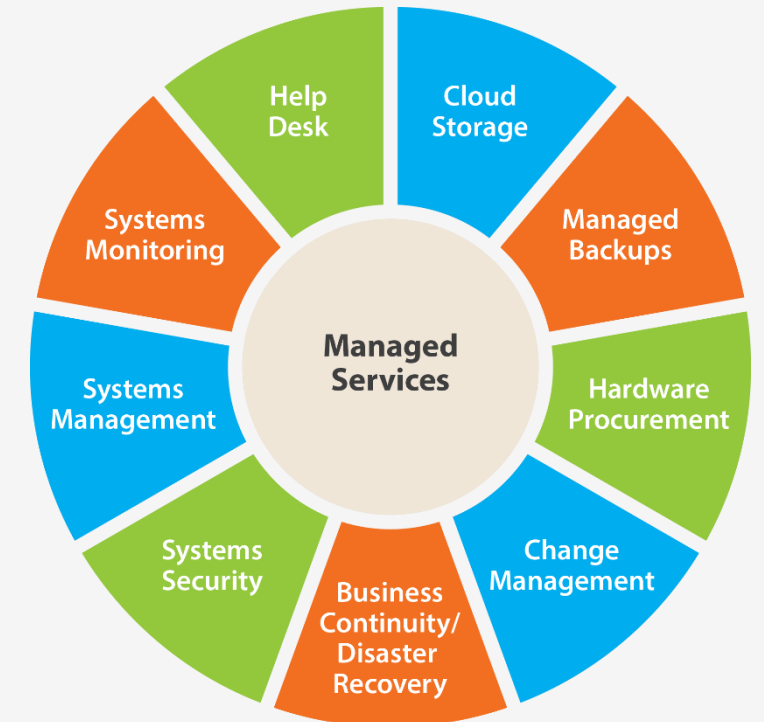# About Sigma Information Group

SIGMA
INFORMATION GROUP

Our Business

Sigma is a "white glove" IT services provider

- Founded in 2000 by Paul Norwood

- Small to medium-sized businesses (under 200 employees)

- Central Texas service area: Austin, San Antonio, Houston.

- Few clients out of state (OK, WA)
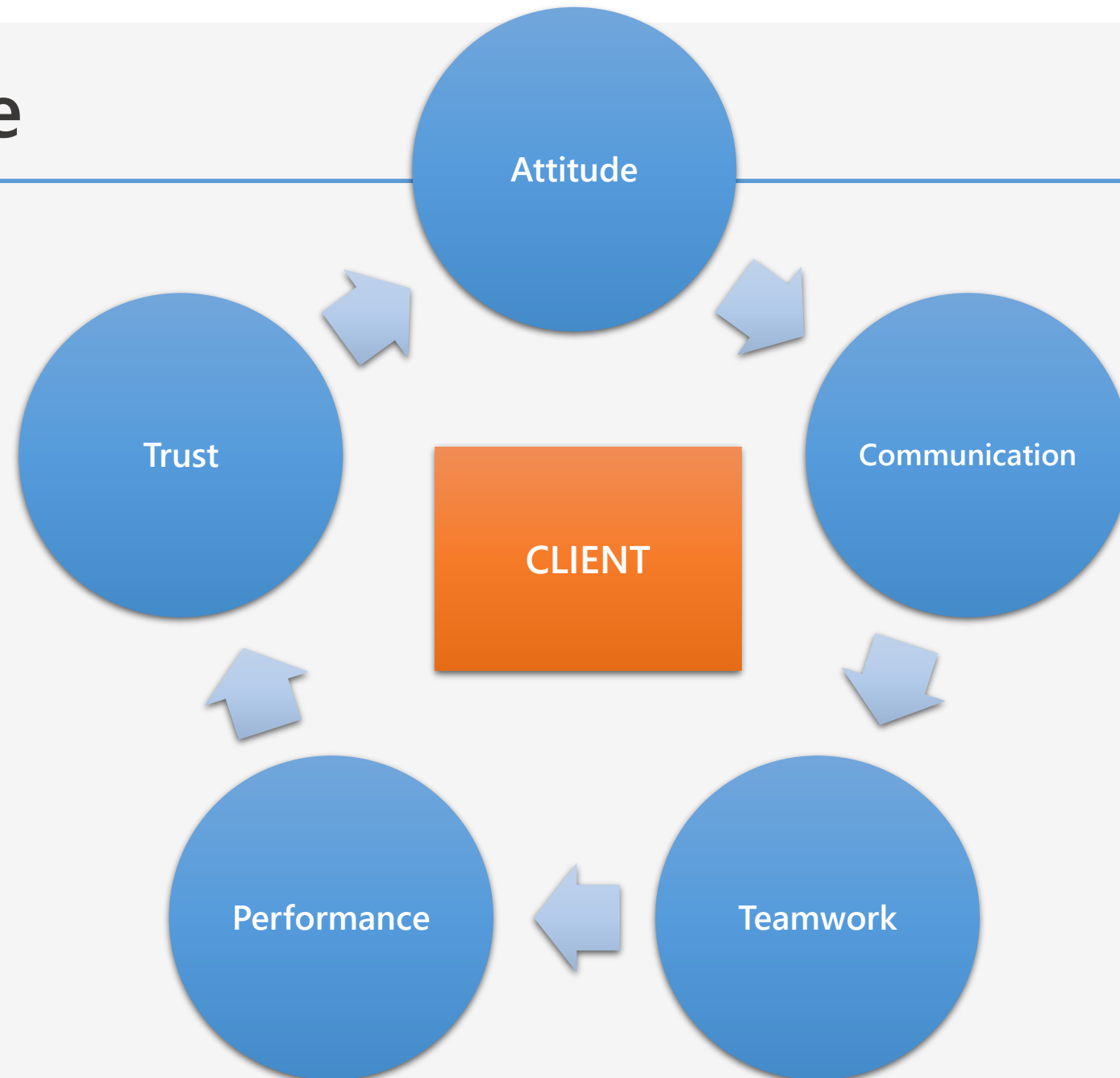
- Approximately 50 clients

Managed Services wheel: Help Desk, Cloud Storage, Managed Backups, Hardware Procurement, Change Management, Business Continuity/Disaster Recovery, Systems Security, Systems Management, Systems Monitoring

SIGMA INFORMATION GROUP

Our Culture

It is not about technology; it is about <u>people</u>.

Clients

Team

Our Culture

Our Structure

Clients

Consulting

- Team Alpha
  - Senior Manager
    - Consultants
- Team Pi
  - Senior Manager
    - Consultants
- Helpdesk

Engineering

- Network Operations
- Project Support

Information Security

- Compliance
- Assessments

SIGMA
INFORMATION GROUP
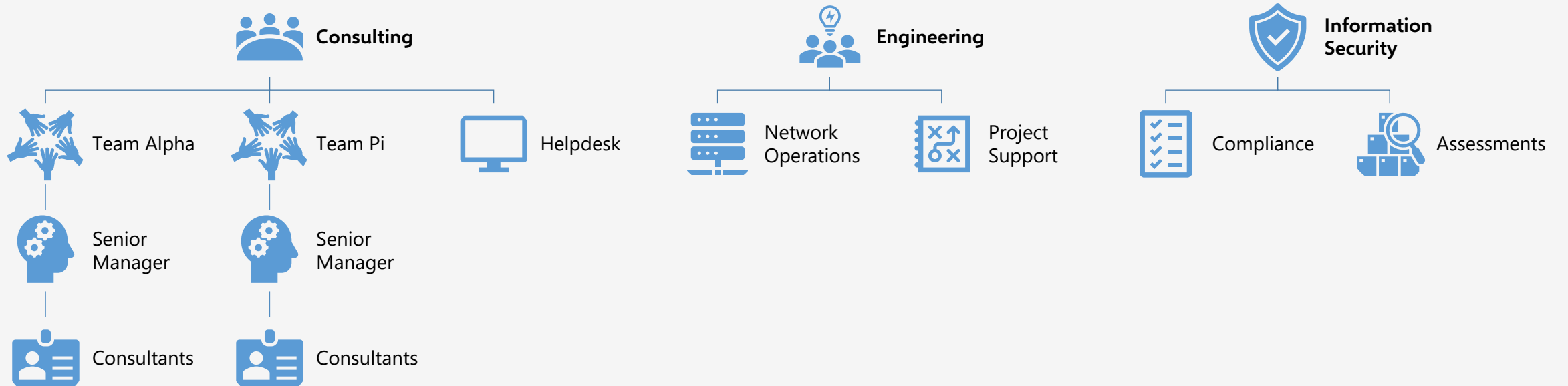
Introductiory Period: 3 – 6 Months

What to Expect

- Greater scrutiny
- Limited project/VIP access
- Limited credentials access
- More Tier 1 / helpdesk
- More travel

What to Do

- Focus on great communication
- Submit time daily
- Demonstrate patience
- Over deliver
- Be a supporter

SIGMA
INFORMATION GROUP

The Work Day

Work begins at 8 AM

- ✓ It is OK to scan email before 8 AM to pick up urgent tickets
- ✓ Scan/triage/acknowledge email for urgent alerts and client communication
- ✓ Check in with your manager
- ✓ Check in with your team

SIGMA
INFORMATION GROUP

The Work Day

Work ends at 5 PM

- ✓ Send status updates to clients for pending tickets
- ✓ Do not leave pressing/urgent tickets open (you may have to work late to resolve)
- ✓ Check in with your manager (if you need to leave early)
- ✓ Account for your time entries
- ✓ If you are scheduled to be on-call, ensure OpsGenie is working

SIGMA
INFORMATION GROUP

After-Hours Support

Clients may leave a voicemail after hours starting at 6 PM

- One member from each team will be on call

- Members are rotated each week, averaging service every 2 weeks

- Alerts are escalated to OpsGenie and entire team is notified

- Occasionally, other alerts may be escalated, such as server outage or network issue

SIGMA
INFORMATION GROUP

Attitude

Attitude - Not Aptitude - Determines Your Altitude

- Be willing to learn
- Be willing to receive feedback/criticism graciously
- Be openminded to different approaches
- Be service-oriented: What am I doing to help our clients win?
- Demonstrate a calm demeanor when faced with crisis
- Demonstrate confidence but not arrogance
- When in doubt, be a professional

Communication

Strong Communication is Foundational to Success

- Acknowledge client requests as soon as possible

- Keep the client in the loop – don't make them guess

- Close the loop internally when the job is done

- Keep your manager and team informed

- When in doubt, over communicate

- Do not suffer in silence: Ask for help

Teamwork

Teamwork Makes the Dream Work

- Offer support if you know the answer
- Offer to help if you suspect someone is struggling
- Do your share of volunteering – it will be reciprocated
- Make an effort to get to know your team members

Performance

Performance is a Daily Imperative

- Client satisfaction is job one
- Strong ticket management is essential
- Documentation makes all of us better
- Our policies reduce risk, improve efficiency and increase profit
- Billable hours goal: 100 hours per month

SIGMA
INFORMATION GROUP

Trust

Trust is Earned

- Your actions and care for the client will result in increasing levels of trust

- Be patient as you establish your credibility

- Change management <> lack of trust

- IT work requires healthy levels of skepticism

- Inspect what you expect

Benefits Overview

- Medical, dental, and vision insurance
- Life insurance
- Long-term disability
- Paid vacation
- Paid holidays
- SIMPLE IRA

- Stocked snack bar
- Company-sponsored outings
- Fitness center onsite

SIGMA
INFORMATION GROUP

Visit us at: www.sigmainfo.com/jobs