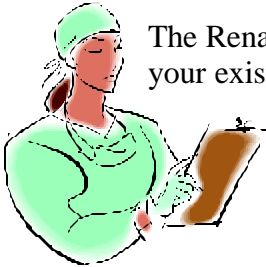


Renaissance Business Systems

Network Backbone Exam Checklist



The Renaissance Business Systems Network Backbone exam is a thorough review of your existing environment with recommendations presented in a Network Backbone Exam (NBE) report at the conclusion of the exam. Recommendations and in-study adjustments are only executed with client approval. The following methodology is used:

Information Gathering

- ✓ **Meet with the current network administrator:** The fact-finding process is the single most important part of the network exam. Our goal at this stage is to quickly understand your networks capabilities and weak points. We request network documentation is available. We enquire about problem areas of the network including end user issues, system stability, recurring complaints and time related slowdowns. Our techs need to be aware of any recent or not so recent upgrades that have put excess strain on or caused new issues on your network (example: We added this new server about a year ago and things just haven't been right since then). Take a tour of the building with the network administrator to make note of any unusual environmental obstacles that include hazards to equipment, cabling or people involved in the network. We also define expectations during this meeting to establish the goals we are trying to attain.

- ✓ **Create a floor plan:** Document the physical location of network drops and their drop numbers. Note labeling standard if any.

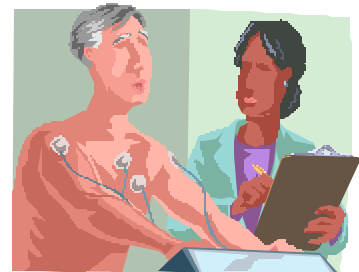
- ✓ **Document what you have now:** Throughout your day to day routine you may have made small changes to your networks hardware and software many times over. Make current or update drawings and spreadsheets to reflect what you have now. These can be used as templates for license tracking and future problem resolution. You may be surprised what you have when you are finished.

- ✓ **Identify mission critical business applications:** Create a list of your essential applications. Review this list and evaluate the hardware that is running the applications.
Considerations: Are you on the latest version? Has an updated version rendered your hardware obsolete? Will new hardware render your software obsolete? Have these applications kept up with your company's growth or are you making due with software that you have outgrown? Will a network upgrade expand the capabilities of the software that you are currently using? Are you current on your licenses for these applications? These

- ✓ **Review network security issues:** How are users connected to the internet? Do you have control over a single point of entry (dial up, broadband or designated line)? Is there a firewall installed between your network and the internet and are you up to date on the version to stop the latest attacks? How are you handling computer virus updates? Is your backup power adequate for your mission critical hardware? Do you have people connecting from remote locations and how?

Physical Exam


- ✓ **Check cable runs:** Inspect each office to make sure cable sockets will be accessible and cables are not mangled or frayed. Establish and benchmark network speed by transferring a file of known size from each PC to a common point and back. Record the time for transfers and compare them to get an idea if one building location or region may be having trouble. If certain runs or areas look problematic use the proper test equipment to check and certify the cable runs. If cable runs appear OK test routers, hubs and switches for performance. *(Note: file transfer issues can sometimes be related to PC problems and should be handled individually. If a PC problem is suspected, a laptop known to have no issues should be substituted at the connection point for this test)*



- ✓ **Audit Each Server:** Renaissance Business Systems has a standard server audit that we perform to target problems and performance bottlenecks. After reviewing each server and its function on the network we can OK it or make recommendations for upgrades or reallocations. Some of the targeted items are memory and processor use, disk capacity and usage, data backup history and virus updates. Make note of where firmware updates, software utilities (such as defragmentation software) and hardware upgrades may provide substantial benefit.
 - ✓ **Check PC issues:** After we have established that the network is passing information packets at the desired or at least expected speed we refer to the end user issues we discovered earlier. We would handle the PC issues on a one to one basis and have you make the decision on our course of action.
 - ✓ **Check printer performance:** We physically inspect all printers for signs of wear and tear. We print a test page to each printer to insure it's proper functionality. We refer to our notes on user issues with each printer and deal with them accordingly. Any slowness in document delivery speed is noted and isolated to identify whether the issue is a print sharing card or device, the PC to which the printer is attached or a software issue. *(Most issues with printing are related to print driver issues and are quickly resolved). Quick issues are resolved, those requiring more time or research are noted on the NBE report for the customer to consider.*
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DIAGNOSIS & RECOMMENDATION

- ✓ **Update Documentation:** Throughout the audit process we make note of system oddities, network inconsistencies or upgrades and add them to your documentation for future reference. We also create or update drawings and flowcharts of your network so you can visualize upgrades and spot bottlenecks before they become problems. If a labeling standard is not present, we recommend one for cables, sockets and all computer assets.

- ✓ **Meet with your management team:** At the conclusion of our Network Backbone audit we schedule a meeting with your review the results of the audit. At that time we would documentation and make recommendations for and process improvements if needed along with  management team to go over the repairs, upgrades associated costs.

Other Services Renaissance Business Systems Offers

- **New Business Software to manage: Order Entry, Accounting, Production control, Shipping, Warehouse management, Payroll, Human Resources and Fixed Assets Management.**
- **Point of Sale – complete store and warehouse solutions.**
- **Training – State of the Art facility in Brunswick for Microsoft and other products.**
- **Remote access to your home, satellite locations and keeping you connected while you're traveling.**
- **Workstation, Printer, Server and all other hardware support**
- **Faxing from your desktop.**
- **Web Site development and programming.**
- **Bar coding systems (including wireless).**
- **Time and attendance software and hardware.**
- **Machine Integration from your shop floor.**
- **Voice Mail Systems/Integrated messaging.**
- **Telecomm analysis and cost reductions.**