORPORATION

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### SQL SERVER MIGRATION

The Sage Group tackled a SQL Server Migration Project involving the conversion of databases from Oracle to SQL Server, and upgrading SQL Server versions. The lead expert architected and implemented processes with 3 test migrations thus empowering internal staff to complete the migration of 11,230 additional databases within 7 months.

MENTORING DURATION: TWO WEEKS

SAVINGS/ROI: 6 MONTHS OF ENGAGING EXTERNAL RESOURCES

## REGIONAL HEALTH AND FITNESS CHAIN

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### SHAREPOINT 2010

Although initially scoped as a 3-day MS Architectural Design Session, it became evident after the first day that a full SharePoint implementation was required. The final design included state-machine workflows, forms-based authentication through InfoPath Forms, and the proper SP list, libraries, sites, etc. to implement the needed functionality.

MENTORING DURATION: TWO WEEKS

SAVINGS/ROI: 4-6 MONTHS OF ENGAGING EXTERNAL RESOURCE

# MENTORING BRIEF PROJECT OVERVIEWS

## NATIONAL HEALTH AND FITNESS CHAIN

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### WINDOWS MOBILE PROGRAMMING (MVC)

Sage was engaged to provide mentoring on implementing the View (Presentation) portion of an MVC application. During Phase I, the group was mentored on Windows Mobile Programming to design and implement 9 pages of mobile web content. Phase II involved mentoring the team on building the page and connecting it to the actual project.

**MENTORING DURATION: TWO WEEKS**

**SAVINGS/ROI: 4-6 MONTHS OF ENGAGING EXTERNAL RESOURCES**

## GLOBAL INSURANCE COMPANY

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### SHAREPOINT 2013

In Phase I the team mentored project leads on building site collections and overseeing the initial loading and structuring of data. Phase II involved mentoring the project leads to train the balance of the organization as well as provide additional support and guidance.

**MENTORING DURATION: ONE WEEK**

**SAVINGS/ROI: 3 MONTHS OF ENGAGING EXTERNAL RESOURCES PLUS, ADDITIONAL TRAINING SERVICES WITH INTERNAL TEAM MENTORING OTHER STAFF MEMBERS**

## A STATE UNIVERSITY MEDICAL CENTER

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### SHAREPOINT 2010

The Sage Group was engaged to mentor the internal staff to develop a time and attendance system within a six week timeframe. Upon completion, the staff had gained the skills to automate other forms-based processes and systems with SharePoint/InfoPath.

**MENTORING DURATION: FOUR WEEKS**

**SAVINGS/ROI: 12 MONTHS OF ENGAGING EXTERNAL RESOURCES**

## MUNICIPALITY IN SOUTHERN CALIFORNIA

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### SQL SERVER 2012

This particular project involved mentoring the internal staff to architect and develop a consolidation and virtualization plan for upgrading the Port of Long Beach's databases to support high availability and disaster recovery.

**MENTORING DURATION: ONE WEEK**

**SAVINGS/ROI: 3-4 MONTHS OF ENGAGING EXTERNAL RESOURCES**



## A NEW YORK HOSPITAL

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### VIRTUALIZATION (SERVER CONSOLIDATION & SUPPORT)

The Server Support Team was mentored following an assessment of the existing environment and an implementation of a virtualization solution. An approach involving both VMware and Hyper-V was proposed and developed to maximize the client's ROI. In addition, the team was mentored in methods to configure a VMware cluster of 4 hosts and Hyper-V with 6 hosts to support 170 server instances.

**MENTORING DURATION: TWO WEEKS**

**SAVINGS/ROI: 6-7 MONTHS OF ENGAGING EXTERNAL RESOURCES**

National Health & Wellness Insurance Corporation

## IT SECURITY

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### A POLICY AND PROCEDURE HANDBOOK WAS DEVELOPED BY SAGE TO ADDRESS CYBER THREAT STANDARDS.

A Cyber Security plan was designed to meet regulatory processes while a penetration test was conducted to expose IT and physical issues. These issues were then clarified and presented for remediation. Time was also directed toward mentoring the staff on methods to implement new controls, policies, and standards to meet and reduce risks.

**MENTORING DURATION: TWO WEEKS**

**SAVINGS/ROI 8 MONTHS OF ENGAGING EXTERNAL RESOURCES**

# IT MENTORING SOLUTIONS IMPLEMENTATION PROCESS

## SO HOW DOES IT MENTORING WORK?

The Sage Group expert mentors will work with you and your team to set expectations by introducing our strengths and competencies, meticulously crafting a proposal designed for your specific needs, and working in partnership throughout project planning, development and post support.

## INTRODUCTION, PRESENTATION & PROPOSAL STAGE

- We explain the concepts of Up to Speed IT Mentoring
- We itemize the benefits to your organization
- We take you through our areas of bona fide expertise
- We review our past projects/experience and case studies
- We demonstrate the ROI through engagement in the IT Mentoring Program
- We discuss the process by which you interview and approve the mentor(s)
- We review our procedures for success
- We submit a proposal to you for approval

## PLANNING STAGE - FOLLOWING THE ACCEPTANCE OF THE PROPOSAL

### PHASE ONE

- Gain in-depth knowledge of the client via discovery sessions
- Establish goals and objectives through meetings, client input, and skill assessments

### PHASE TWO

- Assign an Expert Mentor that is best suited to a client's goals and objectives

### PHASE THREE

- Decide on a specific time to commence the mentoring process

### PHASE FOUR

- Based on goals and objectives create a Mentored Learning Plan and a Criteria for Success
- Review/Finalize

## DEVELOPMENT & COMMENCEMENT STAGE

### PHASE ONE

- Develop Mentored Learning Materials, Case Studies, Custom Labs

### PHASE TWO

- Schedule staff time accordingly

### PHASE THREE

- Commence IT Mentoring Program

## POST SUPPORT STAGE

### FREE SUPPORT

Provided for 2 Weeks Following the Conclusion of On-site Mentoring

- 24/7 email support
- 8 hours of Skype/Remote Access Support

### ADDITIONAL SUPPORT

Priced by a Daily Rate

- Live Expert-Mentor on Client Site Support



THIS TIMELINE IS DESIGNED TO SERVE AS A GUIDE AND IS SUBJECT TO CLIENT GOALS & OBJECTIVES

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