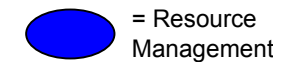


zeus questionnaire-councils

Opportunity for Improvement									
User Management			Answer Please tick						
Task	Description	1= Limited 5 = Plenty	How are Users Managed , Manual or automated					Notes	
			Network A/C	Payroll	Mainframe	Human Resources	other		
1	User Creation	New employee joins, Requires New Network A/C adding to various databases/systems, Payroll, Mainframe, Access Privaleges.	1 2 3 4 5 [] [] [] [] []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Notes
2	User Deletion	User Deletion, Network, File system, various databases/systems.	1 2 3 4 5 [] [] [] [] []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Notes
3	User Movements	An employee changes offices/ departments /buildings how are network accounts moved.	1 2 3 4 5 [] [] [] [] []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Notes
4	User Acc Management	Password maintenance, account lockout, profile corruption, email etc, group membership, rights to files and directories.	1 2 3 4 5 [] [] [] [] []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Manual [] Automated []	Notes
Resource Management			Answer Please tick				notes		
5	Print Drivers	How are Printer driver & Print Driver Updates typically deployed.	1 2 3 4 5	Manual	ZenWorks	SMS	Other		
6	Applications	How are applications typically deployed corporate wide, eg IE55 to every desktop, describe process time scales and cost.		Manual	ZenWorks	SMS	Other		
7	Application Updates	How are application updates and bugfixes deployed.		Manual	ZenWorks	SMS	Other		
8	Application Distribution Points	How are applications distributed to distribution points/servers (if automated) eg manual copy, zenworks ZFD, batch file etc.		Manual	ZenWorks	SMS	Other		
9	App Example	Provide an example of an application distribution- Corporate wide eg virus pattern update.		Attach examples					
10	New Desktop Deployment	How are Desktops Deployed, OS installed, software added, Print drivers installed. How long does the process take? Eg 2 hours, 4 hours		Manual	ZenWorks	SMS	Other		
12	Desktop recovery	How are workstations recovered/rebuilt following a system crash? How long does the process take.		Manual	ZenWorks	SMS	Other		

Completed By _____ Date _____
Position _____



Opportunity for Improvement Answer

Proactive Reporting

1 = Limited
5 = Plenty

Task	Description	frequency	duration	Notes
13	Leaver Reports How often are Leavers Reports run - (ensure all users no longer employed have had accounts deleted and data archived - removes risk of security breach eg frequency Monthly, duration 3 hours			
14	Intruder Lockout How often are Intruder lockout reports run - to detect possible attack from hackers			
15	Group Membership How often are group membership reports performed - maintains network security by removing excessive rights, temporary granted, and redundant groups			
16	Backup Reports How often are backup reports run on ALL servers ensuring data has been successfully backed up.			attach examples
17	Server Health Reports How often are server reports performed to discover/view statistics such as disk utilization, error logs required for preventative maintenance			

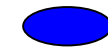
Disaster Recovery Answer notes

18	Disaster Recovery Do you have a disaster recovery procedure for File Server Failure		Yes No	
19	DR Last Test If yes, when was it last tested?			attach
20	How long does it take to fully recover from a server failure? IE Users are fully productive			

Bottlenecks Answer notes

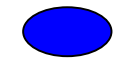
21	BottleNecks Are there any recognised bottlenecks - eg People, procedures, knowledge/skills shortages		Yes [] No []	attach
22	Are certain tasks only able to be performed by one or two members of staff		Yes [] No []	
23	What would happen if these staff were not available through accident, illness?			
24	Are procedures performed by key personnel well documented		Yes [] No []	attach

Completed By _____ Date _____
Position _____

 = Resource Management

Opportunity for Training Improvement					
	Training		Answer	notes	
25	Help Desk Training	How well trained are Help Desk staff in dealing with customers problems - problem Identification			
26	Support Staff Training	How well trained are Support staff in dealing with customer problems?			
27	Support Problem Solv	Do staff routinely fix problems without asking WHY the problem occurred.			
28		Is problem solving aimed at curing the symptoms not the root cause.			
29		How well trained are support staff in using new automation tools and monitoring tools.			
30		How well trained are end users in using automation tools, accessing self help			
31		How is training structured eg one to many, train the trainer?			
32		What repeat/ ongoing training procedures are inplace?			

Completed By _____ Date _____
 Position _____

 = Resource Management