



Sample TCS Infrastructure Benchmark V2.5 Content: Cloud Computing Qualifier – Peak Capacity Requirements

TCS_ITB_v2_5

TCS_Analysis_Tool_v2.5 data 6-10-10

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Topic # 18 of 795

Infrastructure Assessment

Subject: Cloud Computing Qualifier

Category: Peak Capacity Requirements

Topic: The number of business days per year that significant peak capacity is needed

	Business	eMail	Web
More than 12 time a year - approximately once a week or more	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Between 4 and 12 times a year - approximately once a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fewer than 4 days a year - once a quarter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Clear above Clear above Clear above

Current State:

Freestyle text and assessment notes:

Topic Discussion: A measure of how often "peak" capacity is needed to satisfy business needs. Used as input to determine the options and financial impact of handling peak loads.

Suggested data source: Review historical demand for IT resources, and current and projected demands as a result of business changes and requirements.

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Sample TCS Infrastructure Benchmark V2.5 Content: Cloud Computing Qualifier – Scalability of Applications

TCS_ITB_v2_5

TCS_Analysis_Tool_v2.5 data 6-10-10

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Topic # 40 of 795

Infrastructure Assessment

Subject: Cloud Computing Qualifier

Category: Current Business Applications

Topic: Scalability of applications

	Business	eMail	Web
The application cannot scale without major effort to re-architect/rewrite significant portions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The application can scale to provide some additional capacity needed by the business without major effort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current State: The application can easily and seamlessly scale to provide the capacity needed by the business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Known	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Applicable	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Clear above Clear above Clear above

Freestyle text and assessment notes:

Topic Discussion: The ability of the application and infrastructure to accommodate higher user counts and transaction levels

Suggested data source: Review the architecture and supporting infrastructure for each application

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TCS_ITB_v2_5



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Sample TCS Infrastructure Benchmark V2.5 Content: Data Center – Uninterruptible Power Supplies



Topic # 273 of 795

Subject: Data Center IA

Category: Power

Topic: UPS - uninterruptible power supply

Individual units to provide short term protection to selected components

Enough capacity to protect all critical components and key DC elements (lights, HVAC, security, etc.) for an short period of time to permit quick cutover or shutdown.

Larger capacity devices to protect most critical components

No UPS for data center equipment

Capacity to protect all critical components and key DC elements (lights, HVAC, security, etc.) for an extended period of time to permit optimal cutover or shutdown.

Not Known

Not Applicable

Business

eMail

Web

Clear above

Clear above

Clear above

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Freestyle text and assessment notes:

Topic Discussion:

Suggested data source:

A sufficiently sized UPS (backup battery power) enables continuous operation during low voltage conditions or loss of power from the electric utility; enables a

Physical inspection of the power circuits feeding the server. Note the current demand on the UPS (ideal is less than 50%).

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Sample TCS Infrastructure Benchmark V2.5 Content: Database Performance

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TCS_Analysis_Tool_v2.5 data 6-10-10



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Infrastructure Assessment

Topic # 332 of 795

Business

eMail

Web

Subject: Database IA

Category: Performance

Topic: Typical response time for common business applications (customer lookup, etc.)

More than 30 seconds

7-14 seconds

15-29 seconds

Response times are not tracked

Less than 7 seconds

Not Known

Not Applicable

Business

eMail

Web

Current State:

Response times are not tracked

Clear above

Clear above

Clear above

Freestyle text and assessment notes:

Topic Discussion:

The response time of the application directly affects user productivity. The functions most often utilized are the best candidates for close inspection and optimization.

Suggested data source:

Review the processes used by the DBA and development teams to define application response metrics, and measuring of actual response times.

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Sample TCS Infrastructure Benchmark V2.5 Content:

Desktops - Windows 7 Deployment Strategy



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Topic # 381 of 795

Business

eMail

Web

Subject: Desktops IA

Category: OS

Topic: Windows 7 deployment Strategy

No deployment strategy.

Immediately begin deployment of Win 7 via upgrades and new purchases.

Downgrade all new desktop purchases to XP for 6-9 months to allow Win7 bug fixes and for applications to be supported

Immediately begin testing of Win7 in a test environment.

Develop a complete deployment plan. Assessment ability of existing desktops for Win7. Assess availability and compatibility of applications. Develop a user training plan. Test all applications.

Not Known

Not Applicable

Clear above

Clear above

Clear above

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Current State:

Freestyle text and assessment notes:

Topic Discussion:


Suggested data source:

A well defined testing, training, and implementation plan is essential to ensure smooth deployment.

Review the deployment plan.

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Sample TCS Infrastructure Benchmark V2.5 Content: Desktop Support – Support of Executive PC's



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Topic # 362 of 795

Business

eMail

Web

Subject: Desktops IA

Category: Executive Support

Topic: Executive Support Staffing

No staff assigned to provide executive support

Any available resource is dispatched to provide executive support

Available senior support resources are utilized to answer executive support calls

Most support requests are handled by the same senior support resource

A dedicated resource provides all executive support; a backup resource is also available.

Not Known

Not Applicable

Clear above

Clear above

Clear above

Freestyle text and assessment notes:

IT Staff is dedicated (or at least has this duty as their highest priority). Provides the highest level of support to ensure smooth operations and protection of executives

Review staff support org chart and assignments.

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Sample TCS Infrastructure Benchmark V2.5 Content:

iSeries – System Security Level



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Infrastructure Assessment

Topic # 489 of 795

Business

eMail

Web

Subject: iSeries Servers IA

Category: Security

Topic: System Security Level

Level 20 - The system requires a user ID and password. By default all users have access to all objects via the *ALLOBJ authority.

Level 40 - The system requires a user ID and password. Users must have specific authority to use objects. Validation of parameters for interfaces to the operating system.

Level 30 - The system requires a user ID and password. Users must have specific authority to use objects - none are granted by default.

Level 10 - The system does not enforce any security. No password is necessary. If a user profile does not exist at the time of login, one is created by the system.

Level 50 - The system requires a user ID and password. Users must have specific authority to use objects. Validation of parameters for interfaces to the operating system. Restricts message handling between

Not Known

Not Applicable

Freestyle text and assessment notes:

Topic Discussion:

The operating system provides 5 levels of security protection. New installs have different values than older systems that have been migrated to newer versions.

Suggested data source:

Inspect the value of the QSECURITY parameter.

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Sample TCS Infrastructure Benchmark V2.5 Content: iSeries – Storage Maintenance Activities



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Topic # 478 of 795

Business

eMail

Web

Subject: iSeries Servers IA

Category: Storage

Topic: Disk/Storage Maintenance Activities

None

Disk cleanup when needed

Current State:

ASP balancing using capacity method; disk cleanup

ASP balancing using Usage balancing method; manual review of error logs; periodic system health scans of storage subsystem

ASP balancing using Hierarchical Storage Management method; proactive review of error logs; proactive system health scans of storage subsystem

Not Known

Not Applicable

Freestyle text and assessment notes:

Topic Discussion:

Proactive maintenance prevents many problems and can maximize performance.

Suggested data source:

Review IT maintenance task list and server logs for recent activity. Use STRASPBAL (Start ASP Balance).

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Sample TCS Infrastructure Benchmark V2.5 Content: Microsoft Servers – Age of Hardware

TCS_ITB_v2_5



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Topic # 502 of 795

Infrastructure Assessment

Subject: MS Servers IA

Category: Hardware

Topic: Typical Server Age

	Business	eMail	Web
37 - 48 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13-24 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 - 36 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older than 48 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0-12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Freestyle text and assessment notes:

Topic Discussion: Older servers may be less reliable, have less capacity, and may not support current or planned software.

Suggested data source: Review asset aging reports - usually via accounting reports (asset inventory/lists of capital items/depreciation reports.)

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Sample TCS Infrastructure Benchmark V2.5 Content: Microsoft Servers – Use of Server 2008 Operating Systems

TCS_ITB_v2_5

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Topic # 516 of 795

Infrastructure Assessment

Subject: MS Servers IA

Category: OS

Topic: Operating System in Use - Server 2008

	Business	eMail	Web
In Use by 80-100% of servers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In use by 20 - 39% of servers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Current State: In use by 1 - 19% of servers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In use by 40 - 59% of servers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In use by 60 - 79% of servers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Freestyle text and assessment notes:


Topic Discussion: Older operating systems may not support current hardware or optional software products (like databases), tools, and applications

Suggested data source: Check server configuration reports to determine operating system levels (Start/Control Panel/System)

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Sample TCS Infrastructure Benchmark V2.5 Content: Networks – Inventory of Devices by Switch and Port

TCS_ITB_v2_5



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Topic # 581 of 795

Infrastructure Assessment

Subject: Networks IA

Category: General/info

Topic: Inventory and map of devices by switch and port

	Business	eMail	Web
Incomplete inventory, out of date document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All ports mapped; mostly current	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Some key ports mapped within past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No inventory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All ports mapped and current	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Freestyle text and assessment notes:

Topic Discussion: A map/document that details what devices/applications are connected via each network port. This is helpful for capacity planning, understanding the impact of a

Suggested data source: Review available documentation used by staff

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Sample TCS Infrastructure Benchmark V2.5 Content: Networks – Seconds of 100% WAN Utilization per minute

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Infrastructure Assessment

Topic # 589 of 795

Subject: Networks IA

Category: Utilization

Topic: WAN - number of seconds per minute of 100% link utilization

Business

eMail

Web

Less than 6 seconds per minute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 - 12 seconds per minute	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Less than 12 seconds per minute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 to 24 seconds per minute	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 24 seconds per minute	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Current State:

Clear above

Clear above

Clear above

Freestyle text and assessment notes:

When saturated, high latencies may cause timeouts and retransmits, further increasing demand and affecting application reliability.

Topic Discussion:

Use historical reports from network management tools.

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Sample TCS Infrastructure Benchmark V2.5 Content: Printing – Location of Print Servers



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Infrastructure Assessment

Topic # 656 of 795

Business

eMail

Web

Subject: Printing IA

Category: Configuration

Topic: Location of Print Servers

Print servers are in the same physical location as the printers.

Print servers are in the same physical location as the printers, and are on same network switch as the printers.

Current State:

In same physical location as server farm / data center

Not Known

Not Applicable

Freestyle text and assessment notes:

Topic Discussion:

A typical 3MB PowerPoint file may result in over 50MB of network traffic to the printer. These files are translated by the print drivers into printer specific commands, and

Suggested data source:

Review the technology environment for the location of print servers and the printers they control.

Clear above

Clear above

Clear above

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Sample TCS Infrastructure Benchmark V2.5 Content: Printing – Printer Supplies Inventory



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Infrastructure Assessment

Topic # 664 of 795

Subject: Printing IA
Category: Operations
Topic: Printer supplies inventory

Business

eMail

Web

Some supplies for some printers
Well organized inventory with minimum stock levels; orders are placed to avoid interruptions
No inventory of supplies
Not Known
Not Applicable

Business

eMail

Web

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Freestyle text and assessment notes:

Topic Discussion: Maintain adequate inventory of parts and needed supplies for each printer to avoid out of stock conditions, excess inventory, and impact to the business.


Suggested data source: Inspect the standard inventory, and current stock levels. Identify the resource(s) with responsibility to maintain the proper inventory.

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Sample TCS Infrastructure Benchmark V2.5 Content: Software Licensing – Audits of Licenses Owned



Topic # 670 of 795

Business

eMail

Web

Subject: Software Licensing IA

Category: Record keeping

Topic: Audits of organization owned licenses

Monthly; automated

When needed

Current State:

No audits of installed and purchase licenses performed

At least yearly

At least quarterly; mostly automated

Not Known

Not Applicable

Freestyle text and assessment notes:

Periodic audits should be conducted to ensure legal and contractual compliance.

Review the software license audit process and recent results.

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Sample TCS Infrastructure Benchmark V2.5 Content: Storage – Block/Sector Sizes

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Topic # 719 of 795

Infrastructure Assessment

Subject: Storage IA

Category: Configuration

Topic: Block or sector or formatted sizes used on data volumes

	Business	eMail	Web
1024 - 4096 bytes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16K - 32K bytes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current State: 4096 to 8192 bytes (8K bytes is default page size for MS SQL Server)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
512 bytes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64KB or larger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Clear above Clear above Clear above

Freestyle text and assessment notes:

Topic Discussion: This is the minimum number of bytes/characters that are read or written in a single I/O operation. Use of a larger block sizes can increase data throughput, but can also

Suggested data source: See the vendor specific management tools, or view the characteristics of logical volumes using Start/Control Panel/Administrative/Computer Management/Storage

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Sample TCS Infrastructure Benchmark V2.5 Content: Telephony – Review/Update of Routing Tables



Topic # 755 of 795

Business

eMail

Web

Subject: Telephony IA

Category: Staffing

Topic: Frequency of review and update of routing tables, scripts, etc.

Scheduled and performed on a frequent basis; is conducted as part of project implementations

On an emergency basis

Not reviewed

Partial review when issues are identified

Proactive review as time is available or in advance of large projects/changes

Not Known

Not Applicable

Clear above

Clear above

Clear above

Freestyle text and assessment notes:

Planning and adjustments to scripts and tables are required as changes to area codes, customers, products, service locations, new equipment, circuits, etc. occur.

Meet the key resource that manages the call center environment and discuss their methods for keeping the environment current.

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Sample TCS Infrastructure Benchmark V2.5 Content:

Telephony – Type of Fax Servers

TCS_ITB_v2_5



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Topic # 761 of 795

Infrastructure Assessment

Subject: Telephony IA

Category: FAX

Topic: Use of integrated fax capabilities on voice systems (like InterTel)

	Business	eMail	Web
Yes - base of fax users is well known; impact of compatibility issues is known to be minimal	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
In use, experiencing some compatibility or reliability issues	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
Current State: PBX fax capabilities not used - client use of commercial quality fax servers that provide the widest range of compatibility	<input checked="" type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
Not Known	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
Not Applicable	<input type="button" value=""/>	<input checked="" type="button" value=""/>	<input checked="" type="button" value=""/>

Freestyle text and assessment notes:

Topic Discussion: Many modern systems include integrated fax/email capabilities, however, many systems do not provide high levels of compatibility (i.e.. support for all types and

Suggested data source: Review how faxes are received and routed.

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Sample TCS Infrastructure Benchmark V2.5 Content: Web Servers – Dev, Test, and Production Environments

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Infrastructure Assessment

Topic # 785 of 795

Subject: Web Servers IA

Category: General/Info

Topic: Separate Development, Test, and Production Environments

Business

eMail

Web

Dev is standalone; testing performed on production environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dev, test, and production have physically separate environments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dev and test share a single environment; production is separate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Known	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Clear above

Clear above

Clear above

Current State:

Dev is standalone; testing performed on production environment

Dev, test, and production have physically separate environments

Dev and test share a single environment; production is separate

None

Not Known

Not Applicable

Freestyle text and assessment notes:

Topic Discussion: Use of separate environments, and well defined processes to ready the next environment for deployment and testing.

Suggested data source: Review of environment configurations, available documentation, procedures, etc. used by staff

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