

I/T INFRASTRUCTURE GAP ANALYSIS:

The ProjX I/T Gap Analysis centers upon three key areas within an I/T department:

- Existing Hardware, Software and Network configurations
- Current Processes residing in the I/S department that support the Infrastructure
- Individual and team capabilities that implement the processes

OUTCOMES:

1. Identify any serious gaps that may exist in the areas of the I/T infrastructure, processes, and service delivery, that would inhibit or hinder the I/T department from delivering top quality service to its end users both now and in the near future.
2. Recommend changes or fixes that would eliminate the discovered gaps.

DELIVERABLES:

1. A summary discussion of the key findings from I/T departmental interviews along with the detail from those interviews. ***(This will be the second phase of the assessment)***
2. A summary report highlighting each of key findings as they relate to areas accomplished well, gaps in performance and ProjX recommendations for improvement
3. A list of hardware and software in current use with a discussion of weaknesses that impact service delivery.
4. A network diagram and a discussion of design strengths and weaknesses. This will include a network testing along with penetration testing.
5. An evaluation of backup procedures, disaster recovery procedures, and documentation.
6. A review of security protocols, implementation, maintenance and monitoring of end-user adherence.
7. Impact study of the proposed AS400 on the current network.
8. A summary discussion of the strengths and weaknesses of the I/S department as it relates to skills, process, and service delivery.