

# IT Engineering Services - February Newsletter 2019



## IT Engineering Services Portal (ITESP)

ITESP has now launched! Its purpose is to provide customers with clear and secure management visibility of their IT services.

ITESP includes:

- **Case Management:** provides customers with secure access to their in-progress support cases with Keyfort.
- **Installation Management:** provides customers with secure access to their current installations with Keyfort.
- **Change Control:** offers a change control facility which enables customers to manage and log changes.
- **Network Status:** customers can see the current status of their managed devices and services via an interactive map.

Keyfort's ITESP is available on smartphones and PCs. Additional functionality will be added in accordance with customer requirements

Keyfort will be contacting customers by the end of March, so that our engineers can arrange secure ITESP logins. If you require access to ITESP sooner, please send a request to [support@keyfort.co.uk](mailto:support@keyfort.co.uk)

## Cyber Security

Joking apart, cyber security is an important matter for organisations to protect their people, operations, confidential information and finances. Cyber security requires a methodical approach to the delivery of IT services. The UK Government has provided guidelines entitled Cyber Essentials (Ref. <https://www.cyberessentials.ncsc.gov.uk/>).

Cyber security comprises:

- Cyber security procedures tailored for the organisation.
- Review and amelioration of existing IT services to bring them up to standard.
- The inclusion of cyber security procedures within IT operational practices.
- An annual review to ensure the standards are being developed and met as required.

For further information, contact Keyfort.

Next Month - Keyfort's newsletter will feature Wi-Fi for organisations!