There are certain items that all IT Professionals must know to help ensure the success of running RFMS. This would not be limited to networking, but also involve SQL Knowledge. Because Networks involve many moving parts(both hardware and software), we recommend that your technician have a strong working knowledge of the following, but not limited to:

- Research

It is highly recommended that you obtain an experienced, qualified technician that is willing to do the research, because the ability to research new and complex issues (particularly issues that have symptoms that mimic other issues) is a must today and going forward. You cannot diagnose a system built in 2011 with the methods you used in 2001.

-Communication

Communication is essential between you and your technician as to what has been and has not done to address any issues you might be dealing with, because this can slow the resolution of an issue considerably. In order to help with solving any RFMS issues proper communication about any issue between all three parties (RFMS, yourself, Technician) is essential.

- Diagnostics

This use to be simply diagnosing where the network issue was (Switch, Nic on PC, Cable, Server NIC). While these are a must to have, Diagnostics have now branched to other areas **(software/software** conflicts, Malware, Spyware, Viruses, hardware, network communication, SQL Communications, Firewall, Routers, etc...). These all need a proper diagnostic to be performed from time to time to help with common and uncommon issues.

- SQL

As RFMS is utilizing a SQL back end, it is advisable to have a Certified Technician that is familiar with a variety of SQL aspects. This should include setup of SQL (installation, configuration, and setup of SQL) to maintaining the SQL DB (backups, maintenance plans, etc...). It is also highly recommended that you obtain a SQL DBA to help ensure that your DB and SQL Server are not only configured and installed correctly, but also maintained properly.

- Networking

RFMS is designed to run in a variety of ways (from Stand Alone to multi-Store Setups). Of course Stand Alone Setups are generally a very straight forward process. Network (LAN and WAN) can tend to be more complicated processes. These involve not only building, installing, and configuring Networks that are designed to perform optimally but just like SQL, these must be maintained.

- Hardware

This would involve but not be limited to, Servers, Workstations, Switches, Routers, Firewalls, etc…

- Software

This would include Server and Workstation Operating Systems, Firewall and Router Operating Systems, SQL, and of course RFMS. Does this mean that they need to have an in-depth knowledge of RFMS; no. But it doesn't hurt to have a working knowledge (such as how to run an update properly to RFMS, how to install RFMS and add on modules). The nice thing about this is that we do have documentation for a majority of these and more.