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**Network Assessment and Business Information Questionnaire**

**Please Fill out, think about and email back. Thank You.**

**Basics of Your Business**

* What are your lines of business?
* How many locations/employees do you have?
* What are known challenges you face related not only to technology but to your business goals?

**Stability and Availability**

* Do you have the access you need to the information you need?
* Can you recover in the event of a disaster?
* [Are you secure?](https://www.loffler.com/blog/vciso-cybersecurity-services-for-your-it-budget)

**End-User Efficacy and Training**

* Are your [end users trained](https://www.loffler.com/blog/how-to-prevent-phishing-emails)?
* Are you end users able to use the resources you have?
* Do your end users know who or how to ask for help?

**Professionalism and Knowledge**

* Is your IT team capable of supporting your business?
* Are there [gaps in expertise](https://www.loffler.com/blog/next-great-it-hire) within your IT team that need to be filled from outside resources?
* Does the IT team need additional training?

**Accountability and Proactivity**

* Do you have a proactive approach to business administration and management?
* Where do you have old technology you’re not managing?
* Who is responsible for what?

**Budget, Prioritization and ROI**

* Do you have an IT budget?
* How do you plan your IT budget?
* Do you prioritize things based on ROI or value to the organization?

**Compliance, Policies and Performance Measurements**

* What compliance issues are you/your industry faced with?
* What compliance needs have you yet to meet?
* Are [policies documented](https://www.loffler.com/blog/should-you-ditch-your-current-password-policy)?

**Expectations, Reporting and Transparency**

* Are expectations of end users clear?
* Are [expectations of the IT team](https://www.loffler.com/blog/better-it-team-expectations-improve-user-reviews) clear?
* Do end users understand what’s happening in IT?

**Strategy and Planning**

* How does IT fit within the planning for your business strategy?
* How do you plan/manage your IT lifecycle?
* [Is your governance inhibiting your goals?](https://www.loffler.com/blog/how-to-avoid-it-strategy-failure) (For example, profitability goals might look at controlling spend with centralized governance, while growth goals may require people closer to the action being able to make decisions and be more responsive.)

**Network Inventory**

The first step is knowing how your network is structured, equipped and configured.

* How many users do you have?
* How many PC, Laptops, Tablets does your company have?
* How many Servers does your company have?
* Are they accessing your network through a few devices or many?
* How old is your network hardware and software?
* What, specifically, is your business network being used for?
* Do you have an IT department or an IT person on staff?
* How satisfied are you with your IT support?(1=lowest, 5=highest)
* Are you looking for someone to manage your network or just do a one-time project?
* Is it important for you to have your IT support company monitor your computer network's security?
* Is it important for you to have your IT support company monitor your backups?
* What type of network back-up do you currently use?
* How long could your computer network be down without negative consequences?
* Have you experienced any downtime, data loss, network outage in the past 6 months?
* Is there a manager or owner available for our audit that will have access to the network administrator passwords? **IMPORTANT: We will require administrator access or will request that the network admin be available for the audit.**
* What are the top 3 biggest IT-related problems or questions you currently have?

Is your network solely for in-house use or do you work with [off-site employees](https://www.ctsinet.com/how-to-protect-your-data-when-youre-working-remotely/)? Do clients need access to your network?

There are a lot of questions to be considered here. The rest is general questions for you to answer and think about.

Some businesses rely on their networks mostly for communication or accounting. Others also rely on their networks for ordering and inventory control, application development, project management, and office collaboration.

Examining your network inventory and aligning its capabilities with your business usage is an important first step in making sure you’re getting the most performance from your network, with as little waste as possible.

**Network Performance Evaluation**

How well does your network function?

Bandwidth limitations can slow down performance and make things frustrating for both your employees and your customers.

Bottlenecks or other network slowdowns can occur from a variety of causes, such as ill-timed backup procedures, excessive streaming content, large file transfers, or simply faulty hardware or software configurations.

A network performance evaluation will isolate the individual causes of slow network functionality and help you determine how best to get your network running more effectively and efficiently than ever.

**Security Assessment**

Are there any holes in your network security?

With new data breaches making the headlines each year, data security is an absolute must for protecting your business and client information, databases, and reputation.

[Vulnerabilities can occur](https://www.forbes.com/sites/forbestechcouncil/2019/02/08/why-ongoing-vulnerability-assessments-are-key-to-a-sound-security-posture/#232f04f64f86) in several places on your network, resulting from outdated network technology, unsecured web applications, insufficient firewall protection, or poor password practices.

By conducting a security assessment, you can uncover potential problems before they happen, saving you downtime, loss of data, or even loss of customer confidence.

**Evaluating Your Cloud Setup**

Over 80% of business entities are already using the cloud in one way or another. In a few years, that number may increase to 93% or higher.

How are you leveraging cloud computing technology in your business?

With public cloud, private cloud, and hybrid cloud options, it’s a strategic question that can impact how effectively you’re running your business.

Many organizations use the cloud for backup and recovery and file sharing. In both cases, solid security is a must. Some also run [cloud-based applications](https://www.forbes.com/sites/forrester/2018/12/06/cloud-computing-comes-of-age-as-the-foundation-for-enterprise-digital-transformation/) such as Office 365.

In addition to security concerns, you need to know how well your cloud setup functions for your specific business and technology needs.

* Are you getting the most out of your cloud network?
* How could it be improved to meet business goals like better communication or higher productivity or remote collaboration?
* How could waste be removed?

Assessing and evaluating your cloud use will make your overall network assessment more thorough.

**Mobile Device Use**

Does your business rely heavily on mobile devices such as tablet computers or smartphones?

A network assessment can reveal how your mobile device usage is tied into your network and how well that is working for you.

Some mobile devices make work much easier and more efficient, but there can be security concerns as well.

Evaluating mobile usage and adjusting security and usage policies go a long way toward making your business network more efficient and reliable.

**Addressing Weak Spots**

It’s one thing to know what you have in your network and how well it’s being used. It’s another to know what to do about any weak spots uncovered during the assessment.

Technology changes, and it can change quickly.

A network assessment will tell you what hardware or software needs to be updated or replaced. It can also tell you when certain technology has become obsolete.

Another potential weak spot that you can address after a network assessment is determining what your disaster recovery plan will be.

Whether by human error, cyberattack, or natural disaster, networks can go down unexpectedly and that downtime can mean a loss of business productivity and revenue.

Is there a plan in place to maintain business continuity with as little interruption as possible?

Backup procedures, cloud services, and up-to-date technology can all mitigate the effects of unexpected downtime.