

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

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Telephony Audit Categories and Topics

Category	Audit Topic
General	Title(s) of client resources providing data for this subject
General	Voice systems configuration and operational documentation
General	Use of a change management process - - changes are controlled; documentation; testing; changes are introduced during production hours; backups or rollback plan
General	Use of change management logs
General	Voice Manufacturer and Model (Avaya, Lucent, Cisco, Inter-tel, etc.)
General	Call Center equipment and software provider; products and models (Avaya, Lucent, Blue Pumpkin, etc)
General	Fax equipment and software providers; products and models (Rightfax, Brooktrout fax boards, etc.)
General	Telecom circuit provider (AT&T, Qwest, Sprint, etc.)
Cost Metrics	IT Cost Metrics - Total Annual Cost Per Voice Port
Cost Metrics	IT Cost Metrics - Number of Voice Ports supported per Telecomm Support Staff FTE
Staffing	Staff Training
Staffing	Support hours
Staffing	Research and education on telephony technology
Staffing	Technical management of the voice systems
Staffing	Resources that manage call center routing tables, IVR scripts, etc.
Voice Systems Management	Inventory of all voice related equipment
Voice Systems Management	Voice system management/data collection tools
Voice Systems Management	Capacity Utilization and Planning Processes for circuits and voice/fax related systems
Voice Systems Management	Calculating total costs of ownership for current voice systems
Voice Systems Management	Review of voice/fax system error logs on a daily basis.
Voice Systems Management	Monitor of system controller, call manager, auto attendant, call center, voicemail, fax servers, reporting servers, IVR, etc.
Voice Systems Management	Security management
Voice Systems Management	Backup of voice system configuration parameters
Voice Systems Management	Backup of user data (voicemail, faxes, speed dial lists, etc.)
Voice Systems Management	Proactive meetings/communication with voice related vendor representatives
Reliability	Reliability of voice systems, call center servers and storage, voicemail servers & storage, fax servers, IVR servers, etc. as a % of planned uptime

Category	Audit Topic
Reliability	Reliability of voice and fax circuits as a % of planned uptime
Reliability	Hardware Failures
Reliability	Software Failures
Reliability	Other failures
Hardware	% of voice/fax equipment less than 36 months old
Hardware	% of voice/fax equipment 37 - 71 months old
Hardware	% of voice/fax equipment more than 72 months old
Hardware	CPU utilization of primary voice server/controller
Hardware	Is firmware on hardware (like BIOS, interfaces, controllers, etc.) current?
Hardware	Use of UPS (uninterruptible Power Supply) for voice related systems
Hardware	Use of Power Conditioning and Surge Protectors for voice related systems
Hardware	NIC speed of voice related systems
Hardware	NIC utilization of voice related systems
Hardware	Use of teamed NICS on voice related systems
Hardware	Separate NIC's/networks for voice and backend management and storage
Hardware	Design of data network for VOIP
Hardware	System drive - Free disk space as percent of drive size
Hardware	System Drive Volume Size
Hardware	Data drives - Free disk space as percent of drive size
Hardware	Testing of backup media, restore procedures, and restore speeds
Software	Version of voice related software currently in use
Software	Version of fax related software currently in use
Software	Patch levels of voice related systems
Software	Patch Application/Management tools and techniques
Software	Are device drivers current on voice/fax related servers?
Software	Maintenance Activities
Software	System change monitoring
Software	Use of common time service for all devices -
Software	All voice systems are configured and patched to similar levels
Software	Status of Virus checking software (where recommended by voice/fax vendors)
Call routing	Periodic review of call routing instructions (too many routing layers; complex; not updated or cleansed; out of date area codes, etc.)

Category	Audit Topic
Call routing	Backup call routes defined, tested and maintained
Call routing	Disaster Recovery plan for high volume circuits
Circuits	Periodic inventory and audits of voice, fax, and data circuits, usage, and costs
Circuits	Several POTS (single line analog circuits) lines and analog phones are installed outside of voice system for emergency purposes
Circuits	Use of Inbound Caller ID for call routing
Circuits	Use of number dialed ID (DNIS) for call routing
Circuits	Use of single lines (POTS)
Circuits	Use of T-1 or greater capacity circuits
Circuits	Use of Direct Inward Dialing
Circuits	Use of Direct Outward Dialing
FAX	Inventory of all fax circuits, numbers used, locations, used by whom/applications, etc.
FAX	Inventory of all fax equipment used (standalone units, PC fax, fax servers, fax services, etc.)
FAX	Use of integrated fax capabilities on voice systems (like Inter-Tel)
FAX	Use of commercial quality fax software (Rightfax for example)
FAX	Use of commercial quality fax circuit boards (Brooktrout, etc.)
FAX	Monitoring of peak fax use
FAX	Matching of the expected/actual use against the rated duty cycle of the fax device
FAX	Receipt of inbound faxes that are "outside" of the processes, or not captured by a fax/document management server
FAX	Use of 800 numbers for faxes
FAX	Spare FAX capacity
IVR and Auto Attendant	Testing of IVR (interactive Voice Response) scripts
IVR and Auto Attendant	IVR Management Reports
IVR and Auto Attendant	Availability/source of data for IVR
IVR and Auto Attendant	Scripts and procedures for unusual events/emergencies/system failures/etc.