

Robert N. (Bob) Branan, CCP is a “Certified Computing Professional” with the “Institute for the Certification of Computer Professionals”. His current re-certification cycle ends after December 31, 2013.



Robert N. (Bob) Branan, CCP is the Owner of “Family Management Services, LLC”. He is listed as a partner in “Partnership 2010” with the Anne Arundel Community College Foundation. He is a recipient of the Philip and Carol Ratcliff Entrepreneurial Institute Scholarship which is administered by the Foundation. On May 15, 2008, he was inducted into membership in the “Omicron Theta Chapter” of “Phi Theta Kappa” (which is recognized as an “International Honor Society of the Two-Year College).

Personal Services are offered to Accounting Practices, Legal Practices, Medical Practices, Insurance Practices, Small Businesses and Community Organizations.

Web-Based Services are offered to Families, Small Businesses, Community Organizations and Professional Practices.

Some examples (of Web-Based Services, that are in the planning stages) might be:

- 1. A Shopping Center based upon the use of Affiliate Programs offered by certain businesses.**
- 2. Business Listings with a Website Link and a Coupon.**
- 3. Posting of Position Papers (to be written and copyrighted by Robert N. Branan, CCP) and using some form of “Merchant Services” to charge a small fee to read them and another small fee to print (or save) them.**

Home Office Phone is (410) 647-6179

Cell Phone is (410) 271-3159

E-mail Addresses are:

rnbccp@verizon.net and

fmsrnb1@familymanagementservices.com

www.familymanagementservices.com

**Family Management Services, LLC
Robert N. (Bob) Branan, CCP
Business Analyst, Workplace
Trainer,
Executive-level Administrative Staff
Support
Serving Anne Arundel County,
Maryland**

“My goal is to assist you in meeting your stated goals and objectives while, at the same time, decreasing your costs and increasing your effectiveness.”



I can shown you how to use simple “Information Systems Management” skills, “Personal Computer Systems Technology” skills and “Business Management/ Administrative Management” skills to effectively manage your family, small business, professional practice and/or non-profit organization.

Possible Personal Services through Family Management Services, LLC:

I. As a Business Analyst:

- A. Perform a Cost-Benefits Analysis.
- B. Perform an Alternatives Analysis;
- C. Gather information through the interview process, take notes and prepare a transcript of this information in a MS Word document. Possible subjects might be: Office Working Procedures, Customer thoughts about planning, budgeting or technical issues. Another possible application might be to document an executive-level meeting or to document a presentation.
- D. Prepare a five year plan giving:
 - a) Mission, Vision, Goals, Objectives.
 - b) Projects and Tasks (stating timelines, completion points, approximate costs, etc.).
- E. Prepare an Annual Budget.
- F. Document responsibilities in a specific Cost Center.
- G. Write Business Letters.

II. Possible Technical Services as a Business Analyst:

- A. Install and register licensed hardware (with Technical Support on the phone).

- B. Run Windows Update (Monthly).
- C. Run Microsoft Update (Monthly).
- D. Install Licensed Security Software. Register the Security Software. Update Security Software (daily, automatically).
- E. Install and register licensed Applications Software. (with Technical Support on the phone).

III. Document Management:

- A. Scan a paper document into an (electronic) PDF File.
- B. Shred paper documents and document the shredding.
- C. Backup electronic documents on a regular basis with a standard service.
- D. Print (approved) documents.
- E. Scan a PDF file into a Word document.

IV. Data Eradication Services:

- A. Shred and schmelt hard drives, cell phones. PDA's, etc. and document the destruction.
- B. Shred floppy disks, CD's, DVD's, etc. and document the destruction.
- C. Properly recycle computer car-

cases through a third-party vendor and document the recycling.

V. Workplace Training:

- A. Coordinate the administration of training to meet established goals and objectives.
- B. Coach disabled employees on "Adaptation to the Workplace".
- C. Other duties as assigned.

VI. Executive-Level Administrative Support:

- A. "Other Duties as Assigned" in order to assist an Executive in meeting his/her Responsibilities/Goals/Objectives.
- B.** Provide Professional Opinions, if asked.

Note: Pricing, Charging, Estimating, Billing for Personal Services:

Personal Services will be charged and billed on a piecework basis with payments due at certain points of completion. Estimates will assume a rate of \$60.00 per hour for labor, costs plus 10% for expenses, mileage will be billed at \$0.50 per mile, Shipping and Handling will be at Cost and State of Maryland tax guidelines will be followed.