

# Toe to Head Assessment

## Technician Checklist



The FOCUS24 Toe-to-Head assessment is designed to review your network and servers from the bottom, up. Just like many other disciplines, it is important to build a solid foundation for each level that provides stability and reliability for the next level. This checklist is designed to both guide our technician through the assessment and to inspire discussion with the customer on specific concerns or needs.

- ✓ Wiring
  - Overall Condition of Network Wiring
  - Switches
- ✓ Power & Environment
  - UPS
  - Alerts
  - Cooling, Humidity levels for Servers or Gear
- ✓ Wireless Access
  - Coverage
  - Security
- ✓ Internet
  - Provider and Service Level
  - Externally Accessible Servers
- ✓ Servers
  - Security Accounts
  - Network Connection Speeds
  - Version
  - Patches Levels
  - Disk Space
  - Redundancy
    - Data & Applications
    - Hardware & Power
  - Memory Usage
- ✓ Backup
  - Coverage
  - Recovery Methodology (Technology and Process)
  - On Site / Off Site
  - Retention
- ✓ File Sharing
  - Server-based
  - Mobile and Web
- ✓ Document Services
  - Printing
  - Scanning
  - FAX and Copy
- ✓ E-Mail
  - Domain Name
  - SPAM and AV Filtering
  - Disaster recovery
  - Archiving
  - Remote/Mobile Access
- ✓ Security
  - Anti-Virus / Malware
  - Firewall
  - Patch Process
  - Internet Exposure
- ✓ Cloud Opportunities
  - Service Levels & Savings