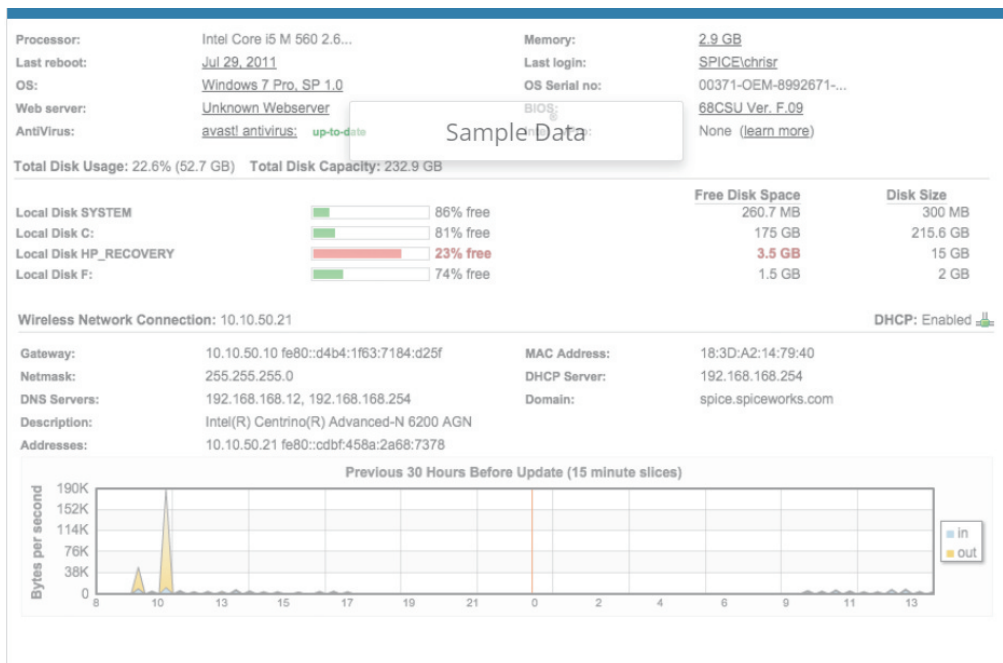


OPS IT Audit

Most businesses look to identify ways to increase profits and reduce expenses while improving business operations. One of the most effective ways to accomplish these goals is to better leverage IT solutions throughout your company to gain efficiencies, manage communications, and optimize business processes. In order to improve technology, you need to have a solid understanding of your current situation. If your current IT suite is not meeting your basic requirements and helping to make tactical decisions, you are likely overdue for an IT audit.

OPS IT Support's information technology audit will give you and your leadership team insight to plan your future budgets, identify constraints/weaknesses, and focus your attention on the critical items with urgent business impact while presenting any alternatives that most often result in significant cost savings.



Knowing where you are coming from is important for our audit. Our end goal is to improve your infrastructure while alleviating any existing pain points. In order to have a complete understanding of your operation, OPS IT Support looks at your business plan, your existing server and network map, and your existing hardware and software through interviews, documentation review, comparison to industry standards, and a review of your strategy and growth plans.

We then move on to the audit itself. OPS IT Support will audit the server and infrastructure, server and network administration, employee devices, and internal and external security posture.

Key Areas to Audit

Server and Network Infrastructure

General Server Architecture and Hardware State

Equipment Standardization and Maintenance

Active Directory and Group Policy

File Sharing, Print Services and Terminal Services

E-mail services, archival and filtering

Network Configuration – Switching, Routing, Firewall, Wireless, Internet/Bandwidth

Off-Site Operations / Co-Location

Backup Solution
Anti-Virus and Anti-Spyware Protection

Remote connectivity (Home Offices / Remote Offices)

Server and Network Administration

Operational Monitoring, Patching and Update Management

Software Licenses & Key Management

Policies & Procedures

Staffing

General Documentation

Electronic Ticketing, SLA Tracking and Reporting

Disaster Recovery

Employee Devices

Equipment Standardization

Equipment Maintenance

Anti-Virus and Anti-Spyware Protection

Additional Focus Areas

External security posture

Internal security posture

Inventory

Device Inventory		All Devices (107)			xander-pc	
Devices from all scanners & agents		<input type="checkbox"/>	Last Updated	Name	IP Addresses	OS
All Devices	107	<input type="checkbox"/>	2m ago	aaron-pc	101.251.2.2	Windows 8 Pro
Devices with tickets	0	<input type="checkbox"/>	3m ago	frank-pc	101.251.2.21	Windows 7 Pro
		<input type="checkbox"/>	3m ago	george-pc	101.251.2.15	Windows 7 Pro
		<input type="checkbox"/>	3m ago	xander-pc	101.251.2.8	Windows 7 Pro
		<input type="checkbox"/>	2d ago*	carolyn-pc	101.251.2.4	Windows 7 Pro
		<input type="checkbox"/>	21m ago	davidb-mbp	101.251.2.5	OSX El Capitan
		<input type="checkbox"/>	3m ago	greg-mbp	101.251.2.18	OSX Yosemite
		<input type="checkbox"/>	3m ago	stephanie-mbp	101.251.2.19	OSX El Capitan
		<input type="checkbox"/>	3m ago*	terry-pc	101.251.2.24	Windows 7 Pro
		<input type="checkbox"/>	5m ago	ursula-pc	101.251.2.25	Windows 7 Pro
		<input type="checkbox"/>	6m ago	james-pc	101.251.2.27	Windows 7 Pro
		<input type="checkbox"/>	2m ago	ted-pc	101.251.2.22	Windows 7 Pro
		<input type="checkbox"/>	6m ago	judie-pc	101.251.2.29	Windows 7 Pro
		<input type="checkbox"/>	10m ago	frances-pc	101.251.2.2	Windows 7 Pro

Hardware	
Manufacturer	QEMU
Model	Standard PC (i440FX + PIIX, 1996)
Processor	Common KVM Processor
Memory	4 GB
Video Controller	Microsoft Basic Display Adapter
D:	
C:	35 GB free

Reports

Name	Description	Type	Scheduled
All Purchases	All purchase items	Purchases	
All Tickets	List of all tickets	Tickets	
All Vendors	List all vendors	Vendors	
Applications by Computer	List of all software applications installed on each ...	Devices	
Approved Purchases	Items that still need to be purchased	Purchases	
Closed Tickets	List of all closed tickets	Tickets	
Cloud Service Integrations	List all cloud service integrations	Cloud Services	
Cloud Services: Details on Services Recently Accessed	Devices that accessed each service in the last 3...	SQL	
Cloud Services: File Sharing Services Recently Accessed	Users may have shared company data with thes...	SQL	
Cloud Services: Pinned Services Recently Accessed	Usage information on the services that are pinne...	SQL	
Cloud Services: Services Recently Accessed	The number of devices that accessed each servi...	SQL	Monthly
Computers w/o AntiVirus	Summary of Windows machines that do not hav...	Devices	
Computers with AntiVirus	Summary of Windows machines that have AntiVi...	Devices	
Configuration Summary	Detailed configuration information for all computers	Devices	
Disk Usage	Summary of disk usage by device	Devices	
Fixed Assets Schedule	List of all assets in a format typically required by ...	Devices	
Google Desktop/WeatherBug	Devices with Google Desktop or WeatherBug ins...	Devices	
Installed Applications	Summary of all applications installed	Software	
Inventory Summary	Summary of all devices categorized by type	Devices	
IP Phones	List of all IP phones	Devices	

Next Steps

Once this audit is complete, we create recommendations based on our findings and interviews with stakeholders. We present you with an executive summary, an alignment to best practices, recommended next steps and 3-year IT improvement strategy and budget. We review all of this with the leadership team and have an open discussion about the options laid out.

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