



# Network Assessment



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Prepared for:  
Prospect Or Customer  
Prepared by:  
Your Company Name

9/7/2020



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## General

### Photo of Building

Attach photo of offices.

<p><b>Response</b> Suite in shared office space.</p>	<p><b>Responded by</b> Jacob Smith</p>
<p><b>Additional Notes</b></p> 	

### Current Gross Revenue

Relative gross revenue is useful in calculation of the impact of IT outages and issues.

<p><b>Response</b> \$5-10 Million</p>	<p><b>Responded by</b> Jacob Smith</p>
<p><b>Additional Notes</b></p>	

### Number of Employees

<p><b>Response</b> 60</p>	<p><b>Responded by</b> Jacob Smith</p>
<p><b>Additional Notes</b> Several contractors are also used on an as needed basis.</p>	

### Number of Offices



<b>Response</b> 1	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### What does your business do

<b>Response</b> Law Firm	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Years in Business

<b>Response</b> 17	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Hardware

### Phone System

Describe the phone system and type. Is the customer using a phone system? Are they using VoIP?

<b>Response</b> Standard POTS. Not VoIP.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Would consider VoIP.	

### Fax System

Are individual fax machines or a centralized fax system used? Is it tied into an unified messaging system.

<b>Response</b> Individual fax machines without centralized.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## Digital Signage

<b>Response</b> N/A	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Postage Meter

<b>Response</b> Yes	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Printers

Types of printers, ink management, and monitoring.

<b>Response</b> All HP Printers under standard contract.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Network Scanners

<b>Response</b> Desktop scanners	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Mobile Computing

### BYOD or Company Provided

Describe the company's mobile device policy. Is the company using a MDM solution? BYOD devices or standardized company devices.

<b>Response</b> We have no policy in place. Everyone brings their own.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## Types of Devices

<b>Response</b> Unknown	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Required LOB Access from Mobile Devices

List essential line of business applications that require mobile access.

<b>Response</b> Email	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## External Access Methods (VPN, LogMeIn, GotoMyPC, etc.)

Beyond mobile phones, what other methods for external access are available?

<b>Response</b> VPN	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Internal Access Methods (Company Wi-Fi, etc.)

<b>Response</b> Wi-Fi	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Wi-Fi has no security in place.	



# Server Room

## Server Room Description

Generally describe the appearance and design of the server room.

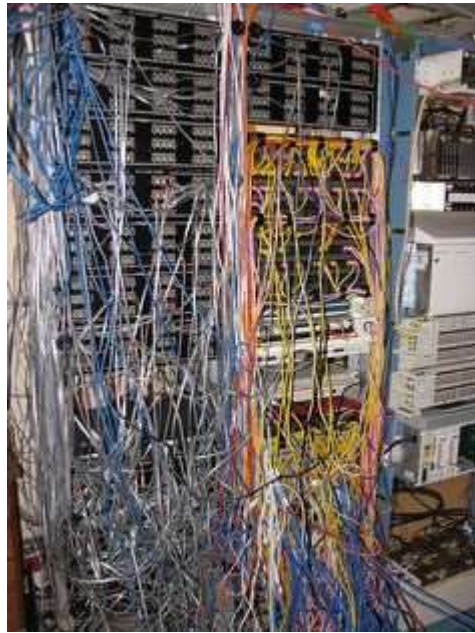
**Response**

Unmanaged with spaghetti networking.

**Responded by**

Jacob Smith

**Additional Notes**



## Equipment Layout

Is the equipment laid out in an orderly manner? What is the organization scheme used or are devices placed randomly?

**Response**

No

**Responded by**

Jacob Smith

**Additional Notes**

## Wiring/Cabling

Generally describe the cabling. Is cable management employed? Attach photo if appropriate.

<b>Response</b> Completely unmanaged.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

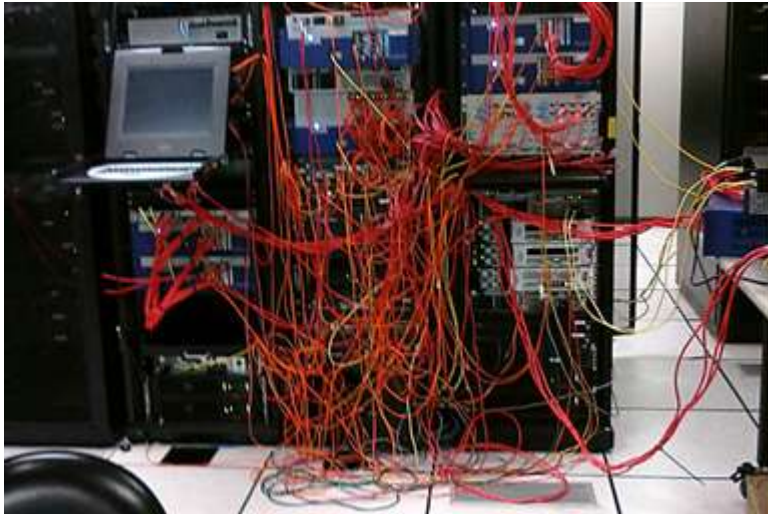
## All Devices Labeled

Are all devices clearly labeled? Are labels accurate and updated when devices are re-provisioned?

<b>Response</b> No	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Photos

Attach general photos of the server room.

<b>Response</b> Additional photos attached.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> 	

## Charts/Diagrams

Attach images of the server room layout and other appropriate diagrams.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>  <pre> graph LR     S1[Server] --- SW[Switch]     M1[Monitor] --- SW     M2[Monitor] --- SW     M3[Monitor] --- SW     SW --- S2[Server]     S2 --- P[Printer]     S2 --- R[Router]     R --- I((The Internet))           </pre>	

## Battery Backup/UPS

What mitigation is in place for power failures? Does the server room have its own battery backup system? Has it been tested recently?

<b>Response</b> Yes. Local UPS.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Climate (Temp/Humidity)

What is the general temperature and humidity of the server room? How is it controlled?

<b>Response</b> Yes	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Remote Access Control (DRAC, iLO, etc.)

Are low-level remote access to the servers available? Can the server room devices and servers be managed remotely?

<b>Response</b> None	<b>Responded by</b> Jacob Smith
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<b>Additional Notes</b>
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## Physical Security

### Security Cameras

<b>Response</b> None	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Building Access Control

<b>Response</b> None.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Server Room Access Control

Is the server room locked? Does it have a key card access system? Who has access and is it audited?

<b>Response</b> None.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Alarm System

<b>Response</b> None.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## CRM Software

### Application Name and Version

<b>Response</b> Salesforce	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Support Contract

<b>Response</b> No	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Who provides support

<b>Response</b> Standard Salesforce support.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Upcoming add/moves/changes

<b>Response</b> N/A	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Account Software

### Application Name and Version

<b>Response</b>	<b>Responded by</b> Jacob Smith
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**Additional Notes**

**Support Contract**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Who provides support**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Upcoming add/moves/changes**

**Response**

**Responded by**  
Jacob Smith

**Additional Notes**

**Productivity Software**

**Application Name and Version**

**Response**  
Office 365

**Responded by**  
Jacob Smith

**Additional Notes**



## Support Contract

<b>Response</b> None	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Who provides support

<b>Response</b> Mary, in house.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Upcoming add/moves/changes

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## ERP Software

### Application Name and Version

<b>Response</b> None	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Support Contract

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Who provides support



<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

**Upcoming add/moves/changes**

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

**Proprietary Software**

**Application Name and Version**

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

**Support Contract**

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

**Who provides support**

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

**Upcoming add/moves/changes**

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	





## Workstations

### General Age

As a group, what is the general age of all workstations? Is there an opportunity for increasing productivity due to the age of certain workstations?

<b>Response</b> 7 years	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Major Applications

<b>Response</b> Office	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Dual Monitors

Does the business provide multi-monitor workstations configurations for their employees?

<b>Response</b> No	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### UPS

Do individual workstations have their own UPS? Are they monitored? What is the approximate age of the UPS devices?

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## Current Service

### Internet Provider

Gather the information below for the current internet provider.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Name: Contract Expiration: Type of Connection: Speed Up: Speed Down:	

### Wired and Wireless

Gather the information below for the current wired and wireless providers, if applicable.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Provider: Contract Expiration:	

### Content Filtering

Does the company employ a content filtering service or device of any type?

<b>Response</b> None	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Email SPAM/AV Filtering Service

Is an external anti-spam or anti-virus server employed to protect incoming and outgoing emails? Describe the service and general satisfaction with the service.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## Email Provider (i.e. POP/IMAP email, Exchange onsite, Hosted Exchange)

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Offsite Backup

Are backups performed offsite? Note the last time the backup restore was tested.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Last Tested:	

## Onsite Backup

What is the onsite backup methodology? Note the last time a restore test was performed.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Last Tested:	

## Website Hosting

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Website Maintenance

How and who performs website maintenance? Is it outsourced or in-house?

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## IT Responsibilities



Who is currently responsible for IT? Are the tasks divided among several individuals? Is it outsourced or partially outsourced currently.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Disaster Recovery Plan

Does the business have a disaster recovery plan? Note the last time the plan was tested.

<b>Response</b>	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Last Tested:	

## General Information Technology

### Issues with Security, Stability, and Reliability

Note concerns the business currently has with security, stability, and reliability. Have there been any outages or slow-downs that were business impacting?

<b>Response</b> As we grow, we are quickly outpacing our ability to support the lawyers and staff in-house.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Biggest Strength

<b>Response</b> Growth and ability to fund new IT initiatives.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Biggest Weakness

<b>Response</b> Lack of internal IT staff.	<b>Responded by</b> Jacob Smith
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<b>Additional Notes</b>
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### Annual IT Budget

<b>Response</b> \$100,000	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### Immediate IT needs

<b>Response</b> Modernization of systems.	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### General Age Workstations

<b>Response</b> 7 years	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### General Age Servers

<b>Response</b> 10 years	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

### General Age of Network Devices

<b>Response</b> 6 years	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	



## General Age Printers

<b>Response</b> 2 years	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b>	

## Centralized Management

What type of centralized management of the environment is available? Particularly, is patching and anti-virus controlled centrally or on each individual workstation/server.

<b>Response</b> None	<b>Responded by</b> Jacob Smith
<b>Additional Notes</b> Patch: A/V:	