



A Move, Add, Change (MAC) refers to a set of standard service requests in IT management, often used by service providers to describe common changes in a business's IT infrastructure. For small and medium-sized businesses (SMBs), MACs are critical for ensuring flexibility, growth, and efficient operations in response to evolving business needs.

### **Move**

A "Move" generally involves the physical or virtual relocation of IT equipment or services. In a small or medium-sized business environment, this could include moving employees to different offices or floors, which would require relocating computers, telephones, printers, and other network equipment. It may also involve migrating data or services from one server, data center, or cloud provider to another. The IT service provider would be responsible for ensuring that all hardware is properly reconnected to the network, user profiles are intact, and systems are configured for smooth operation in the new location.

Key activities in a Move might include:

- Reconnecting workstations and peripherals
- Reconfiguring network settings to adapt to the new location
- Ensuring access to shared resources like printers or network drives
- Testing to confirm proper functionality after relocation
- Moving cloud services or virtual machines to different providers or environments

### **Add**

An "Add" refers to the introduction of new components into the existing IT ecosystem. This can include adding new users, hardware, software, or services. For SMBs, this often happens when new employees are onboarded, new devices are purchased, or new software solutions are introduced to support business functions. Adding users might involve setting up new email accounts, configuring network permissions, or installing necessary applications. The service provider would also be responsible for ensuring that security protocols, such as access controls and permissions, are properly applied.

Add activities may include:

- Onboarding new users, including creating accounts, permissions, and profiles

- Installing new hardware, such as computers, printers, or network equipment
- Implementing new software or cloud services to meet business needs
- Expanding network capacity, such as adding more IP addresses or increasing bandwidth
- Configuring backups and cybersecurity measures for new additions

## **Change**

A "Change" involves modifying existing systems, configurations, or settings to accommodate evolving business requirements. This could include changing user permissions, upgrading hardware or software, modifying network configurations, or adjusting service levels. In an SMB context, change requests are often driven by business growth, regulatory compliance needs, or the desire to improve efficiency and security. The IT service provider must ensure that changes are carefully planned, documented, and tested to avoid service disruptions.

Change activities could encompass:

- Upgrading or replacing outdated hardware or software
- Adjusting user permissions or group policies based on role changes
- Modifying security settings, firewalls, or VPN configurations
- Migrating data to new systems or services
- Implementing system-wide updates or patches to improve performance or security