Network Assessment Analysis Checklist

This document is a checklist designed to assist the client and Pinnacle's Consultant with the Network Assessment. This checklist also coordinates with the Questionnaire previously sent to the client. Prior to the scheduled arrival of your consultant, please go through this list and confirm readiness for all items that apply.

Indentify Scope of Service

- Identify Devices : Hubs, Routers Gateways, Modems, T1, ISDN, Infolink etc
- Automatic Surveillance – reactive and pro-active monitoring
- Fault Diagnostics
- Configuration Management
- Performance Monitoring and Analysis
- Security Alerts, reporting and administration
- Capacity Planning
- Ongoing Projects – upgrades, rollouts, expansion
- Identify equipment, suppliers, contracts
- Number of stores
- Home Office
- Remote Offices

Client Staffing and Organization

- Define all supports groups, roles and responsibilities, number of staff – both internal and external
- If external staff – define availability and contract obligations
- Coverage hours
- Notification process
- Escalation process
- Call In/Out procedures
- Network Operations Center – staffing, capabilities, functions
- Identify responsibility and procedures for: Change Management, Contract Maintenance, License Agreements, Hardware Ordering, Fix/Replace
- Training/ re-training procedures

Network

- Review Corporate Network
- Define primary use
- Describe the enterprise: User locations, site definitions, connectivity between sites, number of total users, number of concurrent users
- Obtain Network and Connectivity Diagrams
- Define the predominant transport protocol
- Network Operating Systems
- Define how remote sites are connected
- Define how the enterprise is connected to the public internet
- Define internet security
- Define the e-mail system
- Define bandwidth
- Who id your provider
- Define the IP address setup and range
- Define all network hardware in use or planned for
- Define the Network Monitoring procedures
- What network tools are used
- Define Network Redundancy
- Firewall/access list management

Hardware

- Define all hardware used in all stores and offices
- Analyze and diagram store cabling
- Define Onsite repair procedures
- Define procurement, installation and upgrade procedures and resources
- Moves and changes
- Maintenance scheduled and procedures
- Fix/Replace procedures
- Spares
- Define all third party agreements and service levels

Service Levels

- Hours of coverage
- Network "Uptime" requirements
- Internal and external SLAs
- How are issues resolved
- Does SLA provide for backup facilities or redundancy

User

- Define number of users – total number and concurrent
- Define users activities
- Define hours of use
- Define type of access – internet, remote, dial in, VPN etc

Data

- Data types
- Files sizes
- Transmission requirements
- Query versus inquiry
- Historical amount

Reports

- Number of reports
- Number of users
- How are they distributed
- Ad-Hoc or canned reports – number, frequency
- Historical reporting – how much, frequency, number of users, distribution

Credit Networks

- Confirm all netwoks used and for what functions
- Verify Terminal ID (TID) from your Credit Network. (NBS, ADS, Citgo, Conoco/Phillips, Lynk, Exxon/Mobil, etc.)