

## Scope of Services

### Desktop Operating Systems

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 8.1
- Microsoft Windows 10
- macOS

### Network Services

- Router Firewall Configuration
- Switch Installation and Management
- Wireless Access Point Management
- Cabling Installation and Management
- SQL Database Connectivity

### Handheld & Mobile Devices

- Android Smartphones
- iPhone/iPad
- BlackBerry

### Office Suites

- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016
- Microsoft Office 365

### Browsers

- Microsoft Edge
- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome

### Administrative Tasks

- Domain User Accounts
- Exchange Server Mailboxes
- Network Share Permissions