



Health Check Outline

RWA utilizes the following outline to review an organization's systems and processes to determine the health of an organization. Clients can choose any portion of the outline areas or the entire outline to be evaluated. The results of which are used to identify areas needing treatment.

1 Information Technology Infrastructure

1.1 Local Area Networking (LAN)

- 1.1.1 Data communication infrastructure
- 1.1.2 Internet and WAN connections
- 1.1.3 Internet Website

1.2 Non-Data Communications

- 1.2.1 Voice Communications Infrastructure

1.3 Servers

- 1.3.1 Business Server Group
- 1.3.2 Specialty Servers

1.4 Workstations

- 1.4.1 Business Desktop Systems
- 1.4.2 Business Laptop / Tablet Systems
- 1.4.3 Other Systems

1.5 Shared Resources

- 1.5.1 Printers
- 1.5.2 Faxes
- 1.5.3 Copiers

1.6 Disaster Recovery / Data Protection

- 1.6.1 Virus Protection
- 1.6.2 Data Backup
- 1.6.3 Power Management
- 1.6.4 Regulatory Compliance
- 1.6.5 Security Compliance
 - 1.6.5.1 Firewall
 - 1.6.5.2 Procedures

1.7 Network / User Administration

- 1.7.1 User Accounts
- 1.7.2 Group Policies / Security Policies
- 1.7.3 Network Groups and Scripts
- 1.7.4 Private Drives

2 Enterprise Applications

2.1 Productivity Software

- 2.1.1 Client / Contact Management
- 2.1.2 Accounting
- 2.1.3 Email / Groupware
- 2.1.4 Database

2.2 Business Software

- 2.2.1 The Agency Manager
- 2.2.2 Other

3 Specialty Devices / Business Specific Systems

3.1 Specialty Devices

3.2 Business Specific Systems

3.3 Other

4 Business Operations

4.1 Communications and Marketing

4.2 Management Analysis

- 4.2.1 Licensing
- 4.2.2 Security / Regulatory Compliance

5 Documentation & Training

5.1 Technical Documentation (upon request)

- 5.1.1 Network Virtual Diagram
- 5.1.2 Floor Plan
- 5.1.3 Information Technology Management (Logins, Clients, Contacts)
- 5.1.4 Asset Reports

5.2 User Training

Note: Treatment of areas identified is done at the regular service contracted rates.