

IT Best Practices Audit™

TCS offers a wide range of IT Best Practices Audit content covering 15 subjects and over 2200 topics, including:

1. IT Cost Containment — 84 topics
2. Cloud Computing Readiness — 225 topics
3. Networks — 185 topics
4. Desktops and Printers — 208 topics
5. Storage — 130 topics
6. Microsoft Servers — 191 topics
7. iSeries Servers — 116 topics
8. Web Servers — 119 topics
9. Unix and Linux Servers — 134 topics
10. Database — 115 topics
11. Software Licensing — 24 topics
12. Telephony — 82 topics
13. Data Center — 253 topics
14. IT Leadership and Governance — 185 topics
15. Compliance and Security — 296 topics

IT Best Practices Audit™

IT Leadership and Governance Audit Categories and Topics

Category	Audit Topic
IT Policies	Account privileges policy
IT Policies	Administrative (admin) Rights policy
IT Policies	Antivirus policy
IT Policies	Asset disposal policy
IT Policies	Business Case/Cost Justification policy
IT Policies	Business Continuity / Disaster Recovery policy
IT Policies	Confidentiality policy
IT Policies	Commercial Off-The-Shelf Software (COTS) policy
IT Policies	Desktop backup policy
IT Policies	Desktop Move-Add-Change policy
IT Policies	Data Center Access policy
IT Policies	Data Encryption policy
IT Policies	Data quality policy
IT Policies	Document retention policy
IT Policies	Downtime planning and notification policy
IT Policies	Email and messaging acceptable use policy
IT Policies	Email archiving and retention policy
IT Policies	Executive support policy
IT Policies	Firewall change request policy
IT Policies	Firewall policy
IT Policies	Flextime policy
IT Policies	GPS cell phone policy
IT Policies	Helpdesk triage policy
IT Policies	Instant Messaging policy
IT Policies	Information Technology Standards policy
IT Policies	Internet Acceptable Use policy
IT Policies	IT equipment loan policy
IT Policies	IT support policy

Category	Audit Topic
IT Policies	IT hours of support policy
IT Policies	Laptop loan policy
IT Policies	Media copyright policy
IT Policies	Mobile device acceptable use policy
IT Policies	Network security policy
IT Policies	Off-site data storage policy
IT Policies	Open source software policy
IT Policies	Password policy
IT Policies	Project Management / Program Management policy
IT Policies	Prioritization / Escalation Policy
IT Policies	Personal Printer policy
IT Policies	Purchasing policy
IT Policies	Remote access policy
IT Policies	Removable media acceptable use policy
IT Policies	Server backup policy
IT Policies	Server configuration policy
IT Policies	Server space usage policy
IT Policies	Social Media - Acceptable Use Policy
IT Policies	Software acquisition policy
IT Policies	Software development policy
IT Policies	Software installation policy
IT Policies	Telephony acceptable use policy
IT Policies	Telecommuting policy
IT Policies	Third party access policy
IT Policies	Training /certification policy
IT Policies	Weblog policy
IT Policies	Wireless networking policy
IT Policies	Wireless security access policy
Project Risk Assessment - Project Definition	Value of Project to the business
Project Risk Assessment - Project Definition	Functional Requirements
Project Risk Assessment - Project Definition	Project Sponsor
Project Risk Assessment - Project Definition	Delegation of Authority within the company/department

Category	Audit Topic
Project Risk Assessment - Project Definition	Knowledge to complete the project
Project Risk Assessment - Project Definition	Application solution
Project Risk Assessment - Project Definition	Maturity of Solution Components
Project Risk Assessment - Project Definition	Stability of Technology/Applications
Project Risk Assessment - Project Definition	Parallel Development
Project Risk Assessment - Project Definition	Simultaneous Large projects
Project Risk Assessment - Project Definition	Dependency on other systems/projects
Project Risk Assessment - Project Definition	Project Success Evaluation criteria
Project Risk Assessment - Project Definition	Project Ownership
Project Risk Assessment - End-Users	Impact on End-Users
Project Risk Assessment - End-Users	End-User Involvement
Project Risk Assessment - End-Users	End-User Management
Project Risk Assessment - End-Users	Number of users/locations
Project Risk Assessment - Project Management	Program/Project Management Expertise and Experience
Project Risk Assessment - Project Management	Use of a Proven Methodology
Project Risk Assessment - Project Management	Plans and Estimates
Project Risk Assessment - Project Management	Project Schedule
Project Risk Assessment - Project Management	Quality Assurance Plans
Project Risk Assessment - Project Management	Modification/Customization requirements
Project Risk Assessment - Project Management	Configuration Management/Change Control
Project Risk Assessment - Project Management	Project Duration
Project Risk Assessment - Project Management	Communication
Project Risk Assessment - Regulatory	HIPPA - handling of confidential health records
Project Risk Assessment - Regulatory	Payment Card Industry (PCI) - handling of credit card/payment information
Project Risk Assessment - Regulatory	Sarbanes-Oxley (SOX) - certification of financial results by key officers of the organization
Project Risk Assessment - Regulatory	ISO 27000 series - information security controls
Project Risk Assessment - Regulatory	IFRS - International Financial Reporting Standards are Standards, Interpretations and the Framework for the Preparation and Presentation of Financial Statements (in the absence of a Standard or an Interpretation) adopted by the International Accounting Standards Board (IASB).
Project Risk Assessment - Infrastructure	Current state of the technology environment
Project Risk Assessment - Infrastructure	Infrastructure related plans/tasks that are included in the project plan

Category	Audit Topic
Project Risk Assessment - Infrastructure	Future state (after implementation of new project) of the infrastructure
Project Risk Assessment - Project Staffing	Supervision of Project Staff
Project Risk Assessment - Project Staffing	Staff Commitment
Project Risk Assessment - Project Staffing	Risk of Staff Turnover
Project Risk Assessment - Project Staffing	Skill availability, - functional skills, industry skills, technical skills
Project Risk Assessment - Project Staffing	Quality Assurance Experience by Project Staff
Project Risk Assessment - Project Staffing	Change Management Expertise
Project Risk Assessment - Vendors/Suppliers	Vendor role(s) in the project
Project Risk Assessment - Vendors/Suppliers	Referenceable work by Vendor(s)
Project Risk Assessment - Vendors/Suppliers	Subcontractor stability/involvement
Project Risk Assessment - Vendors/Suppliers	Services Subcontractor Estimates/involvement
Project Risk Assessment - Vendors/Suppliers	Services Subcontractor - Size/Resources of Subcontractor
Project Risk Assessment - Vendors/Suppliers	Hardware/Software Subcontractor stability/involvement
Project Risk Assessment - Vendors/Suppliers	Vendor Terms and Conditions (T&C's)
Project Risk Assessment - Vendors/Suppliers	Legal assistance for contracts
Project Risk Assessment - Vendors/Suppliers	Vendor Pricing options
Roles and Responsibilities of IT Leaders - Daily Operations	Keep the IT function running 24x7
Roles and Responsibilities of IT Leaders - Daily Operations	Continuous Improvement
Roles and Responsibilities of IT Leaders - Daily Operations	Focus on the root cause
Roles and Responsibilities of IT Leaders - Daily Operations	Reduce complexity
Roles and Responsibilities of IT Leaders - Daily Operations	Capacity and performance
Roles and Responsibilities of IT Leaders - Daily Operations	Ease of use
Roles and Responsibilities of IT Leaders - Daily Operations	Execution quality
Roles and Responsibilities of IT Leaders - Daily Operations	Elapsed Time/responsiveness
Roles and Responsibilities of IT Leaders - Daily Operations	Manage change
Roles and Responsibilities of IT Leaders - Daily	Focus on execution

Category	Audit Topic
Operations	
Roles and Responsibilities of IT Leaders - Daily Operations	Protection of the company's data
Roles and Responsibilities of IT Leaders - Daily Operations	Metrics and Measurements
Roles and Responsibilities of IT Leaders - Daily Operations	Identify bottlenecks
Roles and Responsibilities of IT Leaders - People and Partners	Improve the IT team
Roles and Responsibilities of IT Leaders - People and Partners	Strategic technology partners
Roles and Responsibilities of IT Leaders - People and Partners	Peer relationships
Roles and Responsibilities of IT Leaders - People and Partners	Balance Business and IT knowledge
Roles and Responsibilities of IT Leaders - People and Partners	Succession Planning
Roles and Responsibilities of IT Leaders - Business/Customer focus	Continual learning
Roles and Responsibilities of IT Leaders - Business/Customer focus	Understanding the business
Roles and Responsibilities of IT Leaders - Business/Customer focus	Relationships with customers and prospects
Roles and Responsibilities of IT Leaders - Business/Customer focus	Meeting key customers and prospects
Roles and Responsibilities of IT Leaders - Business/Customer focus	Keen focus on customer facing technology
Roles and Responsibilities of IT Leaders - Business/Customer focus	Removing technology as an obstacle
Roles and Responsibilities of IT Leaders - Business/Customer focus	Providing data to decision makers
Roles and Responsibilities of IT Leaders - Processes	Document processes
Roles and Responsibilities of IT Leaders - Processes	Business process engineering
Roles and Responsibilities of IT Leaders - Processes	Business process simplification
Roles and Responsibilities of IT Leaders -	Business process automation

Category	Audit Topic
Processes	
Roles and Responsibilities of IT Leaders - Processes	Change management
Roles and Responsibilities of IT Leaders - Financial	Information for financial management
Roles and Responsibilities of IT Leaders - Financial	Maximizing value of the IT assets/investments (hardware, software, people)
Roles and Responsibilities of IT Leaders - Financial	Managing IT operational costs
Roles and Responsibilities of IT Leaders - Financial	Manage the use of IT capital
Roles and Responsibilities of IT Leaders - Financial	IT Investment justification
Roles and Responsibilities of IT Leaders - Financial	IFRS migration from GAAP in 2014
Roles and Responsibilities of IT Leaders - Leadership	Determine what is "good enough"
Roles and Responsibilities of IT Leaders - Leadership	User champion
Roles and Responsibilities of IT Leaders - Leadership	IT vision/plans
Roles and Responsibilities of IT Leaders - Leadership	IT Culture
Roles and Responsibilities of IT Leaders - Leadership	Challenge the status quo
Roles and Responsibilities of IT Leaders - Leadership	Spokesman for IT
Roles and Responsibilities of IT Leaders - Leadership	Cheerleader for IT
Roles and Responsibilities of IT Leaders - Leadership	Experimentation
Roles and Responsibilities of IT Leaders - Leadership	Seek opportunities to be Green
Roles and Responsibilities of IT Leaders - Data	Single source of truth
Roles and Responsibilities of IT Leaders - Data	Data Quality
Roles and Responsibilities of IT Leaders - Data	Managing the growth of data and storage
Roles and Responsibilities of IT Leaders - Data	System Integration

Category	Audit Topic
Roles and Responsibilities of IT Leaders - Strategic Planning	Collaborate with business leaders
Roles and Responsibilities of IT Leaders - Strategic Planning	Lead the technology integration activities
Roles and Responsibilities of IT Leaders - Strategic Planning	Technology as a competitive weapon
Roles and Responsibilities of IT Leaders - Strategic Planning	Use of new technologies
Roles and Responsibilities of IT Leaders - Strategic Planning	Achieve economies of scale
Roles and Responsibilities of IT Leaders - Strategic Planning	Prioritization of investments, allocation of resources
Roles and Responsibilities of IT Leaders - Strategic Planning	Make versus buy
Roles and Responsibilities of IT Leaders - Strategic Planning	Selection and effective use of partners
Roles and Responsibilities of IT Leaders - Strategic Planning	Reuse of existing knowledge or assets
Roles and Responsibilities of IT Leaders - Strategic Planning	Manage growing complexity
Roles and Responsibilities of IT Leaders - Strategic Planning	Understand the effects of Globalization
Roles and Responsibilities of IT Leaders - Strategic Planning	Reversing the 80/20 rule
Roles and Responsibilities of IT Leaders - Strategic Planning	Due diligence
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Risk Management
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Contingency planning
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Protecting Intellectual Property
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Regulation
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Litigation and discovery support
Roles and Responsibilities of IT Leaders - Regulatory/Asset Protection	Software Licensing and the Business Software Alliance

Category	Audit Topic
Roles and Responsibilities of IT Leaders - Governance	Managing the bell curve of users and functions
Roles and Responsibilities of IT Leaders - Governance	Ensure that IT owns the infrastructure, business owns the functions/applications
Roles and Responsibilities of IT Leaders - Governance	Use of Post Project Reviews
Roles and Responsibilities of IT Leaders - Governance	Architecture/standards
Roles and Responsibilities of IT Leaders - Personal Development	Learning how to be a better leader
Roles and Responsibilities of IT Leaders - Personal Development	Learn about businesses and competitors that are seemingly outside of “our industry”
Roles and Responsibilities of IT Leaders - Personal Development	Time to think
Roles and Responsibilities of IT Leaders - Personal Development	Delegation
Roles and Responsibilities of IT Leaders - Personal Development	Relaxation
Roles and Responsibilities of IT Leaders - Personal Development	Mentoring
Roles and Responsibilities of IT Leaders - Technology Evaluation	End of life decisions
Roles and Responsibilities of IT Leaders - Technology Evaluation	Evaluate new technologies