



HAMILT  **N**™
Business Technologies

**IT SOLUTIONS FOR
GOVERNMENT AGENCIES**

A Buyer's Guide for Managed Services

IT Solutions for Government Agencies: A Buyer's Guide

Government agencies rely on technology as an essential part of their daily operations. Your agency runs on efficiency, and downtime is the biggest threat to your ability to deliver services effectively. Additionally, your organization must comply with federal regulations, including data and privacy guidelines, while maintaining the security of sensitive and confidential information. This requires access to a reliable network and hardware support. All of this is compounded by the rapid pace of advancements in technology and the constant threat of cyber-attacks. Keeping up with everything requires a combination of continuous education and staff training, nimble and agile team members to adapt to new advancements, and an investment in time and resources.

Drawing from our extensive experience providing IT solutions for government agencies, we have created a guide to help you in your purchasing process. This document elaborates on the technology that government agencies need. Additionally, it offers suggestions on what to watch out for and how to keep up with the fast-paced, ever-evolving demand for technology.

When you have the right IT solutions in place, you can deliver high-quality, secure services while improving operational efficiency. This checklist will help your agency identify and implement IT solutions to meet your needs.

Your IT Checklist



Managed IT: Verify that you have IT support for computers, networks and servers, including planning, repair, upgrades and general technical support for PCs, and other devices. Here is a comprehensive list of the systems and tools manufacturing plants require.

- Governance, Risk and Compliance (GRC)**
Manages risk and fulfills regulatory obligations, including standards and security requirements set forth by NIST 800-171, CMMC and others.
- IT Help Desk Support**
24/7/365 technical support for resolving IT-related issues and ensuring smooth operations.
- Cloud Services**
Secure and scalable cloud storage solutions for data storage and management.
- Network Maintenance & Monitoring**
Ensures your network is maintained and monitored for optimal performance and security.
- Network Security Services**
Implements strong security measures to protect the network from threats and vulnerabilities.

Managed IT Continued on page 2



Managed IT Continued:

- Data Backup and Recovery**
Establishes a robust backup and disaster recovery plan to protect against data loss and ensure quick recovery.
- Unified Communications Platform**
Offers cost-effective integrated communication solutions with hosted or premise phones and mobile device options for secure communications across all facilities and locations.
- Vendor and Third-Party Management**
Manages relationships with vendors and third-party service providers to facilitate seamless integration and support.
- IT Auditing and Compliance**
Ensures compliance with regulations and conducts regular IT audits to maintain security and efficiency.
- Software Updates and Patch Management**
Updates and installs software patches regularly to protect against vulnerabilities to achieve optimal performance.
- Secure Access**
Biometric secured access ensures only authorized individuals are granted access to secured areas.
- Security Cameras**
Offers real-time visual monitoring and recording of facilities and grounds.



Cybersecurity: A comprehensive approach ensures you can protect your agency from a variety of risks. The key components needed include:

- Network Penetration Testing**
Provides information about vulnerable points of access and helps navigate an implementation plan for a more secure network.
- Vulnerability/Security Assessment**
Pinpoints security deficiencies through physical and/or network security assessments.
- Remediation Plan**
Identifies needs and recommends solutions to resolve deficiencies or vulnerabilities.
- Education & Training**
Offers customized and pre-packaged training for employees to learn to recognize, mitigate and respond to security risks.
- Phishing Simulations**
Provides customizable email phishing campaigns designed to enhance employees' understanding and handling of phishing emails.

How to find a Managed Service Provider

It can be hard to know which Managed Service Provider (MSP) can handle all your needs, and it's important to find a partner you trust that can handle it all for you.

Some qualities that rank highest on the list for choosing a dependable MSP include the following:

Years in Business: Look for a stable provider with many years of experience and service.

Location: MSPs can be located across the country or even overseas. It is important to have an IT partner that is local to you but can provide statewide or national coverage.

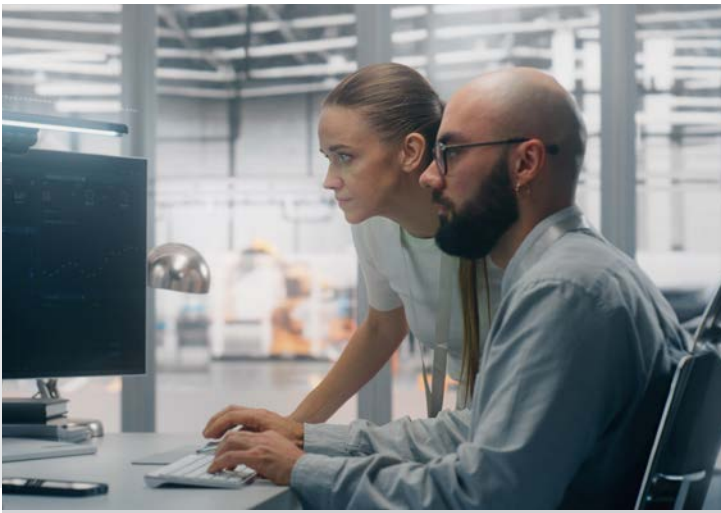
References: A reliable MSP will submit a wide array of customer references ranging from small businesses to large corporations.

Flexibility: Find an MSP with more than a one-size-fits-all approach to IT. Your organization is unique and needs tailored IT solutions to meet your needs.

Professional Expertise: Ensure the technicians and support team have experience with organizations like yours.

Questions to Ask: Be prepared when meeting with the MSP to ask the tough questions:

- How will the MSP share findings and data with you?
- What type of reporting is available?
- How are they protecting and monitoring vulnerabilities to prevent a cyber breach and protect your data?
- What are their policies and practices to maintain and ensure uptime and availability of your network and data?



When it comes to connecting and protecting government agencies, Hamilton means business.

For nearly four decades, Hamilton has delivered the latest technology and telecommunications solutions to businesses and government agencies like yours. As a Nebraska business with offices and team members across the state, we offer 24x7x365 support from our local, trusted technicians.

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