

# 25-POINT HEALTHY BUSINESS IT CHECKLIST

## DESIRED RESULT

- All computers, servers, and mobile devices are fully “managed” and work without problems
- Staff members have no obstacles to performing their tasks with optimal efficiency<sup>1</sup>
- Staff members can call for productivity support at any time without incurring additional charges
- Failure of one computer does not cause an emergency situation
- It is possible to quickly rebuild a business with no loss in case of all-consuming fire or similar event

## STAFF COMPUTERS

- Must run a “business”<sup>2</sup> version of Microsoft Windows<sup>3</sup> such as XP Professional, Vista Business, Windows 7 Professional
- Must have a tested procedure to rebuild a failed system from a recent backup
- Staff members should have no administrative rights to prevent malicious software from causing downtime

## SERVERS

- Must run a currently supported Microsoft Windows Server version<sup>4</sup> with at least one domain controller
- Should have a secondary domain controller on identical chassis to facilitate rapid server replacement
- System volume must be a RAID1 “mirror” set of hard drives on hot-swappable hardware to survive disk failure
- Must have sufficient removable hardware to seamlessly support shipping encrypted disk volumes off-site
- Business continuity plan must be tested every 90 days from “bare metal” state using no resources except current backups
- Must be connected to a UPS capable of automatically shutting down the server with minimum runtime exceeding the measured time it takes to shut down a server if there are outstanding Windows updates

## NETWORK

- Wireless network must use password protection at a minimum level of WPA2-Personal (WPA2-PSK)
- Switches must be of “managed” type to eliminate guesswork when network slows down
- WPA2-Enterprise should be implemented for any environment subject to data security breach regulations

## DOCUMENTATION

- All non-staff passwords for all devices
- All devices assigned static IP addresses
- All Internet-related account details for all named contacts to facilitate calls to Internet providers and other vendors
- All MAC addresses for DHCP devices with static reservations primarily for simplifying printer and copier configuration
- License keys, update processes, and activation procedures from all vendors
- Firewall rules re-printed after addition of each new set of rules
- All driver and utility downloads for all devices in one location backed up to offsite media
- Complete business continuity plan sufficient to enable any competent IT professional to bring your business back online**

<sup>1</sup> Verified by conducting interviews with each staff member and resolving each concern

<sup>2</sup> IT professionals absolutely rely on ability to access computers with monitoring and management tools without knowing user passwords, which requires a Professional, Business, Enterprise, or Ultimate edition of the Microsoft Windows operating system

<sup>3</sup> Does not apply if Linux or MacOS X are used on staff computers

<sup>4</sup> Does not apply if the server or NAS runs Samba on MacOS, Linux, or other OS for domain controller emulation

## FREE \$240 VALUE TECHNOLOGY BUSINESS ASSESSMENT

**Crashproof Solutions**, a premier nationwide productivity support provider with local resources expanding into your area, offers you today to take advantage of our expertise and to improve the profitability of your business through optimized use of technology.

**We invite you to call your local certified independent expert Leonid today at 510-282-1008** to schedule an in-person meeting where you will gain an accurate understanding of:

- Where your business is today
- What concerns are making your staff members less efficient
- What risk factors may impact your business in the future
- What options are available to you to make your business even more profitable and your employees happier

During your assessment, which takes about two hours to complete, we will provide you with an accurate picture reflecting what is really happening as your staff members attempt to get their work done.

Our overriding priority is to ensure that your business is safe from malicious software and other events such as hard drive failure. That is why we include in every package monthly shipments of encrypted data, proactive monitoring, and self-healing networks.

The certification checklist on reverse is intentionally devoid of our branding and contact information. Please feel free to use it in a dialog with your current support provider and compare their answers with our approach implemented as a fully tested action plan.

### YOUR LOCAL EXPERT'S SPECIFIC AREAS OF EXPERTISE

- Every version of Microsoft Windows, including XP, Vista, Windows 7, Windows Server, and Small Business Server
- Microsoft Exchange, SQL Server, Active Directory – developed custom applications, developer-level knowledge
- Cleanup and prevention of malicious software infestation
- Secure wireless networks with multiple access points and other networking infrastructure
- In-house data recovery and reintegration
- Business continuity planning and testing
- Public speaking – you will work with someone who can explain everything very clearly in plain English
- 16 years of experience with everything related to computers and a track record of never failing to solve a problem**

### REFERENCES

- We have 12 references listed on our website at <http://crashproofsolutions.com> =
- Several of our customers also recorded video testimonials viewable on our website

Microsoft  
Small Business  
Specialist

### RATES

- \$200/hr for first 24 hours of non-stop troubleshooting in the event of major disasters, regular rate thereafter
- \$200 flat rate for level 0 and level 1 data recovery
- \$120/hr regular consulting rate, billable in 10-minute increments
- Travel fees and on-site minimums are typically waived

None of these rates will apply after your business has been certified eligible for and enrolled into a flat rate all-inclusive maintenance, support, and productivity enhancement annual plan. Our certification criteria are very similar to this checklist.

IT IS TIME TO END YOUR SUFFERING. **CALL LEONID AT 510-282-1008 TODAY**