

RSE

IT Framework Playbook

Scaling IT for business growth



SECURITY

RESILIENCY

EFFICIENCY

Technology aligned to operational size and maturity



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IT Maturity Should Scale with Business Complexity

One framework. Three operating environments. No unnecessary complexity — and no dangerous gaps.

01

02

03



FOUNDATIONAL

Single-site
Cloud-only

Secure baseline
Predictable maintenance

GROWTH

Hybrid cloud
LOB applications

Rapid recovery
99% service objective

ENTERPRISE

Multi-site
Private cloud

Immutable defense
Regulated operations

Every level carries forward the controls established before it.





Three pillars keep the technology investment balanced

Each pillar deepens as size, complexity and business exposure increase.

S

SECURITY

Defense, compliance
and governance

From endpoint protection and email
filtering to Zero Trust, forensic
response and regulated controls.

R

RESILIENCY

Service objectives,
response and uptime

From daily cloud backups to
virtualized recovery, redundant
connectivity and air-gapped
protection.

E

EFFICIENCY

Standardization,
automation and speed

From scheduled patching and asset
lists to automated onboarding,
governed data and private AI.

FOUNDATIONAL

GROWTH

ENTERPRISE

LEVEL

01

FOUNDATIONAL ENVIRONMENT

TARGET PROFILE

Single-site operations
Cloud-only environment
Microsoft 365 or Google Workspace

VALUE

A secure, reliable baseline without physical infrastructure overhead.

A secure baseline — without unnecessary overhead

Protect identities, back up critical data and make maintenance predictable.

SECURITY

- MFA for email
- Ad-hoc awareness training
- Acceptable Use Policy
- Managed antivirus / EDR
- Basic email filtering
- Basic firewall logging
- Basic data classification
- AI Acceptable Use Policy

RESILIENCY

- Daily offsite / cloud backups
- Basic incident response plan
- Single ISP
- Ad-hoc hardware warranty
- No software past end-of-life
- Email backup and archive

EFFICIENCY

- Remote management (RMM)
- Scheduled monthly patching
- Managed email / office platform
- Basic hardware + software list
- SaaS / cloud delivery
- Automated event alerts

Outcome: communications and data are safe, backed up and maintained on a predictable rhythm.



Protect hybrid operations from avoidable disruption

Hybrid cloud • VPNs • Dedicated line-of-business applications

99%

SERVICE LEVEL OBJECTIVE

with scheduled maintenance windows

SECURITY

INCLUDES ALL LEVEL 1 SCOPE

- MFA for LOB apps, email and VPN
- Annual security awareness training
- Risk assessment + role-based access
- Advanced email threat protection

RESILIENCY

INCLUDES ALL LEVEL 1 SCOPE

- Virtualized backup + DR appliance
- Documented incident response plan
- Primary ISP with LTE backup
- Hardware under warranty (5–7 years)
- 99% SLO + maintenance windows

EFFICIENCY

INCLUDES ALL LEVEL 1 SCOPE

- Automated endpoint + infrastructure patching
- Centralized runbooks
- Standard software stack
- Data lifecycle and retention
- Enterprise AI: Copilot / Gemini

The shift: move from data backup to rapid recovery — and protect increasingly complex workflows.



Governed infrastructure for operations that cannot fail

Multi-site • Private cloud • Dense server infrastructure • Strict regulatory exposure

SECURITY

- All Level 1 + 2 controls
- MFA across apps, VPN and email
- Phishing simulations + training
- Zero Trust Architecture
- Micro-segmentation + resistant MFA
- Threat hunting + dark-web monitoring
- Forensic response firm on contract
- Encryption + audit logs
- Least privilege + automatic log-off
- HIPAA / CMMC / PCI; TLS 1.3+; audits
- + continuous monitoring

RESILIENCY

- All Level 1 + 2 controls
- Redundant failover
- Endpoint backup
- Annual BCDR tabletop exercises
- Immutable / air-gapped backups
- Dual WAN with auto-failover
- Proactive hardware refresh
- Critical patching <48 hours + offsite backups

EFFICIENCY

- All Level 1 + 2 controls
- Automated asset discovery
- Automated RMM onboarding
- Change Management Board
- Golden images
- Data warehouse / BI
- Integrated ticketing + runbooks
- Secure internal AI + master data governance

READY TO MATURE YOUR IT FRAMEWORK?

Schedule your free consultation to map your footprint to the model — we'll help you map the exact steps that protect operations and enable growth.



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