Total Computer Technology

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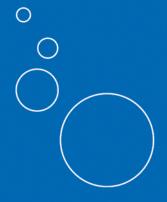to maximise growth and profitability –*

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SERVERS: *The Hardware and Software that covers the brains of your IT Infrastructure. This includes Active Directory, File Sharing, Email Server, Citrix Server etc.*

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Comments:
The recently replaced servers – Sever01 and Sever03 are all running well. The other servers are all under warranty and performing well.

Server 04 is approaching end of life and should be replaced in the next 12 months.

DESKTOPS: *This includes PC's, Laptops and Thin Clients.*

8

Comments:
Most PC's are reasonably new, however some of the PC's are still Pentium 4 and have 512Mb RAM and should ideally be replaced at some point in the next few months.

Windows XP is also getting old and a strategy should be created to upgrade all PCs to Windows 7.

STORAGE: *This covers off the storage of data, the capacity of the current storage and trends of data growth. It looks at the utilization of the space using different methods such as archiving, reducing duplicate data etc, and planning for future data growth.*

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Comments:
Storage on servers is quite substantial and has room for growth and new data. There is approximately 190GB free on Server01 and 50GB on Server03.

NETWORK: *The way the infrastructure talks internally and externally. This includes the physical hardware that is used (switches, routers etc), as well as the connection to the Internet and other branches (if applicable). This also looks at the utilization of the network.*

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Comments:
Network equipment appears to be operating normally. Connections to other branches are working well and are not under heavy load.

LICENSING: *This covers off the required license for all the software running in the environment. This is in line with the licensing agreements provided by the software vendors.*

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Comments:

Product	License Quantity
Microsoft Windows Users	20
Microsoft Office 2007	10
Anti Virus	30

Licensing is under-spec across the board. There are 20 user licenses for Windows 2008, however there are 30 active users in Active Directory. Microsoft Office is severely under-licensed with approximately 60-70% un-licensed.

BACKUPS: *This covers the Hardware and Software used to backup your files (e.g. Tapes, Tape drive) and the method for storing these.*

9

Comments:
Backup Exec 12.5 is currently running and should be upgraded to version 2010. Jobs have only failed on occasion where there has been no media placed in the tape drive. The tape drive is running fine. We would recommend a restore test to verify that the data can be restored.

SYSTEM RECOVERY: *This covers the Hardware and Software used to take snap shots of your system. This takes a point in time backup of your servers in addition to the backup of the files. Having a snap shot ensures Servers can be recovered quickly and efficiently in the event of a failure.*

7

Comments:
Shadow Protect has been installed on Server01, Server02 & Server03 and is running without fault. A license should be purchased for Server04. We would also recommend a restore test to verify that the data can be restored.

DISASTER RECOVERY: *This covers off the strategy to get the business up and running in reference to the IT infrastructure in the event of a disaster. These include natural disasters such as floods and fires. They also may include power failures, accidents, burglary etc.*

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Comments:

The only DR plan in place is to take tapes off-site in case of emergency at Head Office. Even with this plan in place, it will still be around 1-2 days to recover the systems to the point where they are useable.

We would recommend Shadow Protect Image Manager Enterprise which can be rolled out to host the backed up images at another office where they are able to be booted in a matter of hours rather than days.

ANTIVIRUS/ANTI SPYWARE: *This covers the antivirus/anti spyware solution that is running. It also looks at the current status and if the latest software updates and virus definitions are being applied and if the appropriate versions are installed.*

10

Comments:

Anti-Virus is up to date and installed on all servers and PCs.

WEB/EMAIL FILTERING: *This covers services to monitor and scan incoming/ outgoing email to block spam and viruses and the content of data entering and leaving the network. This also covers the monitoring and scanning of Internet traffic, ensuring company acceptable use policies are being applied and employees are using the Internet in the way the business deems appropriate. It also helps control the amount of Internet traffic that is being used.*

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Comments:

Email is being filtered by a managed service. This is providing good anti-spam/anti-virus measures to users. There is no web filtering currently in place.

EQUIPMENT PROTECTION: *This covers the items such as power protection by the method of UPS (including the age, battery life and what this is protecting), surge protection etc. It looks at the environment that the equipment is stored in, e.g. is the room at an appropriate temperature.*

9

Comments:

The UPS has been providing good protection for all servers and is performing well. The computer room has a separate air conditioning unit and the temperature is running at 20°C.

PATCHING: *This covers if the PC's and Servers are being regularly updated for Windows patches.*

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Comments:
All Servers and PCs are missing patches. This means critical security updates and feature packs are not installed, meaning the network is more susceptible to attack and software bugs, of which the repercussions can vary from negligible to quite severe.

SUMMARY: *Total score based on the above topics.*

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6.8

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Comments:
We have scaled the results based on the following weighting. Not all topics have the same impact on the business and the infrastructure. Those that have a more significant role in the overall IT Infrastructure are scaled accordingly.

Topic	Percentage %
Servers	12
Desktops	5
Storage	8
Network	11
Licensing	11
Backups	11
System Recovery	8
Disaster Recovery	5
Anti Virus / Anti Spyware	8
Web/Email Filtering	5
Equipment Protection	5
Patching	11
Total	**100%**