

BASIC POINTS OF CONCERN FOR BUSINESS IT

- **WHEN OUTSOURCING COMPANY IT FUNCTIONS**
 - **DO'S**
 - ENSURE THAT THERE IS ONE CENTRALIZED IT PLAN
 - ENSURE THAT CONTROL IS MAINTAINED IN THE BEST INTEREST OF THE BUSINESS
 - ENSURE THERE IS A DETAILED SHORT TERM IT PLAN
 - STRATEGIC PLAN
 - TACTICAL PLAN
 - ENSURE THERE IS A LONG TERM IT PLAN
 - STRATEGIC PLAN
 - TACTICAL PLAN
 - ENSURE THAT THE IT PLAN DOVETAILED WITH STATED BUSINESS GOALS
 - ENSURE THAT THERE ARE CLEARLY ARTICULATED PRIORITIES
 - ENSURE WHEN WORKING WITH AN IT CONSULTING GROUP
 - THERE ARE CLEARLY DEFINED GOALS
 - THERE ARE CLEARLY DEFINED PROCEDURES
 - THERE ARE CLEARLY DEFINED AUDIT TRAILS
 - THERE ARE CLEARLY DEFINED TESTING PLANS
 - THERE ARE CLEARLY DEFINED TURNOVER PROCEDURES
 - THERE ARE CLEARLY DEFINED DELIVERABLES
 - ENSURE THAT THE DO'S/DON'TS ARE FOLLOWED FOR COMPONENTS:
 - NETWORK COMPONENTS
 - SERVER COMPONENTS
 - BACKUP & RECOVERY COMPONENTS
 - DISASTER RECOVERY COMPONENTS
 - WORKSTATION COMPONENTS
 - **DON'TS:**
 - EXPECT THAT OUTSOURCED PIECES TO WORRY ABOUT THE OVERALL IT STRUCTURE
 - EXPECT THAT OUTSOURCED PIECES TO WORRY ABOUT THE OVERALL IT STABILITY
 - ALLOW IT DECISIONS TO BE MADE INDEPENDENTLY OF THE OVERALL IT PLAN.

SNE CONSULTING CAN HELP BRIDGE YOUR UNDERSTANDING AND MEET YOUR BUSINESS NEEDS.

BASIC POINTS OF CONCERN FOR BUSINESS IT

(CONTINUED)

- **NETWORK**
 - DO'S:
 - CENTRALIZED CONTROL POINT FOR ALL IP ADDRESS ASSIGNMENTS.
 - PLAN ALL NETWORK GROWTH.
 - ENSURE THAT THERE IS AN UP-TO-DATE NETWORK MAP AT ALL TIMES.
 - CLEARLY IDENTIFY IP ADDRESS RESOLUTION PLAN.
 - CLEARLY DEFINE EACH RESTRICTED IP ADDRESS NETWORK, IDENTIFY:
 - DESIGN BACKUP PLAN TO INCLUDE NETWORK DEVICE SETTINGS.
 - DESIGN NETWORK POWER SUPPLY TO MEET REQUIREMENTS OF EQUIPMENT RESIDING ON THE NETWORK.
 - IDENTIFY ALL EXTERNAL NETWORK CONNECTION POINTS.
 - SECURITY
 - BUILD IN NETWORK REDUNDANCY.
 - MAINTAIN CONTROL
 - DON'TS:
 - ALLOW UNPLANNED PROLIFERATION OF NETWORK DEVICES.
 - ISSUE STATIC IP'S WITHIN A DHCP CONTROLLED NETWORK RANGE.
 - USE DEFAULT PASSWORDS
 - LOSE CONTROL OF NETWORK USERID'S AND PASSWORDS.
- **SERVER**
 - DO'S
 - ENSURE THAT THERE IS LIMITED ACCESS TO THE SERVER.
 - ENSURE THAT THE DATE/TIME SETTING IS SYNCHRONIZED ON A REGULAR BASIS
 - ENSURE THAT THERE IS A SECURITY METHODOLOGY IN PLACE.
 - UNDERSTAND WHAT THE PURPOSE OF THE SERVER IS
 - UNDERSTAND REMOTE ACCESS REQUIREMENTS
 - UNDERSTAND BACKUP POWER REQUIREMENTS
 - IMPLEMENT SERVER MONITORING PLAN
 - IMPLEMENT SERVER BACKUP AND RECOVERY PLAN
 - DON'TS:
 - EXPECT BACKUP/RECOVERY REQUIREMENTS TO BE STATIC.
 - EXPECT RECOVERY EFFORTS TO WORK WITHOUT TESTING THEM.
 - EXPECT APPLICATION REQUIREMENTS TO STAY STATIC.
 - EXPECT SECURITY REQUIREMENTS TO STAY STATIC.
 - EXPECT APPLICATION RESOURCE REQUIREMENTS TO STAY STATIC.

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BASIC POINTS OF CONCERN FOR BUSINESS IT

(CONTINUED)

○ **BACKUP & RECOVERY**

● **DO'S:**

- UNDERSTAND THAT THERE ARE DIFFERENT TYPES OF DATA.
- UNDERSTAND THAT THERE ARE DIFFERENT TYPES OF BACKUPS.
- UNDERSTAND THE PROS/CONS FOR THE DIFFERENT TYPES OF BACKUP MEDIA.
- UNDERSTAND THE PROS/CONS FOR ONSITE AND OFFSITE BACKUP STORAGE.
- UNDERSTAND THE VALUE OF THE DATA THAT IS BEING BACKED UP.
- UNDERSTAND THE RECOVERY STEPS FOR EACH BACKUP TYPE.
- UNDERSTAND THE INTERACTION OF THE SYSTEMS/APPLICATIONS.
- UNDERSTAND THE IMPACT TO BUSINESS WHEN A RESTORE NEEDS TO OCCUR.

● **DON'TS:**

- EXPECT YOUR BACKUPS BE HANDLED "AUTOMAGICALLY".
- EXPECT RECOVERY EFFORTS TO WORK WITHOUT TESTING THEM.
- EXPECT BACKUP/RECOVERY REQUIREMENTS TO BE STATIC.
- EXPECT A BACKUP/RECOVERY METHODOLOGY FOR ONE SYSTEM/APPLICATION TO BE THE SAME FOR ANOTHER.

○ **DISASTER RECOVERY**

● **DO'S:**

- KNOW THE COST OF COMPUTER INFORMATION TO THE BUSINESS BOTTOM LINE.
- UNDERSTAND THE TIME/COST REQUIRED TO RECOVER AN APPLICATION.
- UNDERSTAND THE NETWORKING ISSUES TO BE ABLE TO PROCESS BUSINESS.

● **DON'TS:**

- TAKE A LACKADAISICAL APPROACH TO DISASTER RECOVERY
- EXPECT A SUCCESSFUL DISASTER RECOVERY EFFORT WITHOUT FIRST
- EXPECT DISASTER REQUIREMENTS TO BE STATIC.

○ **THERE IS MUCH MORE TO KNOW.**

SNE CONSULTING CAN HELP BRIDGE YOUR UNDERSTANDING AND MEET YOUR BUSINESS NEEDS.