

IT Best Practices Audit™

Peer Audit Summary – June 2011

Subject/Category	Worst Practice	Poor Practice	Average Practice	Good Practice	Best Practice	Not Applicable	Not Known	Not Answered	Total
Cloud Computing Readiness	29%	5%	32%	2%	15%	7%	9%	1%	100%
Business Preparedness	13%	15%	49%	8%	10%	0%	5%	0%	100%
Client IT Staff	44%	0%	44%	4%	7%	0%	0%	0%	100%
Cloud Cost Model Components	22%	1%	43%	1%	8%	7%	17%	0%	100%
CSP Vendor Research/ Due Diligence	20%	11%	36%	2%	16%	5%	11%	0%	100%
CSP Vendor, Solution, and Services Sourcing	27%	13%	17%	0%	30%	7%	7%	0%	100%
Current Technology Infrastructure	37%	0%	33%	4%	19%	4%	0%	4%	100%
General/Info	33%	13%	20%	20%	0%	13%	0%	0%	100%
Legal/Contract Topics for Cloud Solutions	46%	4%	14%	0%	29%	7%	0%	0%	100%
Peak Capacity Requirements	18%	6%	21%	0%	42%	6%	6%	0%	100%
Selection Criteria	34%	3%	29%	1%	8%	11%	14%	0%	100%
Software Development Staff Preparedness	23%	17%	37%	10%	10%	3%	0%	0%	100%
State of Current Business Applications	38%	0%	36%	0%	10%	10%	5%	0%	100%
Web Services Readiness and Use	31%	6%	6%	0%	31%	0%	25%	0%	100%
Database	25%	7%	11%	8%	26%	19%	2%	3%	100%
Configuration	25%	5%	15%	3%	32%	15%	5%	0%	100%
Database Design Requirements	28%	0%	3%	28%	7%	34%	0%	0%	100%
Design Standards	25%	8%	8%	0%	42%	17%	0%	0%	100%
General/Info	15%	10%	25%	10%	15%	25%	0%	0%	100%
MS SQL	0%	100%	0%	0%	0%	0%	0%	0%	100%
Performance	33%	17%	0%	0%	50%	0%	0%	0%	100%
Reliability	33%	0%	0%	0%	67%	0%	0%	0%	100%
Staffing	17%	33%	0%	17%	33%	0%	0%	0%	100%

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Data Center	20%	6%	21%	5%	22%	23%	1%	2%	100%
Auxiliary equipment	21%	0%	14%	7%	14%	43%	0%	0%	100%
Building/space	14%	6%	15%	2%	6%	54%	2%	1%	100%
Cabling	25%	3%	38%	3%	15%	15%	3%	0%	100%
Cleaning	38%	6%	13%	0%	19%	25%	0%	0%	100%
DC Consolidation	0%	6%	22%	6%	11%	56%	0%	0%	100%
DC Design	0%	7%	29%	0%	36%	29%	0%	0%	100%
DC Equipment	37%	2%	22%	0%	29%	10%	0%	0%	100%
Equipment	10%	7%	30%	4%	29%	17%	4%	0%	100%
Fire safety/suppression	17%	0%	42%	0%	25%	0%	0%	17%	100%
General/Info	9%	11%	30%	25%	20%	5%	0%	0%	100%
HVAC/Cooling	23%	7%	12%	7%	37%	9%	0%	5%	100%
Lighting	22%	0%	44%	4%	11%	19%	0%	0%	100%
Materials/supplies storage	0%	4%	19%	4%	30%	37%	0%	7%	100%
Network	56%	0%	11%	0%	22%	11%	0%	0%	100%
Noise management	67%	0%	13%	0%	17%	4%	0%	0%	100%
Operations	12%	18%	18%	21%	15%	15%	0%	0%	100%
Power	22%	7%	16%	6%	28%	15%	4%	2%	100%
Reliability	7%	7%	13%	13%	40%	20%	0%	0%	100%
Security	29%	4%	16%	5%	25%	18%	0%	4%	100%
Staffing	11%	33%	44%	0%	0%	11%	0%	0%	100%
Waste management	6%	0%	6%	0%	67%	22%	0%	0%	100%

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IBM iSeries Servers	70%	3%	9%	3%	5%	6%	3%	0%	100%
Application Server and Web Server	87%	0%	13%	0%	0%	0%	0%	0%	100%
Cost Metrics	50%	0%	0%	0%	0%	50%	0%	0%	100%
General/Info	78%	11%	11%	0%	0%	0%	0%	0%	100%
Hardware	58%	8%	8%	8%	8%	8%	0%	0%	100%
Network	83%	0%	0%	0%	0%	0%	17%	0%	100%
Operations	71%	0%	29%	0%	0%	0%	0%	0%	100%
OS	60%	5%	15%	0%	10%	5%	5%	0%	100%
Reliability	75%	25%	0%	0%	0%	0%	0%	0%	100%
Security	50%	0%	13%	0%	0%	25%	13%	0%	100%
Staffing	0%	0%	50%	0%	0%	0%	50%	0%	100%
Storage	77%	0%	0%	6%	10%	6%	0%	0%	100%
IT Cost Containment	29%	4%	33%	12%	4%	17%	2%	0%	100%
Facilities	33%	0%	0%	4%	13%	50%	0%	0%	100%
Hardware	37%	4%	43%	6%	2%	8%	0%	0%	100%
People	33%	0%	33%	20%	0%	13%	0%	0%	100%
Processes	24%	9%	44%	19%	0%	0%	4%	0%	100%
Services	17%	0%	33%	0%	17%	33%	0%	0%	100%
Software	23%	4%	29%	12%	7%	21%	4%	0%	100%
Voice	50%	0%	17%	0%	0%	33%	0%	0%	100%

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Microsoft Servers	16%	8%	18%	8%	25%	12%	8%	5%	100%
Anti Virus Protection	9%	0%	0%	0%	44%	35%	0%	12%	100%
Cost Metrics	50%	0%	0%	0%	50%	0%	0%	0%	100%
Error Logging	75%	0%	0%	0%	0%	25%	0%	0%	100%
Ethernet NICS	31%	5%	0%	9%	36%	12%	7%	0%	100%
External Dependencies	0%	0%	25%	0%	0%	75%	0%	0%	100%
General/Info	15%	9%	53%	0%	19%	4%	0%	0%	100%
Hardware	10%	13%	14%	12%	18%	4%	27%	2%	100%
Key Registry Entries for Windows Server 2003	0%	0%	12%	0%	24%	0%	65%	0%	100%
Networking	46%	8%	0%	0%	8%	15%	15%	8%	100%
Operating System	38%	7%	14%	7%	17%	17%	0%	0%	100%
Operations	27%	8%	22%	2%	18%	6%	6%	10%	100%
OS	25%	7%	23%	5%	28%	13%	0%	0%	100%
Reliability	0%	0%	25%	6%	69%	0%	0%	0%	100%
Reliability (average per server)	0%	13%	38%	0%	50%	0%	0%	0%	100%
Staffing	0%	22%	33%	7%	37%	0%	0%	0%	100%
Storage	9%	8%	20%	14%	23%	18%	8%	1%	100%
Virtualization	18%	0%	0%	0%	36%	18%	18%	9%	100%

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Networks	22%	3%	20%	9%	31%	10%	3%	2%	100%
Application Development Security	6%	6%	13%	0%	6%	69%	0%	0%	100%
Configuration	23%	0%	17%	7%	34%	18%	1%	0%	100%
General/Info	26%	10%	10%	16%	10%	29%	0%	0%	100%
Hardware	18%	0%	42%	18%	19%	3%	0%	1%	100%
Operations	23%	0%	30%	5%	38%	5%	0%	0%	100%
Reliability	0%	0%	29%	14%	43%	14%	0%	0%	100%
Reliability (average for the complete network)	0%	9%	36%	0%	55%	0%	0%	0%	100%
Security	47%	2%	9%	0%	39%	4%	0%	0%	100%
Staffing	13%	63%	25%	0%	0%	0%	0%	0%	100%
Utilization	11%	6%	11%	19%	35%	0%	19%	0%	100%

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Desktops and Printers	33%	8%	17%	3%	14%	7%	6%	12%	100%
Anti Virus Protection	17%	0%	19%	0%	47%	0%	6%	11%	100%
Applications	37%	0%	18%	3%	11%	11%	0%	21%	100%
Citrix/Term Servers/VDI	15%	8%	17%	2%	25%	13%	10%	10%	100%
Cost Metrics	50%	0%	50%	0%	0%	0%	0%	0%	100%
Desktop Reliability	33%	0%	33%	0%	0%	0%	33%	0%	100%
Desktop Support Operations	43%	14%	29%	14%	0%	0%	0%	0%	100%
Desktop Support Staffing	0%	0%	33%	33%	33%	0%	0%	0%	100%
Disks/Storage	33%	7%	9%	3%	12%	9%	10%	16%	100%
Ethernet NICS	48%	3%	17%	3%	10%	3%	14%	0%	100%
Executive Support	18%	5%	27%	14%	18%	5%	5%	9%	100%
General/Info	39%	17%	11%	6%	0%	0%	28%	0%	100%
Hardware	32%	16%	11%	4%	9%	3%	13%	12%	100%
Legal/Discovery	33%	0%	33%	0%	0%	0%	0%	33%	100%
Maintenance	44%	9%	29%	0%	3%	4%	1%	10%	100%
Networking	50%	0%	0%	0%	33%	0%	0%	17%	100%
Operating System	22%	14%	29%	10%	22%	3%	0%	0%	100%
Operations	67%	0%	19%	0%	4%	4%	0%	7%	100%
OS	34%	7%	14%	1%	12%	19%	0%	14%	100%
Printers - Acquisition	13%	0%	26%	0%	57%	0%	4%	0%	100%
Printers - Configuration	37%	1%	19%	0%	34%	4%	0%	3%	100%
Printers - Documentation and Processes	25%	13%	13%	0%	0%	0%	0%	50%	100%
Printers - Hardware	9%	20%	17%	3%	37%	0%	11%	3%	100%
Printers - Operations	8%	8%	35%	0%	38%	12%	0%	0%	100%
Printing	33%	5%	19%	5%	24%	0%	0%	14%	100%
Reliability	24%	0%	24%	0%	10%	19%	14%	10%	100%
Staffing	15%	0%	19%	15%	37%	4%	4%	7%	100%

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Software Licensing	30%	3%	34%	0%	15%	11%	1%	6%	100%
Deployment	19%	8%	39%	0%	15%	15%	3%	0%	100%
Education	31%	0%	62%	0%	8%	0%	0%	0%	100%
Policies	31%	0%	23%	0%	46%	0%	0%	0%	100%
Record keeping	43%	0%	35%	0%	13%	3%	8%	0%	100%
Staffing	38%	0%	12%	0%	4%	23%	23%	0%	100%
Storage	19%	8%	17%	7%	25%	13%	8%	3%	100%
Backups	16%	6%	22%	14%	28%	14%	0%	1%	100%
Configuration	36%	12%	7%	3%	23%	11%	5%	3%	100%
Cost Metrics	0%	0%	50%	0%	50%	0%	0%	0%	100%
Fibre Channel	6%	13%	9%	6%	12%	54%	0%	0%	100%
Fragmentation	25%	25%	10%	0%	5%	10%	15%	10%	100%
General/Info	22%	8%	36%	0%	10%	4%	20%	0%	100%
Hardware	17%	7%	22%	7%	25%	10%	12%	0%	100%
NAS	25%	0%	13%	6%	41%	9%	6%	0%	100%
Reliability	0%	6%	6%	13%	69%	6%	0%	0%	100%
Reliability (average for the storage environment)	0%	0%	13%	0%	88%	0%	0%	0%	100%
Utilization	23%	3%	10%	9%	19%	2%	30%	3%	100%

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Telephony	24%	6%	15%	6%	34%	15%	0%	0%	100%
Call routing	20%	0%	53%	0%	20%	7%	0%	0%	100%
Circuits	24%	10%	38%	0%	28%	0%	0%	0%	100%
Cost Metrics	50%	50%	0%	0%	0%	0%	0%	0%	100%
FAX	29%	12%	2%	8%	29%	16%	4%	0%	100%
General/Info	28%	0%	20%	12%	36%	4%	0%	0%	100%
Hardware	75%	6%	13%	0%	0%	6%	0%	0%	100%
IVR - interactive voice response	0%	0%	13%	0%	0%	87%	0%	0%	100%
IVR and Auto Attendant	0%	0%	50%	0%	25%	0%	25%	0%	100%
PBX Management	21%	0%	14%	0%	64%	0%	0%	0%	100%
PBX selection	0%	0%	43%	0%	43%	14%	0%	0%	100%
PBX/VOIP System Management	0%	0%	50%	0%	50%	0%	0%	0%	100%
Reliability	36%	0%	0%	0%	64%	0%	0%	0%	100%
Reliability (of PBX and related voice/fax equipment)	9%	0%	9%	0%	82%	0%	0%	0%	100%
Research	67%	0%	17%	0%	17%	0%	0%	0%	100%
Software	70%	0%	0%	10%	10%	10%	0%	0%	100%
Staffing	10%	21%	10%	14%	17%	28%	0%	0%	100%
Vendor management	0%	10%	0%	30%	60%	0%	0%	0%	100%
Voice Systems Management	80%	0%	0%	10%	10%	0%	0%	0%	100%
VOIP	0%	0%	18%	0%	53%	29%	0%	0%	100%

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Unix and Linux Servers	9%	7%	15%	11%	34%	17%	3%	3%	100%
Anti Virus Protection	13%	0%	0%	0%	0%	88%	0%	0%	100%
Cost Metrics	56%	0%	22%	0%	22%	0%	0%	0%	100%
Error Logging	25%	25%	0%	50%	0%	0%	0%	0%	100%
Ethernet NICS	0%	13%	0%	0%	63%	25%	0%	0%	100%
External Dependencies	30%	10%	20%	20%	0%	20%	0%	0%	100%
General/Info	10%	10%	50%	0%	10%	0%	0%	20%	100%
Hardware	9%	4%	22%	18%	40%	0%	4%	2%	100%
Key Kernel Parameters	37%	7%	30%	0%	26%	0%	0%	0%	100%
Networking	0%	11%	0%	0%	56%	22%	0%	11%	100%
Operating System	10%	5%	15%	10%	45%	15%	0%	0%	100%
Operations	0%	0%	13%	13%	63%	13%	0%	0%	100%
OS	10%	5%	15%	10%	45%	15%	0%	0%	100%
Reliability	0%	25%	0%	25%	50%	0%	0%	0%	100%
Staffing	19%	25%	0%	0%	56%	0%	0%	0%	100%
Storage	12%	7%	9%	14%	26%	21%	7%	4%	100%

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Web Servers	44%	3%	13%	2%	13%	4%	3%	19%	100%
Apache Performance Counters	44%	6%	6%	0%	39%	6%	0%	0%	100%
Apache Performance Tuning	21%	0%	17%	0%	29%	8%	8%	17%	100%
General/Info	38%	0%	29%	2%	4%	0%	0%	27%	100%
IIS Performance Counters	48%	9%	13%	0%	0%	0%	30%	0%	100%
IIS Performance Counters - WWW service cache	30%	0%	10%	0%	0%	0%	10%	50%	100%
MS ASP.NET counters	23%	0%	4%	0%	8%	12%	4%	50%	100%
Operations	33%	0%	67%	0%	0%	0%	0%	0%	100%
Reliability	23%	0%	0%	23%	54%	0%	0%	0%	100%
Staffing	33%	33%	0%	0%	33%	0%	0%	0%	100%
Suggested IIS Optimizations	78%	3%	5%	3%	3%	5%	3%	0%	100%
Weblogic	83%	0%	17%	0%	0%	0%	0%	0%	100%
Websphere	73%	7%	13%	0%	0%	0%	7%	0%	100%