

Mike Tech Show - 369
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New client checklist

Consulting agreement

- Scope of work
- Compensation
- Relationship to parties
- Duration of agreement
- Liability / Indemnification
- Assignment

Passwords

- Server administrator
- Workstation local administrator
- Firewall
- VPN devices
- All other network appliances (Load balancing, IDS/IPS, proxy servers)
- Software
 - Anti-virus
 - Hardware management
 - Other vertical application administration
 - Custom applications
- Switches
- Network printer administration
- Phone system (PBX)
- Website hosting (DNS)

Hardware inventory

- Workstations
- Servers
- Switches
- Firewalls
- Network appliances
- Printers

Maintenance and support contracts

- Get a copy of all contracts and vendor contact information

Gather detailed information of all systems

- Perform detailed system inventory and analysis using a program like SIW.
 - **Software Information:** Operating System, Software Licenses (Product Keys / Serial Numbers / CD Key), Installed Software and Hotfixes, Processes, Services, Users, Open Files, System Uptime, Installed Codecs, Passwords Recovery, Server Configuration.
 - **Hardware Information:** Motherboard, CPU, Sensors, BIOS, chipset, PCI/AGP, USB and ISA/PnP Devices, Memory, Video Card, Monitor, Disk Drives, CD/DVD Devices, SCSI Devices, S.M.A.R.T., Ports, Printers.
 - **Network Information:** Network Cards, Network Shares, currently active Network Connections, Open Ports.

Remote access

- Create a unique LogMeIn account and install client on every system

What are any existing problems that the client is experiencing?

Examine all logs

- Server – Event Application and System
- Hardware monitoring software
- Other network appliances

Review all data collected and produce an initial report with recommendations

Meet with client to review report and prioritize all issues