

IT Best Practices Audit™

TCS offers a wide range of IT Best Practices Audit content covering 15 subjects and over 2200 topics, including:

1. IT Cost Containment — 84 topics
2. Cloud Computing Readiness — 225 topics
3. Networks — 185 topics
4. Desktops and Printers — 208 topics
5. Storage — 130 topics
6. Microsoft Servers — 191 topics
7. iSeries Servers — 116 topics
8. Web Servers — 119 topics
9. Unix and Linux Servers — 134 topics
10. Database — 115 topics
11. Software Licensing — 24 topics
12. Telephony — 82 topics
13. Data Center — 253 topics
14. IT Leadership and Governance — 185 topics
15. Compliance and Security — 296 topics

IT Best Practices Audit™

IT Cost Containment Audit Categories and Topics

Category	Topic
Facilities	Data center consolidation
Facilities	Turn off unused servers and other data center equipment when not needed to save power and cooling costs
Facilities	Use of organization facilities for disaster recovery and/or storage of backup media/data. Use a retired data center that has been consolidated.
Facilities	Agreements between "friendly companies" to use the others facilities for DR purposes, especially in close proximity to the data center, at no cost
Facilities	IT Financial Management Software to assist in IT Budgeting, Reporting, Cost Allocation, etc.
Facilities	IT Financial Benchmarking to identify cost metrics for comparison against industry peers and best performers
Facilities	Use of wall jacks and patch cables to connect office equipment.
Facilities	Overprovision/installation of network cables.
Hardware	Server consolidation
Hardware	Storage consolidation
Hardware	Consolidation of databases and database servers
Hardware	Maximizing the expansion capabilities of existing servers
Hardware	Use of retired equipment for disaster recovery purposes
Hardware	Purchase used equipment
Hardware	Upgrade existing PCs with faster disks (7200 RPM), more RAM, faster NIC's etc to extend the useful life (and performance) of the machines
Hardware	Use of Thin Client or Virtual Desktops
Hardware	Upgrade LAN bandwidth to eliminate bottlenecks
Hardware	Upgrade Switch port speeds and uplinks to eliminate bottlenecks
Hardware	If the organization is using commercial hosting services, hosting of commercial hosting space only (for the production equipment) can save OPEX costs.
Hardware	Maximize the capacity of a single instance of a server
Hardware	Reduce or eliminate printing of reports; use of electronic report distribution.
Hardware	Centralize spare parts into a single location
Hardware	Use of new hardware and/or upgrade older hardware to support virtualization and consolidation
Hardware	Use of virtualization to support separate development, test, and training environments on less hardware.
Hardware	Selective use of Solid State Storage

Category	Topic
People	Maximize employee (user) productivity
People	Hire strong business/systems analysts
People	Dedicated IT staff for Executive Support
People	Investing in training for employees and/or use of well trained contractors
People	Use of existing IT staff to provide "after hours" coverage.
People	Schedule some IT staff for occasional 2nd shift work to perform scheduled maintenance
People	Hire more senior IT resources, especially for the Help Desk.
People	Use of IT service firms to provide installation and support at remote locations. This can minimize staffing costs and travel costs.
People	Use of Remote Desktop Support/Citrix Shadowing
People	Cross training of internal IT staff
Processes	Audit the use of Best Practices within the Infrastructure (desktops, network, storage, servers, data center, etc.)
Processes	Use of a Program Management Office
Processes	Improve the coverage and quality of requirements definition processes and documents
Processes	Performance Tuning of servers
Processes	Performance Tuning of networks
Processes	Performance Tuning of storage
Processes	Identification of users that consume high amounts of technology resources (CPU, Storage, Network Bandwidth, etc.)
Processes	Identification of users that consume high amounts of IT support resources.
Processes	Root cause analysis and permanently solving problems
Processes	Consolidate IT suppliers. Negotiate price reductions and/or volume purchases from suppliers.
Processes	Use expert help to conduct contract negotiations
Processes	Use of screen and report/output prototyping to define requirements
Processes	Use of Post Project Reviews
Processes	Product/technology standardization
Processes	Maximize the uptime for all key systems/networks/applications.
Processes	Use of metrics/data to baseline/measure the current state of the organization - costs, issues, staffing ratios, time to fix, utilization, etc.
Processes	Documentation of processes, data, architectures, software. Configurations, procedures, responsibilities, requests, issues, spending, etc.
Processes	Regular 3rd party penetration testing / security audits
Services	Data circuit/network link consolidation
Services	Selective use of outsourcing

Category	Topic
Software	Application consolidation
Software	Upgrade older versions of existing applications to current (or at least newer) levels
Software	Upgrade older operating systems to current (or at least newer) levels
Software	Use of data de-duplication technologies
Software	Use of open source software
Software	Re-image desktops with the same or newer operating systems and applications
Software	Use of traffic prioritization for WAN data
Software	Use of Print Servers in remote locations
Software	Conduct quarterly software license audits to collect license ownership and deployment data
Software	Redeploy existing (non OEM) software licenses
Software	Purchase software licenses (non OEM licenses) that can be transferred or redeployed
Software	Use of cloud computing for proof of concept projects and pilot applications
Software	Use of cloud computing for testing of application scalability
Software	Limit the software products that are used by the organization
Software	Use of tools/agents to collect and monitor key data from components
Software	Use of Anti Virus protection on all devices
Software	Use of Web Filtering tools
Software	Use of a data warehouse to provide information for business decisions
Software	Data cleansing
Software	Data dictionary
Software	Evaluate need/value of software licenses from software providers (Microsoft, Oracle, etc.). Use of an experienced 3rd party negotiation firm (Nuckles Law, Net(Net), etc.) to negotiate lower cost software license contracts.
Software	Evaluate need/value from software support contracts (Microsoft, Oracle, etc.). Use of an experienced 3rd party negotiation firm (Nuckles Law, Net(Net), etc.) to negotiate lower cost support contracts.
Software	Retire unused applications
Software	Use of after-hours/extra compute capacity
Software	Migration of applications from high cost platforms (mainframe, mid-range systems, older proprietary systems) to commodity based platforms (hardware and software)
Voice	Use of free VOIP products
Voice	Use of centralized, shared voice system components (call center apps, call managers, fax servers, etc.) with remote sites
Voice	Conducting an quarterly audit of the use and costs of voice, fax and data circuits
Voice	Use of Nextel type Phones by IT staff