

IT Network & Security Assessment



Website: www.itinmind.ca

Email: support@itinmind.ca

Phone: 613-875-4742

Assessment Date: November 30th, 2013

IT Network & Security Assessment

Report for IAA

ASSESSMENT SCORECARD

IT in MIND has examined 116 aspects of your business technology operations (see the following pages for detailed information). In order to clearly present the findings, we organized each area of investigation into four categories: Security, Productivity and Performance, Downtime Exposure, and Manageability. The letter grades presented here were determined by using a weighted scale for each aspect based on its relative impact to your operations.

ASSESSMENT CONCLUSIONS

Area 1 – Security – 100% - A+

Area 2 – Productivity and Performance – 100% - A+

Area 3 – Downtime exposure – 78.8% - C+

Area 4 – Manageability – 100% - A+

Average: 94.7% - A

The IAA has a strong network with regard to the network security performance and manageability. IT in MIND recommends to improve areas 2 and 3 by looking at tools to share more information, documents and knowledge with the member staff. Solutions like Exchange and SharePoint could be a good start. Also the IAA needs to put in place a Data Recovery Plan in case of a disaster like a fire, a flood or an earthquake.



About IT in MIND

Taking care of your IT Operations while you take care of your business.

IT in MIND is your gateway to access trained IT professionals for your small or medium size business. With our just in time access to IT experts, monthly maintenance and support packages or a la carte options, your business can run smoothly without the overhead of day to day IT management or interruptions.

Explanation for the results

First of all, you need to be aware that this security assessment report is a model used for all companies regardless of their size or location. The IAA is categorized as a small non-profit company.

To obtain the scores below, IT in MIND used different techniques during the assessment. We used our knowledge of the IAA network, setup and configuration. Serving the IAA for more than two years, we know exactly how the network and all its devices are configured and which ones present a risk or need improvement. We also used specialized external tools from our partners to run security tests against the IAA network from the inside and outside. All results for the IAA network, both inside and out, proved excellent.

We did the first assessment of the IAA network in June 2012. The average was 84% which translates to a B. In November 2013, the average is 94.7% which is an A.

We noticed improvements in Area 4 with the deployment of our new IT management solution which gives us a better control over the IAA network infrastructure.

However, to obtain better results in Area 3, the IAA would need to make a significant investment in its IT infrastructure in excess of \$30,000 for equipment and IT consultant time. We have made recommendations to the IAA in certain fields, but you need also to find the balance between the cost and the possible outage.

IT in MIND recommends putting in place a Data Recovery Plan in case of a disaster such as a fire, virus or an earthquake.

Note: changes have been highlighted in yellow.

Area 1 – Security

Area 1: SECURITY SCORECARD SUMMARY	Weight	Score
Data Preservation	40%	5
Network Security	30%	5
System Security	30%	5
Compliance	N/A	N/A
Weighted Average Score (0=low to 5=high)	5 (100%)	
OVERALL SECURITY RATING	A+	

Data Preservation	Pass	Fail	N/A
Functional Backup system with offsite data portability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate, current and supported backup software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data centralized through roaming profiles/redirected folders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup software configured properly to backup company data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup software configured properly to backup system states	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup software configured properly for notifications/reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate media rotation including archive volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offsite and offline storage of backup volumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate media capacity for data volume	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup software configured properly to backup OS/Applications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing sample restoration routine processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of installation media	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daily and Weekly review of backup notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Preservation Rating (0=low to 5=high)	5		

Network Security	Pass	Fail	N/A
Functional Firewall hardware	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Firewall configured with at least basic protection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secured Wireless system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centrally managed anti-spam software available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centrally managed antivirus software available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antivirus software thoroughly deployed and updating properly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-spam software thoroughly deployed and updating properly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wireless system secured with VPN	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gateway-level antispysware system available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gateway-level antispysware system configured and updating	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gateway-level intrusion prevention system available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gateway-level intrusion prevention configured and updated	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password policies (complexity, history, expiration)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network Security Rating (0=low to 5=high)	5		

System Security	Pass	Fail	N/A
File/share permissions for employee access control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrictions on confidential/proprietary data transmission	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Server and server-based application updates current	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RAID configured on all mission-critical servers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate environmental facilities (AC, Power, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate UPS battery capacity for equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UPS Communication system installed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UPS Communication system configured	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing UPS testing routine process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Security Rating (0=low to 5=high)	5		
Compliance	Pass	Fail	N/A
Meets security compliance requirements (PCI/FINRA/HIPAA)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Compliance Rating (0=low to 5=high)	N/A		

Area 2 – Productivity and Performance

Area 2: PRODUCTIVITY AND PERFORMANCE SCORECARD SUMMARY	Weight	Score
System Performance	30%	5
Leveraged Software Features	10%	5
User Productivity	30%	5
Remote Access Performance and Capabilities	30%	5
Weighted Average Score (0=low to 5=high)	5 (100%)	
OVERALL PRODUCTIVITY AND PERFORMANCE RATING	A+	

System Performance	Pass	Fail	N/A
Server systems performing adequately	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network bandwidth availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workstation systems performing adequately	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet bandwidth availability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Performance Rating (0=low to 5=high)	5		

Leveraged Software Features	Pass	Fail	N/A
Roaming profiles in effect for all users	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Applications packaged for deployment through group policy & Active Directory	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distributed File System (DFS) configured	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Volume Shadow Copy (VSC) configured and users trained	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SharePoint Server configured and users trained	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Calendar sharing configured and users trained	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Public Folders configured and users trained	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leveraged Software Features Rating (0=low to 5=high)	5		

User Productivity	Pass	Fail	N/A
Anti-spam controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web content access controls	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating system navigation fluency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office system fluency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote Access tool fluency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Productivity Rating (0=low to 5=high)	5		

Remote Access Performance and Capabilities	Pass	Fail	N/A
Secure access to systems remotely for all authorized users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smart Phone capabilities for all appropriate personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dual factor authentication for remote access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Access Performance and Capabilities Rating (0=low to 5=high)	5		

Area 3 – Downtime Exposure

Area 3: DOWNTIME EXPOSURE SCORECARD SUMMARY	Weight	Score
System Support Quality	50%	5
System Reparability	25%	5
System Resilience	15%	1.30
Disaster Recoverability	10%	0
Weighted Average Score (0=low to 5=high)	3.94 (78.8%)	
OVERALL DOWNTIME EXPOSURE RATING	C+	

System Support Quality	Pass	Fail	N/A
Provider skill level adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provider responsiveness adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provider monitoring vital systems continuously and receiving alerts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After hour support available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Support Quality Rating (0=low to 5=high)	5		

System Reparability	Pass	Fail	N/A
Warranties current for vital hardware products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support contracts current for vital software packages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation current and available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OS/Application installation media available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spare Workstation(s) configured	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Reparability Rating (0=low to 5=high)	5		

System Resilience	Pass	Fail	N/A
Adequate Vital system hardware stability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate Vital Operating Systems stability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate Vital applications stability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servers configured and cabled for network switch failure resiliency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant authentication server available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant Internet circuit available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant Internet circuit configured for automatic failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Periodic Internet failover testing performed routinely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant gateway hardware available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant gateway hardware configured for automatic failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Periodic gateway hardware failover testing performed routinely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant messaging services available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Redundant messaging services configured for automatic failover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Periodic messaging service failover testing performed routinely	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Redundant file share services available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant file share services configured for automatic failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Periodic file share service failover testing performed routinely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant remote access services available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Redundant remote access service configured for automatic failover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Periodic remote access services failover testing performed routinely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Resilience Rating (0=low to 5=high)	1.30		

Disaster Recoverability	Pass	Fail	N/A
Offsite company data possible to meet Recovery Point Objective (RPO)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company data recovery possible within Recovery Time Objective (RTO)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vital systems capable of service restoration within Recovery Time Objective (RTO)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Remote access to systems possible within Recovery Time Objective (RTO)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recovery instructions documented	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Remote access instructions developed for staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Staff trained on disaster recovery system access procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Periodic site outage testing performed routinely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disaster Recoverability Rating (0=low to 5=high)	0		

Area 4 – Manageability

Area 4: MANAGEABILITY SCORECARD SUMMARY	Weight	Score
Workstation/User Management	30%	5
Patch Management	20%	5
Administrative Tools	30%	5
Financial Management	20%	5
Weighted Average Score (0=low to 5=high)	5 (100%)	
OVERALL MANAGEABILITY RATING	A+	

Workstation/User Management	Pass	Fail	N/A
Issue management/ticketing system established	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workstation images created	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Applications packaged	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DHCP on all appropriate computers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational Units (OUs) configured for departments and roles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application/Interface access limitations set through Group Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
User-based web content filtering system in place	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Administrator rights removed for users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data centralized through roaming profiles/redirected folders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workstation/User Management Rating (0=low to 5=high)	5		

Patch Management	Pass	Fail	N/A
Automated workstation update system configured (WSUS)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Automated workstation update system functioning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Server updating processes established with change windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Network hardware updating processes established with change windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patch Management Rating (0=low to 5=high)	5		

Administrative Tools	Pass	Fail	N/A
Centralized antivirus console	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centralized backup management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote interface control support tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote KVM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Remote power supply access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated system down/impending failure monitoring and alerting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative Tools Rating (0=low to 5=high)	5		

Financial Management	Pass	Fail	N/A
IT budget planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated hardware and software inventory system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software renewals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware warranty management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service contract negotiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Management Rating (0=low to 5=high)	5		

Notes

Grade	Percentage
A	90%–100%
B	80%–89%
C	70%–79%
D	60%–69%
E / F	59% and below