

PROBLEM: Frequent phishing

PLAN: MFA + email hygiene + training

OUTCOME: 6 mo → 0 successful phish







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PROBLEM: Backups untested

PLAN:
3-2-1 + quarterly restores

OUTCOME:
Passed audit;
4-hour recovery
test





PROBLEM: Ticket backlog

PLAN: New SLA + self-serve portal

OUTCOME: First response <15 min; 90% same-day close



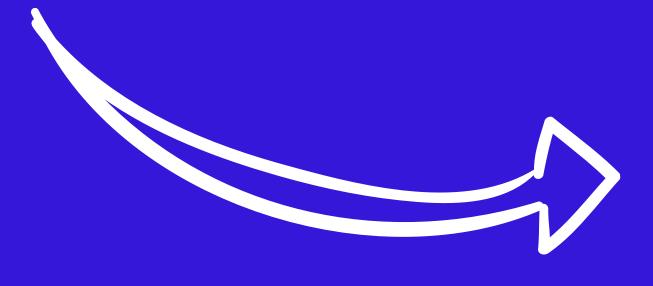


AUDIT-READY

Baselines applied Day 1:

- MFA,
- patching,
- backups,
- email
 protection







Dashboards,





SLA tiles,





compliance





checks (red → green)







