Technical Assessment Questionnaire

1 Executive Summary

The purpose of this document is to request answers to technical questions from the customer's technical team before suggesting technical options to cover the customer's needs and designing a high-level implementation plan. Based on the answers to the technical questions, our company will proceed with preparation of a suggested implementation plan, to be discussed with the customer.

The intended audience of this document includes the customer technical team and our company's technical team.

2 Technical questions

Please provide us with answers to the following questions, to help us better understand your current IT infrastructure and your technical and business needs. Please note that some of the questions below may not be applicable to your environment. If any such questions exist, please reply with N/A (not applicable).

1. Please provide high-level description of your IT infrastructure architecture:
   - On-premises infrastructure (number of on-premises physical locations and network link types between them, such as VPN over Internet, VPN over MPLS)
   - Cloud infrastructure (infrastructure hosted in conventional hosting providers and/or number of tenants/subscriptions in public cloud providers, e.g. Amazon AWS, Microsoft Azure)

2. Provide high-level description of your compute infrastructure capacity and more specifically:
   - Do you have a server hypervisor in place? If so, how many hosts running which version of hypervisor software (e.g. VMWare vSphere, Microsoft Hyper-V, etc)?
   - Number of physical and virtual servers and description of their specs (CPU, RAM, Local disk, network cards).

3. Provide high-level metrics about your peripheral devices (printers, scanners, etc), thin clients and workstations:
   - Operating system version
   - Hardware specs (CPU, RAM, local disk, network cards)

4. Provide high-level description of your networking infrastructure capacity and more specifically:
- Do you have managed hardware firewall with VPN gateway capability? If so, at which locations? What is the total supported throughput for VPN gateway operations?
- Provide a list of other IP networking devices for each of your on-premises locations (routers, switches, wireless access points).
- What is the maximum supported bandwidth (uplink/downlink) from on-premises to the Internet for each of your on-premises locations? Please provide list of the available WAN links in each on-premises location (xDSL, mobile, MPLS VPN, P2P leased line).
- Do you have structured IP cabling in all your on-premises locations? What is the cabling protocol used in each location (Cat5e, Cat6, etc)?

5. Provide high-level description of your storage infrastructure capacity and more specifically:
- Type of storage appliances and total/available storage capacity in each appliance (SAN, NAS, file server)
- Do you use storage switches or have direct storage connection to servers?
- Current total size of stored user file data
- Current total size of SQL databases

6. Provide high-level description of your identity and access management infrastructure and more specifically:
- What is the primary authentication and authorization method in your organization (Microsoft Active Directory on-premises, Azure Active Directory, local Windows workgroup authentication, etc)?
- What is the total number of internal users?
- What is the total number of external users authenticating to your infrastructure(s) (e.g. partners, customers, etc)?

7. Provide high-level description of your wireless infrastructure and more specifically:
- Number of wireless access points
- Make/model of wireless access point controllers and version of access point management software.

8. Provide high-level description of you Voice Over IP (VoIP) infrastructure and more specifically:
    - VoIP server (hardware/software/vendor)
    - VoIP appliances (number of appliances, make/model)

9. Provide high-level description of other IP-based and non IP-based systems you may have and more specifically:
    - Devices supporting non-IP industrial networking protocols such as DALI, ZIGBEEE, etc.
    - IoT sensors make/model
    - IoT applications
    - Security devices and software
    - Monitoring devices and software

10. Provide high-level list of all software applications accessed internally by your users or by external users (Office productivity apps, ERP, CRM, etc)

11. Do you have a source code versioning and DevOps solution in place for your software development teams (Github, Giblab, Jenkins, Azure DevOps, etc) ?

12. Provide high-level description of your software licenses, including but not limited to the following:
    - Microsoft Windows (Server)
    - Microsoft Office
    - Microsoft SQL Server
    - ERP
    - Antimalware
    - Public cloud subscriptions

13. Provide high-level description of your data backup plan(s) and more specifically:
    - What data are being backed up
    - Backup type (full, incremental, etc) and backup frequency
    - Backup hardware/software
    - Backup time retention
    - Backup location (on-premise, cloud)

14. Do you have a remote access solution in production (VPN, Citrix, Microsoft RDS on-premises, Azure Virtual Desktop)? Do you need remote access to your on-premises computers and applications? If so, for how many users?

15. What are the most important technical pain points/issues you need to resolve?

16. Do you have a maximum budget for implementing an IT solution?