



## Infrastructure Health Check™ Service – Summary

### • Our Unique 12-Step Framework for Success

Our 12-Step Framework identifies the Health Check assessment's key issues. Not all companies are the same, which is why some of our clients have needed specific treatment for one or more components within this framework:

1. Infrastructure-Wide Assessment (Internal & External Dependencies)
2. Systems Operations/ Management (Incl. external Maintenance Contracts)
3. Network Topology (Mapping, Performance, Rationalization, Security)
4. Physical & System Security (Firewalls, LAN & WAN, Desktops, Servers)
5. Messaging, Wireless, Mobile Workforce, Web 2.0 Services, Email
6. Backup, Disaster Recovery (Awareness, Best Practice, Audit Requirements)
7. Asset Management (Procurement, Suppliers, Configuration, Budget, TCO)
8. Capacity Planning (Scalability, Upgrades, Technology Refresh, Growth)
9. Rationalization of Technology & Services
10. Recommendations & Costings for Improvements (including any Training)
11. Define, Update, Align Study Outcomes with Business Strategy Objectives
12. IT Service Management (Management, Processes, Practices)

For more information, or to schedule an appointment, [contact us](#) today.

## IT Frameworks

Some organizations are familiar with ITIL Practices, while others have 'evolved' their internal systems without prescribed frameworks. Insight ITC works closely with each client to understand IT Service Management concepts and requirements which produce the 'best-fit' solution.

# Insight ITC Health Check™ Service



## Vulnerability

Technology now plays a crucial role in allowing companies to operate in a fiercely competitive and fast-changing environment. Can your organization adjust to the changing dynamics of business technology, including the Internet, networks, and users? To manage and maintain systems and their vulnerabilities, the Insight ITC Health Check™ Service helps you to classify, measure, integrate, and audit vital IT services.

## Managing IT

Our Health Check study leads to the development of a high-level strategy to support the goals and objectives of your business and staff. This in turn establishes a standardized process for conducting projects and automating daily business. Our Health Check framework delivers greater competitiveness, reduced costs and increased profit margins.

## Key Issues

Measuring the Health of IT Services  
Health Check™ Service – Summary  
Vulnerability and Managing IT  
IT Frameworks

## Measuring the health of Business IT Services

### Health Check Objective

The goal of our unique Insight ITC infrastructure Health Check™ Service is to understand and recommend how your organization's IT services map onto your existing technical and business environment.

The Health Check Service will actually enable your company to profit from more efficient, effective use of technology that relates to, and changes with, your business.

Think of it as a marriage between an organization's business objectives and the use of its underlying technology services.

### Key Benefits

The Health Check Service is a "sanity check", leading to

- improved reliability and performance
- increased staff productivity
- increased competitiveness
- higher 'cost-to-profit' ratios
- reduced errors and data loss.

The creation of a high-level plan to support the goals and objectives of your business removes the temptation to cut IT expenditure because it is seen as an investment and not a cost.

### Enable Business Success

The Insight ITC infrastructure Health Check™ Service study provides a logical starting point for your business to assess the existing effectiveness of IT resources company-wide.

[Contact us](#) to learn how Insight ITC can help your business to profit from more efficient technology services.

## Contact Information



PO Box 2092  
Deland, Florida 32721  
407.792.9600 ph -- 480.287.8518 fax  
contactus@insightitc.com  
www.insightitc.com