

Industry	Specialization	Role	Certifications
Hospitality	Hotel	Support Services	<i>MCSA, Net+, A+</i>
	Culinary	Designer	
Services	Financial Services	Help Desk – 24x7	<i>Specialized, MOS</i>
Education	Technical Training	Administrator – Products	<i>Specialized</i>
		Administrator – Network	<i>MCSE, Net+, A+</i>
Construction	Electrical Contractor	Administrator - Office	<i>MOS</i>

Projects	Hardware	Software (Sys/App)	Connectivity
	<i># of nodes – SOHO, SME, Enterprise</i>	<i>Specialized Functions</i>	<i>Security / Topology</i>
Inventory Control	PDA / Handheld	Specialized	
Help Desk	Computer/Telephony Interface	Combination	
Client / Customer Relations Management (CRM)	Computer/Telephony Interface	Specialized	
POS (Point Of Sale) / LOB (Line of Business)	3 rd party equipment / Interface	Specialized	
Accounting / Auditing		Specialized	
Management Info Systems		MS Office Products	
Quality Of Service / Quality Assurance Systems		Specialized	

Industries and IT Roles in a project scenario –

- Actors / Use Case - **WHO** needs access to **WHAT** information/data...
 - The stakeholder, the director, the manager, the supervisor, staff worker
- Resource / Property Management – **WHERE** is it stored, backed up...
- Property / Process Management - **HOW** is the support infrastructure built...
 - Security issues of authentication, authorization, privacy...
 - Connectivity
 - Contingency Management, Disaster Recovery Planning

Factors –

- Size – number of offices, people, nodes, services
- LOB – Extranet, Internet, Intranet
- Internal Communication needs – Distribution of products, services, control data
- Support needs – Job-related skills, turnover of personnel, specialized roles