SECURE DATA 247

Campbell House Quote Requirements

General IT Overview:
- Total number of users
- Total number of IT staff

Hardware Inventory:
- Number and types of workstations (PCs, laptops)

- Number and types of servers (physical and virtual)

- Networking equipment (routers, switches, firewalls)

- Peripheral devices (printers, scanners, etc.)

Software and Applications:
- List of critical business applications (ERP, CRM, etc.)

- Details on cloud-based applications and platforms (SaaS, PaaS)

- Operating systems used across devices

- Specialty software specific to industry or business operations

Cloud Services and Infrastructure:
- Details on public, private, or hybrid cloud usage

- Specific cloud service providers (e.g., AWS, Azure, Google Cloud)

- Cloud storage requirements and usage

- Backup and disaster recovery setups

Network Configuration:
- Network topology diagram

- Internet service providers and bandwidth

- VPN and remote access solutions

- Network security measures (antivirus, firewalls, intrusion detection systems)

Security Environment:
- Existing security policies and compliance requirements

- Details of any previous security breaches or incidents

- Security tools currently in use (endpoint security, email security, etc.)

- Data encryption standards and practices

User Access and Identity Management:
- Active Directory or other identity management solutions

- Multi-factor authentication usage

- User access levels and permissions for critical systems

Current IT Support and Management:
- Current IT support structure (in-house, outsourced)

- Existing service level agreements (SLAs)

- Tools used for IT service management (ITSM)

Scalability and Future Needs:
- Expected changes in user count or infrastructure needs

- Planned IT projects or technology adoptions

- Future requirements for IT expansion or upgrades

Contact Information and IT Governance:
- Key IT decision-makers and their contact information

- Governance structure for IT decision-making