How well is your IT Department doing!

Score your results; each question is worth 10 points, unless listed. A passing grade would be 70%, but your IT department needs to be improved. Especially when it comes to backups.

100%	Your IT department is doing a great job. Please tell them so.
90%	Great going; but lets focus on which IT section needs improvement.
80%	Not bad, have a meeting with your IT Team and discuss the weak points.
70%	Information, sensitive data and data recovery at risk.
60 %	Network extremely vulnerable to data loss, hardship on recovering from a disaster.
50%	Send your IT support team to training or consider another IT company.
40%	Risky chance of recovery hardship, data loss, system exposure.
30%	At Risk. Extreme recovery hardship. Potential loss of data.
20%	We recommend a computer class, online or at a local college.
10%	Unplug your network from the world. You would be much safer with paper and pencil.

1. **Account Security (10 pts each)**
    a. Modem password and configuration documented and backed up.
    b. Router password and configuration (VPN, VNC, port forwarding, RDC) documented and backed up.
    c. All administrator, account user names and passwords. Documented and stored.
    d. Firewalls or anti-virus programs active and up-to-date.
    e. Company Email and/or WEB site: URL Control Panel, administrator account name, user names and passwords documented and securely stored.
    f. *5 pt. BONUS* [Wi-Fi] Secured with WEP, WPA or some other protocol.

2. **Data Protection (10 pts each)**
    a. Data and configuration backups of your server files (and PC Clients) are kept offsite or in cloud storage.
    b. Daily, weekly, monthly and yearly backup routines.
    c. *5 pt. BONUS*: Each PC has an Uninterrupted Power Supply (UPS)? Not a surge protector.

3. **"Pro-Active" Maintenance (10 pts each)**
    a. [Windows] Operating Systems "OS" up-to-date on all PC's.
    b. Most PC and servers today run 24/7. Do you exercise (power off- power on) each machine monthly, quarterly or yearly? NOTE: This is not due to a power outage.
    c. *5 pt. BONUS*: Is each PC physically cleaned yearly? (Dust creates heat; heat kills all PC's components – motherboard, hard drive, power supply, CD/DVD reader/writer).

4. **General Documentation (10 pts)**
    a. Are all the PC (laptops, towers) documented for: Serial numbers, Windows COA, CPU, CPU speed, RAM memory, hard disk drive size and main applications.

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