

Network Status Report: Customer Name

Date Prepared: Month Day, Year

For: Customer Name
Contact: Customer Contacts

TerpSys Help Desk
301-894-8324
Tech@TerpSys.com

TerpSys
1201 Seven Locks Road, Suite 300
Rockville, Maryland 20854



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Table of Contents

TerpSys Corporate Profile	3
Mission Statement.....	4
Background	4
Company Philosophy.....	5
Executive NSR Summary for Minority Corporate Counsel	6
System Integrity:.....	6
System Configuration:.....	6
Areas of Concern:	6
ACTION ITEMS:	7
System Recommendations	7
System Integrity	8
Backup Configuration & Status	8
Antivirus Configuration & Status	8
Physical Security	8
Network Security.....	9
System Configuration	10
Environment.....	10
Power Protection	10
Physical Network Configuration: Cabling & Backbone	10
Internet / WAN Configuration.....	11
Logical Network Configuration	11
Remote Access Status	11
Server Configuration & Status	12
Messaging	12
Other Areas of Concern.....	12
Documentation.....	12
Network Usage Policy	12
Software Licensing.....	13
Disaster Recovery Plan.....	13
Client Requested Items	13
Remote Updating.....	13
System Inventory	13
Active Directory: minco.local.....	14
Site Diagram: minco.local.....	Error! Bookmark not defined.



TerpSys Corporate Profile

Mission Statement

To delight our customers, challenge our staff, and serve our communities.

Background

TerpSys is a customer-service company, focused on technology. We are also a company that is both new and old. People in our company have been jointly supporting some of our customers since 1995, though TerpSys was not founded until the year 2000.

In October 1997, Kinetic Technologies, Inc. (KTI) located in Vienna, Virginia was awarded a one year help desk contract with the National Institute of Health's (NIH) National Cancer Institute (NCI) in Bethesda, Maryland. At that time, Ed Woods and 12 newly hired KTI employees took on a very big challenge, creating the Network Integration Services (NIS) division. Demands grew steadily, and so did the role of NIS. In October 1999, Datastudy, Inc. of Parsippany, New Jersey acquired KTI. The two companies were merged into a new firm named Acuent, Inc.

In May 2000, Ed Woods, with the support of some tenured staff, decided that it was in the best interest of the Network Integration Services division to separate from Acuent, Inc. In a mutually beneficial agreement, Ed purchased the Network Integration Services division from Acuent. On August 1, 2000, TerpSys was created and made its new home in Rockville, Maryland. With 55 employees on staff, a growing customer base, and a healthy revenue stream, the company was off to a great start.

Today, TerpSys is a customer-service company, focused on technology. We collaborate closely with you to develop the best solutions for your organization or business.

Our **Networked Systems Solutions (NSS)** division addresses our clients' current and anticipated technology challenges, with forward-thinking strategies and customized solutions that work for your business. Our dedicated team strives to give our clients the most suitable solutions and deliver these products with the fastest response times -- without sacrificing quality.

To ensure our clients stay ahead of the competition, TerpSys begins with a solid practical plan: [ASSESS, DESIGN, BUILD and SUPPORT](#). From this plan, we produce customized solutions that work for your business.



Company Philosophy

TerpSys is a recognized information technology and internet business solutions leader in the Washington D.C. metro area. Our team of dedicated professionals has repeatedly proven successful in helping our customers actualize the true potential of technology.

Our success comes down to our people and our approach. We hire the right people. We train them well. We treat them well. And we have a culture that rewards ingenuity, reliability, and enthusiasm. Not only does our staff appreciate it, so do our clients.

At TerpSys, we believe the best approach to any solution begins with a positive outlook. Our team is comprised of energetic, focused individuals who take great pride in their work. We are highly qualified and certified, and ready to lend a helping hand at a moment's notice. And lending a hand doesn't stop at the office, we are proud to serve the community through our volunteering and fundraising efforts.

TerpSys is a trusted IT solutions provider, helping our clients navigate the complex world of technology, and assisting them in applying technology to produce exceptional business results. We can do the same for you.



Executive NSR Summary for Customer Name

The TerpSys Network Status Report, (NSR) is designed to document a performance baseline for your IT infrastructure to include servers, LAN and WAN status, health and performance. The NSR can also be useful tool for making strategic decisions versus tactical repairs or upgrades.

A TerpSys Network Administrator has performed monitoring and diagnostics, then documented the findings in this report. The next sections cover recommendations for improving system integrity, the overall system design, or configuration, and other issues that relate to the computing infrastructure in place.

Customer Name is comprised of a xxxx. Once items listed below have been addressed to increase efficiency a new baseline should be performed which can then be used to compare with future NSR's to help determine where resources are needed as your organization changes and or grows.

System Integrity:

- Backup: Good
- Antivirus: Good
- Physical Security: Excellent
- Network Security: Fair

System Configuration:

- Environment: Good
- Power Protection: Good
- Physical Network Configuration / Cabling & Backbone: Fair
- Internet / WAN Configuration: Excellent
- Logical Network Configuration: Good
- Directory Services Configuration: Good
- Remote Access: Fair
- Server Configuration / Status: Good
- Messaging: Good

Areas of Concern:

- Documentation: Fair
- Network Usage Policy: N/A
- Software Licensing: N/A
- Disaster Recovery Plan: N/A
- Customer-requested items and issues: Excellent

*Grading Scale: *Excellent / Good / Fair / Poor / N/A*

Action Items:

Some of these action items should be dealt with immediately. Others should be an immediate short term priority – within 3 to 6 months minimum. Action items are listed in order of priority.

- Get full physical inventory of all network servers/ desktops /data / software titles and current licensing packages.
 - Currently CUSTOMERNAME has no standard software baseline or licensing package in place.
 - Backups will need to be configured, scheduled, and then tapes removed from the library to allow for offsite data storage.
- Anti Virus definitions need to be accessible while offsite and/or on travel
 - Currently all users have mixed client versions of ProductName and during transitional meeting concerns have been brought up with regards to how definition updates are performed.
- Design and Develop Disaster recovery plan to meet organizational needs.
 - Currently there is no plan of action in regards to disaster recovery. At the time of transition, TerpSys was informed that there is a workstation not being used. This can be utilized as a secondary domain controller.
- Back-ups to be re-configured.
 - At time of analysis we noted that all schedule back-ups are being written to the same tape. Noted that Primary data drive is only item being backed-up, no current back-up of database seems to have been created.
- Balance the load on the server UPS units in the Server Room by re-routing power cables on all servers, switches, and other key external components and devices.
 - Currently CUSTOMERNAME has two ProductName, but at time of assessment unable to trace power cables to verify what machines and/or devices are currently support via these two devices.
- Label switch and servers in Server Room and LAN closet.

System Recommendations

System Integrity

Backup Configuration & Status

Backups are currently running five days during the week on the CUSTOMERNAME server. The following Directories and included subdirectories are current being backed up:

xxxxx

Current Software: ProductName

*Recommendation:

- *Perform a full backup of each server at least annually and store it offsite.*
- *Consider weekly and (or) bi-weekly tape rotation with offsite storage.*
- *Consider separating out the back up routine into multiple jobs: one for data files, and one for email.*
- *Test current restore process and verify vitality of back-up.*

Antivirus Configuration & Status

Virus protection is provided by ProductName on (CustomerName server), the remainder of the Servers and Desktops are currently running mixed bag of client versions ranging for versions...

There is currently a limited SPAM solution on the local email. Such implementation and configurations will cut down on on-wanted e-mail spam, and/or spoofing. Overall anti-virus protection and management could be improved using centralized management via ProductName console.

*Recommendation:

- *Currently ProductName is configured to provide virus definitions through ProodcutName, (pushing updates through Network Server). Investigate the need to enable and (or) reconfigure using both ProductName and ProductNaem..*
- *Integrate a simple SPAM configuration for current email server through purchase of either a SPAM/FIREWALL gateway or a software based product (such as ProductName).*

Physical Security

Physical security of network servers is currently adequate. Servers are currently located in a locking communications closet located at xxxx. You must meet with xxxx to be granted access to this communications closet. Currently all CUSTOMERNAME equipment is located on the floor of locked LAN closet.

**Recommendations:*

- *Moving the Servers off the floor to prevent possible damage. Currently the closet is a shared environment and has the susceptibility of being kicked and/or knocked into.*

Network Security

TerpSys recommends the development of a simple yet manageable disaster recovery plan with regards to Data and Network stability. If this occurs within the recommended 3 to 6 month window, it would be beneficial to evaluate the current password policies as currently there is no window of time set for users to be forced to change their passwords.

TerpSys recommends as a long term solution for putting ProductName in place to push all patches and hot fixes to all workstations and servers. This will provided the most efficient use of bandwidth and make for an efficient means of managed patch deployment for both OS and office products across the entire network in an automated fashion.

Users with higher level accounts/access should be evaluated. Those users who no longer need administrative access should be removed from administrative groups. Users no longer working for or with CUSTOMERNAME should be deleted across all directory services. In short, the need for each account should be confirmed and unnecessary accounts disabled or deleted.

The above is true for ApplicationName database system as well.

Server Logs should be reviewed regularly - weekly if possible for a pro-active approach to network security and server health.

**Recommendations:*

- *Having solid, yet simple security guidelines, or a detailed security policy, for users to follow will greatly assist in preventing intrusions, attacks and other malicious action. Creation of a detailed security policy is highly advised. This can be developed over time.*
- *Implement strong passwords and require that they be changed every 45-90 days for staff.*
- *Security auditing -. Audit all failed access attempts, as well as successful access for actions such as changing security. Do this once the domain has been upgraded and migrated off of the Novell network.*

- *Remove or disable accounts no longer in use, particularly computer and users accounts.*

System Configuration

Environment

Servers are located in a locked common LAN closet in the CUSTOMERNAME office. LAN closet is located xxxx. The overall LAN closet and Backbone are managed via CUSTOMERNAME. It is assumed at this point that the room has adequate air conditioning that is sufficient in the heat of summer. Servers are generally easy to access for repair.

**Recommendation:*

- *Moving the Servers off the floor to prevent possible damaged. Currently the closet is a shared environment and has the susceptibility of being kicked and/or knocked into.*
- *Build partnership with CUSTOMERNAME IT team for any issues with regards to backbone or LAN closet issues.*

Power Protection

Servers and network equipment appear to be connected to UPS power. The two tower UPS units are not balanced; at time of assessment unable to trace cabling for load balance. Power should be traced and balanced across the two units during off business hours.

**Recommendation:*

- *Re-cable servers and balance power requirements across the two tower based UPS systems currently in place.*

Physical Network Configuration: Cabling & Backbone

The network cabling is Category 5 and adequate to the job. The one main switch located xxxx is ProductName. At the time of the assessment there were adequate ports available on the switch.

It is recommended that CUSTOMERNAME consider discussion to adequately label LAN room switches and patch panel at most, if not all, the switches or ports associated with CUSTOMERNAME's network within the next 12 - 24 months at a minimum.

There is no current wireless access point onsite at time of assessment.

**Recommendation:*

- *Partner with parent IT team to build better understand of backbone structure for any future troubleshooting.*

- *Re-cabling or at a minimum cleaning up, labeling and re patching the cables should be considered.*

Internet / WAN Configuration

CUSTOMERNAME currently has a VendorName DSL in place running through a ProductName. There is a VPN licensed and configured with all WAN traffic terminating into the ProductName series device.

**Recommendation:*

- *The ProductName is currently licensed for xxxx, current number has been exceeded. To prevent nodes from consuming licenses construct an exclusion list.*

Logical Network Configuration

The logical network design is adequate in scope for CUSTOMERNAME's current network.

An Internal xxxx is being delivered via DHCP from the server "CUSTOMERNAME server."

The current DHCP range is xxxx allowing for a maximum of xxxx devices

xxxx is being used at firewall level (ProductName)

**Recommendation:*

- *Ranges can be setup to quickly identify network resources. By way of example:*
- *Xxxx could be set aside for server resources and wireless bridges and access points*
- *Xxxx could be set aside for managed switches*
- *Xxxx could be set aside for networked printers*
- *Xxxx could be set aside for workstations*
- *Use xxxx at the firewall to access all server resources where necessary.*

Remote Access Status

Remote access to the network is being provided via RDP through the firewall for administrative use. VPN license has been setup via ProductName standard. Currently there is one user in place who uses such service to access a ProductName box for database access.

**Recommendation:*

- *There appears to be little remote access needed to CUSTOMERNAME's network at this time.*
- *TerpSys has left RDP in place on primary domain controller.*

Server Configuration & Status

There is no current plan or project to build-up existing servers and services. There was no need to address any further outside of what has been previously discussed.

**Recommendation:*

See Client Action Items

Messaging

CUSTOMERNAME (Minority Corporate Counsel Associates) uses a single email server that is bundled with ProductName. All mail is sent and received to this box with xxxx pointing their xxxx. There is NO evident Mail virus protection on this server at the time this NSR was preformed.

**Recommendation:*

- *Install a mail gateway such as the ProductName appliance or a software anti-spam/anti-virus solution at the e-mail server.*

Other Areas of Concern

Documentation

CUSTOMERNAME has some network documentation. CUSTOMERNAME appears to have little to no network process/procedural documentation.

**Recommendation:*

- *As TerpSys performs regular work, they should begin documenting the network and the network processes involved.*

Network Usage Policy

The network usage policy was not directly discussed as a function of this NSR.

**Recommendation:*

- *TerpSys can assist in creating policies. Having such policies in place can protect your organization from significant legal liabilities.*
- *TerpSys strongly recommends having a usage policy for network, email, and Internet use.*

Software Licensing

TerpSys recommends doing a software inventory study to be certain the organization is in compliance with license policies. A tool such as the Microsoft Software Inventory Analyzer can be run against the network to gather a 'snapshot' of current license use.

**Recommendation:*

- *Check ProductName licenses discovered against CUSTOMERNAME's known license ownership.*

Disaster Recovery Plan

CUSTOMERNAME has no apparent disaster recovery plan for operations or data currently in place.

**Recommendation:*

- *TerpSys recommends determining which business functions must be available, and how to make sure they are available even in a disaster.*

Client Requested Items

Remote Updating

Request #1

Request #2

...

System Inventory

CUSTOMERNAME requested that TerpSys provide physical inventory of current equipment in use.

Provide system audit for all current machines and software titles, and create functional baseline.

**Recommendation:*

- *Perform Inventory*
- *Check MSIA licenses discovered against CUSTOMERNAME's known license ownership, and document for a future licenses inquiries.*

Naming conventions

** Further discussion of naming convention changes as mentioned in initial client meeting.**

