

Blue Saffron

ITRM Audit for

Company Who Need Audit Ltd

Blue Saffron
more than just IT

Table of Contents

| | | |
|------|---|----|
| 1. | Document Control | 3 |
| 1.1 | Document Owner | 3 |
| 1.2 | Disclaimer | 3 |
| 1.3 | General definitions | 3 |
| 2. | Introduction | 4 |
| 2.1 | Purpose and Objectives | 4 |
| 2.2 | Audience | 4 |
| 2.3 | Supporting Documentation..... | 4 |
| 3. | Scope of Audit..... | 6 |
| 3.1 | Exclusions | 6 |
| 3.2 | Customer Locations..... | 7 |
| 4. | Report Summary and Conclusions | 8 |
| 4.1 | Scope of Support and Support Options | 8 |
| 4.2 | Areas that Require Further Investigation | 8 |
| 4.3 | Priority Changes Needed Pre Install to Deliver Support | 9 |
| 4.4 | On Boarding Tasks..... | 9 |
| 4.5 | Service Activation..... | 10 |
| 4.6 | Changes to be Implemented Post Service Activation | 11 |
| 4.7 | Future Projects..... | 12 |
| 5. | Summary of Recommendations and Next Steps | 13 |
| 6. | Customer Requirements | 14 |
| 6.1 | Reasons for change | 14 |
| 6.2 | Timescales | 14 |
| 6.3 | Expected Outcome..... | 14 |
| 6.4 | Summary of key requirements | 14 |
| 6.5 | How do the users currently interact with support..... | 14 |
| 7. | Detailed Analysis..... | 15 |
| 7.1 | Directory Services, Users and Workstations | 15 |
| 7.2 | Cloud Based Applications | 20 |
| 7.3 | On Premise Business Applications..... | 21 |
| 7.4 | Email and Collaboration..... | 22 |
| 7.5 | Email Security | 23 |
| 7.6 | Databases | 24 |
| 7.7 | Servers..... | 25 |
| 7.8 | Storage | 27 |
| 7.9 | Power & UPS..... | 28 |
| 7.10 | Data Backup | 29 |
| 7.11 | Anti-Virus..... | 31 |
| 7.12 | Desktop and Laptop Environment..... | 32 |
| 7.13 | Printers and Scanners | 33 |
| 7.14 | Microsoft Licencing | 35 |
| 7.15 | Mobile Devices..... | 36 |
| 7.16 | LAN Infrastructure | 37 |
| 7.17 | IP Addressing Scheme | 40 |
| 7.18 | Access Network(s)..... | 41 |
| 7.19 | Security Gap Analysis | 42 |
| 7.20 | Connectivity between offices | 45 |
| 7.21 | Phone System..... | 46 |
| 7.22 | Physical Environment | 47 |
| 7.23 | Remote Users | 48 |
| 7.24 | Monitoring..... | 49 |
| 7.25 | Service Desk Activity | 50 |
| 7.26 | Onsite Support..... | 52 |
| 7.27 | Equipment Warranties..... | 53 |
| 7.28 | IT Governance | 55 |
| 7.29 | Services Management..... | 57 |
| 7.30 | Application Controls | 59 |
| 7.31 | Financing of Information Systems Support and Development..... | 61 |
| 7.32 | Business Continuity Management | 62 |
| 7.33 | Additional Reporting Attachments..... | 64 |