servicing24

◆ ◆ *IT Infrastructure Assessment Form* ◆ ◆

Company Name : ________________________________

Company Address : ________________________________

IT Contact Person : ________________________________

Designation : ________________________________

Email : ________________________________

Phone : ________________________________

Date : ________________________________

Physical Servers

1. Number of physical servers: _________

2. Brands and models: ___________________________________

3. Location (DC/DR/Branch): _______________________________

4. Year of purchase: _________

5. Last firmware/BIOS update date: _________

6. Under warranty/AMC:

☐ Yes

☐ No

7. Expiry Date: _________

8. Known hardware issues: _________________________________

Purpose: *Understand the current physical infrastructure — for hardware lifecycle planning, warranty coverage, and upgrade needs.*

Virtualization / Hypervisor

9. Number of virtual machines: _________

10. Hypervisor platform:

☐ VMware

☐ Hyper-V

☐ Proxmox

☐ Other: _____________________________

11. Hypervisor version: _______________________

12. Advanced features enabled (HA, vMotion):

☐ Yes

☐ No

13. Typical VM configuration:

☐ CPU: _______

☐ RAM: _______

☐ Storage: _______

14. Backup & Disaster Recovery Policy: _________________________

Purpose*: Evaluate the virtual environment — for scalability, availability, and consolidation analysis.*

Operating Systems

15. OS in use:

☐ Windows

☐ Linux

☐ Other: _________

16. OS versions: ____

17. OS licenses valid:

☐ Yes

☐ No

18. Last patch update: _________

19. Patch management frequency:

☐ Weekly

□ Monthly

Purpose: *Document the OS landscape — to ensure software compliance, vulnerability management, and upgrade planning.*

◆ Storage Infrastructure

20. Storage type in use:

□ SAN

□ NAS

□ DAS

□ SDS

□ Other: _________

21. Brand and model: ______________________________________

22. Total capacity: ______ TB

23. Current usage: ______ TB

24. RAID configuration: _____________________________________

25. Health monitoring in place:

□ Yes

□ No

26. Last firmware update date: _________

Purpose*: Assess storage technologies in use, capacity, redundancy (RAID), and health monitoring — to plan storage upgrades, avoid bottlenecks, and ensure fault tolerance.*

◆ Backup & Recovery

27. Current Backup Solution(s): ________________________________

28. Backup Frequency:

□ Hourly

□ Daily

□ Weekly

□ Other: __________

29. RPO (Recovery Point Objective): _____________

30. RTO (Recovery Time Objective): _____________

31. Have you faced recent backup failures?

□ Yes

□ No

If yes, please describe: ____

32. Are regular recovery tests performed?

□ Yes

□ No

Purpose*: Evaluate current backup setup, frequency, RPO/RTO, and test practices — to measure how quickly and how much data can be recovered during an incident.*

◆ Data Archiving & Retention

33. Is there a formal data retention policy?

□ Yes

□ No

34. Are you archiving inactive data?

☐ Yes

☐ No

35. If yes, where?

☐ Cloud

☐ Tape

☐ Cold Storage

☐ Other: __________

Purpose: *Determine whether inactive data is managed separately and if retention policies are in place — for regulatory compliance and long-term storage cost reduction.*

◆ Disaster Recovery

36. Do you have a DR site or DRaaS?

☐ On-prem

☐ Cloud

☐ No DR implemented

37. How often do you test your DR plan?

☐ Monthly

☐ Quarterly

☐ Annually

☐ Never

38. Top challenges with DR: ____

Purpose: *Understand DR preparedness whether a DR site or service exists, and how often it's tested — to gauge business continuity and risk mitigation capabilities.*

◆ Data Security & Compliance

39. Is your data encrypted?

☐ At Rest

☐ In Transit

☐ Not Encrypted

40. Are audit logs maintained?

☐ Yes

☐ No

41. Compliance Standards Followed:

☐ ISO 27001

☐ GDPR

☐ HIPAA

☐ None

☐ Other: ____________________

Purpose: *Identify if data is encrypted, logs are maintained, and compliance standards (ISO, GDPR, etc.) are followed — to ensure adherence to global data protection norms.*

◆ Data Type & File Details

42. What types of data does your organization primarily work with?

☐ Documents (PDF, DOCX, XLSX, etc.)

☐ Images (JPG, PNG, TIFF, etc.)

☐ Videos (MP4, MOV, AVI, etc.)

☐ Audio Files (MP3, WAV, etc.)

☐ Databases (SQL, NoSQL)

☐ Logs (System, Application)

☐ Other: ____________________________

43. Average file size (approximate):

☐ < 10 MB

☐ 10–100 MB

☐ 100 MB – 1 GB

☐ > 1 GB

44. Common file extensions in use (tick all that apply):

☐ .docx / .xlsx / .pdf

☐ .jpg / .png / .tiff

☐ .mp4 / .mov / .avi

☐ .mp3 / .wav

☐ .sql / .db

☐ .zip / .rar

☐ .log / .txt

☐ Other: ____________________________

Purpose: *Understand the types of data handled (documents, databases, media) and average file size — to align infrastructure design with data characteristics.*

◆ Data Usage & Access Patterns

45. Which of the following best describes your data access pattern?

☐ Frequently accessed (hot data)

☐ Occasionally accessed (warm data)

☐ Rarely accessed (cold data)

☐ Archive only

46. How critical is access speed to your business operations?

☐ Very critical

☐ Moderately important

☐ Not critical

47. Is there any time-sensitive data processing in your environment?

☐ Yes

☐ No

If yes, please describe: _______________________________________

Purpose: *Assess data access frequency and business dependency on access speed — critical for designing tiered storage and performance-based infrastructure.*

Data Growth & Storage Planning

48. Estimated monthly data growth rate:

☐ < 100 GB

☐ 100 GB – 1 TB

☐ 1 TB – 5 TB

☐ > 5 TB

49. Expected future storage requirement (next 1–2 years):

☐ No major increase

☐ Moderate growth

☐ High growth expected

50. Do you use any data compression techniques?

☐ Yes

☐ No

If yes, please mention tools/solutions: ______________________________

Purpose: *Measure expected data growth and compression usage — helps forecast future storage needs and optimize current storage resources.*

Network Equipment

51. Number of switches: _______, Routers: _______, Firewalls: _______

52. Brands and models: ______________________________________

53. Network structure:

☐ Flat

☐ VLAN

☐ Segmented

54. Redundancy setup: _______________________________________

55. Firmware version: _________

56. Logging/Monitoring system:

☐ Yes

☐ No

Tool used: _________

Purpose: *Document switches, routers, firewalls, and network design — to evaluate connectivity, segmentation, and monitoring readiness.*

Power & Cooling

57. UPS brand: ___________________________

58. UPS capacity: _____________________________________

59. Last battery replacement date: ____________________

60. Generator available:

☐ Yes

☐ No

Details: ____

61. Cooling type:

☐ Precision AC

☐ Standard AC

☐ Other: _______________

62. Last cooling maintenance date: ____________________

63. Environmental monitoring:

☐ Yes

☐ No

Purpose: *Understand backup power (UPS, generator) and cooling solutions essential — for uptime, energy planning, and infrastructure protection.*

◆ Security & Compliance

64. Firewall brand & model: __________________________________

65. SSL inspection or IPS/IDS enabled:

☐ Yes

☐ No

66. Antivirus/Endpoint protection: _____________________________

67. Centralized security management:

☐ Yes

☐ No

Tool: _________

68. Email security system: ___________________________________

69. VPN/MFA implemented:

☐ Yes

☐ No

70. Compliance standards followed:

☐ ISO 27001

☐ GDPR

☐ HIPAA

☐ PCI-DSS

☐ None

☐ Other: _________

71. Last vulnerability assessment: ______________________________

Purpose: *Evaluate security tools and security assessments — to protect infrastructure and meet compliance mandates.*

◆ Applications & Services

72. Does your organization have a business website or customer portal?

☐ Yes

☐ No

If yes, provide URL: _________________________

73. Who maintains your website or custom software?

☐ In-house team

☐ Third-party vendor

☐ Freelancer

☐ Not maintained actively

74. List of key applications: ____

75. Hosting location:

☐ On-prem

☐ Cloud

☐ Hybrid

76. Maintained by:

☐ In-house

☐ Vendor

☐ Third-Party

77. Backup policy: ____

78. Performance issues:

☐ Yes

☐ No

If yes, details: ______________

79. Licensing/versioning: ___________________________________

Purpose: *Record key apps, hosting models, maintenance responsibility, and performance issues — for dependency mapping and support allocation.*

◆ Documentation & Process

80. Documented server/storage/network topology:

☐ Yes

☐ No

81. Change management practice followed:

☐ Yes

☐ No

82. Ticketing/helpdesk system:

☐ Yes

☐ No

Tool used: _________

83. SLAs and SOPs defined:

☐ Yes

☐ No

Purpose: *Verify documentation (network/server/storage maps), change management, helpdesk tools, and SLAs/SOPs — for process maturity and troubleshooting efficiency.*

◆ Data Management Strategy

84. Backup type:

☐ Full

☐ Incremental

☐ Differential

85. Backup frequency:

☐ Daily

☐ Weekly

☐ Monthly

☐ Other: _________

86. Backup location:

☐ On-site

☐ Off-site

☐ Cloud

87. Retention policy (months/years): _________

88. Data classification in place:

☐ Yes

☐ No

89. Backup encryption:

☐ Yes

☐ No

90. Disaster Recovery plan tested:

☐ Yes

☐ No

91. Past data loss or breach incidents:

☐ Yes

☐ No

If yes, describe: ____

Purpose: *Understand backup types/frequency/location, retention periods, encryption, and past incidents — critical for data governance and incident response planning.*

◆ Future Plans

92. Top 3 current pain points in your data management:

a. ____

b. ____

c. ____

93. Planned projects in next 6–12 months (tick all that apply):

☐ Server Refresh

☐ Storage Refresh

☐ DR Implementation

☐ Cloud Migration

☐ Data Classification

☐ Network Overhaul

☐ Virtualization Platform Migration

☐ Others: _______________

94. Is there a plan to implement Zero Trust Security Architecture in the future?

☐ Yes

☐ No

95. Do you plan to consolidate or reduce the number of physical servers through virtualization?

☐ Yes

☐ No

96. Project Expected timeline: ________________________

97. Is sustainability (green IT, energy-efficient infrastructure) part of your roadmap?

☐ Yes

☐ No

If yes, in what form: __________________________

98. Do you have a plan to shift out-of-warranty data center hardware to third-party AMC support?

☐ Yes

☐ No

If yes, which category:

☐ Servers

☐ Storage

☐ Network

☐ Others: ____________________

99. Key expectations from third-party support: ____

____

____

Purpose: *Identify pain points, upcoming projects, expected timelines, and support expectations — essential for budgeting, resourcing, and IT roadmap alignment.*

____

Signature of IT Representative

Date: _____ / ______ / ________

Thank you for your cooperation.
Please return the filled form to our representative or email it to us at info@servicing24.com .