

IT Best Practices Audit™

AN OBJECTIVE, SELF SERVICE TOOL DEVELOPED FOR CIO'S BY CIO'S

Audit Current Practices and How They Are Performed

Identify Actions that are NOT Performed

Knowledge to Improve Practices and Solve Problems

Justify Investments

Improve User Productivity

Maximize Existing Assets

Reduce IT Costs

Improve IT Service

Reallocate IT Resources to Drive the Business

Average **Audit** Findings:

42% of topics use Unknown or Worst Practices!

Your **Opportunity:**

Leverage over 2200 proven practices in 15 subjects to permanently solve 100's of issues.

FEATURES

Knowledge Base

Comprehensive—select from up to 15 subjects covering more than 2200 topics.
Objective—topics are vendor, technology, and industry neutral.
Proven—we have direct experience with every audit topic.

Fast, Easy To Use, Cost Effective

SaaS based, self service, low cost to license and administer.
Non-invasive, no consultants, requires only a few days of staff time.
Pay only for the subjects audited.
Many solutions can be implemented by IT staff.

Confidential, Actionable, Repeatable

Reports are delivered to CIO.
Identify problems, root cause, impact, priorities, and recommended solutions.
Compare your environment against peers.
Consistent results across environments, locations, and time.
Great for annual reviews and due diligence projects.

AVAILABLE SUBJECTS

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 & Governance — 185 topics
15. Compliance and Security — 296 topics

View a sample Audit:

<https://www.surveymonkey.com/s/ITBestPracticesAudit>

WHAT THE AUDIT WILL FIND

- Under- and mis-configured devices
- Use of incorrect and obsolete practices
- Incomplete and inaccurate documentation
- Under investment in staff, tools, and training
- Lack of knowledge to implement and maintain
- Use of default and incorrect parameters
- Use of process to manage (not solve) problems
- Poor project and change management

Specific, Actionable Knowledge To Solve Problems

The Audit Report provides a page for each audit topic, and display the:

- Current state of each Audit topic
- Incremental and Best Practice for the topic
- Comparisons with peers
- Specific, actionable recommendations for IT staff



IT Best Practices Audit Midwest Medical Center

Audit Date: 5/11/2011 Environment Audited: Clinical Systems

Subject Name: Storage Category Name: Storage subsystem Utilization

Audit Topic: Storage - number of seconds per minute of 100% utilization (% busy)

Importance & Discussion: When a disk or subsystem is 100% busy, it has no capacity to perform more I/O's or transfers at that point in time, causing delays or errors to applications.

Common Symptoms of Issues: Limited or poor storage I/O or throughput performance

Key	Peer Averages	Client Scores	Client vs. Peer Averages
0 - 29 Good	Subject Score: 49	Subject Score: 65	Subjects: Worse
30-49 Needs Improvement	Category Score: 83	Category Score: 74	Category: Better
51 - 100 Significant Impact	Topic Score: 67	Topic Score: 71	Topic: Worse

Current Practice: 13 to 18 seconds per minute at 100% utilization.

Next Incremental Improvement: 6 - 12 seconds per minute at 100% utilization.

Best Practice: Less than 6 seconds per minute at 100% utilization.

Opportunity/benefit of using Best Practice: Increased user productivity, reduced application "time out" errors, faster application performance, reduce support calls

Recommendation: Increase the physical configuration of the storage subsystem, including adding drives, the speed of drives, cache, I/O links, RAID types, etc.

How/Where to Inspect: Check the % busy in Perfmon or use the vendor's storage management tools.

Audit Notes:

Action Scores™ range from 0 to 100.

The higher the score, the higher the impact *and* opportunity.

Compare your Action Scores with Peers.

Use Action Scores™ to prioritize topics for improvement.

**The Audit Report provides detailed knowledge
to permanently solve 100's of issues**



Our Clients

"The TCS IT Best Practices Audit has helped us to both assess the health of our enterprise and identify specific areas where we could make a high impact on our services, highlighting key topics where we should pay particular attention.



NORTHWESTERN
UNIVERSITY

We are now using the audit results as the basis for new projects and improvements, with decisions driven by data rather than instinct. I highly recommend the TCS IT Best Practices Audit for an objective view of IT infrastructure with relevant, actionable results."

**Chris Comerford, Director of IT, Weinberg College of Arts & Sciences,
Northwestern University, Evanston, IL**



"We worked with TCS on our Hospital's IT Best Practices Audit. It was extremely helpful to spotlight the areas within our infrastructure at risk or in need of improvement. Of particular usefulness were the insights provided to us by the TCS principal during the interview process and final report presentation.

I strongly recommend The Consultants Source, LLC and their audit tool as a means to get an unbiased and in-depth look at the operating efficiency of an IT organization's infrastructure."

Richard F. Cerceo, Chief Operating Officer, Mercy Hospital & Medical Center, Chicago, IL



"The TCS IT Best Practices Audit did an excellent job in showing us where our IT was meeting best practices and it helped us focus our efforts to areas that needed improvement.

The depth and breadth of the subject matter is impressive and revealed issues that we were able to address immediately."

**Thomas M. Remakel, Vice President of Information Management Systems,
Metropolitan Family Services, Chicago, IL**



"Shortly after joining AIPC, I learned about the TCS IT Best Practices Audit.

It provided exactly what I was looking for--a simple, easy-to-use, yet comprehensive diagnostic to quickly assess the health of my IT infrastructure.

The audit results were excellent!"

Steve Tesdahl, Chief Information Officer, American Italian Pasta Corp , Kansas City, MO