

## Technology - Due Diligence Information questionnaire

There is a need to gather relevant information regarding your ICT and how it is managed and supported. Based upon your response individual contacts may follow up with some further detailed queries.

#	Information Required	Contact Details
	<p><b>Technology strategic plan:</b></p> <p>Please provide details of the following including any strategic planning documents, architecture documents and change proposals. Please provide timeline, budget, risks and any management plan documents.</p> <ul style="list-style-type: none"> <li>• Major refresh plans.</li> <li>• Integration plans.</li> <li>• Product upgrade.</li> <li>• Product decommissioning plan that is not part of a refresh or upgrade.</li> <li>• Technology adoption plans.</li> </ul>	
	<p><b>Workstation Hardware:</b></p> <p><b>Responsibility / Accountability:</b></p> <ul style="list-style-type: none"> <li>• Name(s) and contact details of; <ul style="list-style-type: none"> <li>○ Responsible team and team leader</li> <li>○ Primary SMEs</li> </ul> </li> </ul> <p><b>Documentation:</b></p> <ul style="list-style-type: none"> <li>• Please make available any documentation - or note the existence of (document names / links etc) - that describe any of the following items in relation to deployed workstation hardware (desktop, notebook and workstation peripherals). In the absence of existing documentation consider brief explanations or generated lists. Topics of interest include: <ul style="list-style-type: none"> <li>○ Product catalogues</li> <li>○ Specifications for minimum workstation hardware.</li> <li>○ Vendor supply / support / outsourcing agreements</li> <li>○ Policies / Procedures related to procurement, provisioning, refresh and decommissioning.</li> <li>○ Build / socialization test plans (e.g. with SOE images / drivers etc)</li> <li>○ Lifecycle management</li> <li>○ Vendor CFI forms (Custom Factory Integration)</li> <li>○ Current support levels and SLAs</li> <li>○ Security settings (e.g. BIOS passwords, Boot devices / order</li> </ul> </li> </ul>	

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	<p>etc)</p> <ul style="list-style-type: none"> <li>○ Customized workstations (e.g. Kiosk PCs, disabled access)</li> <li>○ Supported workstation connected peripherals (e.g. Enhanced VGA adapters, USB memory sticks, memory card readers, optional monitors, notebook docking stations etc)</li> </ul> <p>NB: Refer to remote access devices for wireless broadband / token devices.</p> <ul style="list-style-type: none"> <li>○ Other</li> </ul> <p>Note: If any information is confidential (e.g. passwords) please provide details of the information's existence and of who can be contacted to obtain the information if / when necessary.</p> <p><b>Inventory:</b></p> <ul style="list-style-type: none"> <li>● Please provide an inventory report of all workstations in the CSV format listed below (one per line).</li> </ul> <p>"Computer Name", "Serial Number", "Username", "Last Known date/time", "Make", "Model", "Size of C: Partition", "Physical Memory", AdminAccessYN</p> <p>NB: If Administrator access cannot be determined on a per workstation basis, please provide either a known number or an estimate of the number of workstations whereby the primary user has Administrator access.</p> <ul style="list-style-type: none"> <li>● If possible, produce a list of workstations indicating their age within a few months.</li> </ul> <p>"Computer Name", "Serial Number", "PurchaseOrInstallDate"</p> <ul style="list-style-type: none"> <li>● Please provide a breakdown of the number of workstations supported by the corporation in the following locations. <ul style="list-style-type: none"> <li>○ Melbourne CBD (distance from GPO TBD)</li> <li>○ Melbourne Metropolitan (distance from GPO TBD)</li> <li>○ Victorian Regional (within Victoria but outside the above locations.</li> <li>○ Outside Victoria (interstate, international)</li> </ul> </li> </ul> <p><b>Successes and Improvements:</b></p> <ul style="list-style-type: none"> <li>● Describe any areas of Workstation Hardware management that are working well.</li> <li>● Are there areas that you believe require improvement?</li> <li>● Is there a "Known Errors Database / Listing" of workarounds to existing problems?</li> </ul>	
	<p><b>Workstation SOE Software:</b></p> <p><b>Responsibility / Accountability:</b></p> <ul style="list-style-type: none"> <li>● Name(s) and contact details of;</li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Responsible team and team leader</li> <li>○ Primary SMEs</li> </ul> <p><b>Documentation:</b></p> <ul style="list-style-type: none"> <li>● Please make available any documentation - or note the existence of (document names / links etc) - that describe any of the following items in relation to Workstation SOE Software that is managed end to end. In the absence of existing documentation consider brief explanations or generated lists. Topics of interest include; <ul style="list-style-type: none"> <li>○ Product catalogues</li> <li>○ An overview of SOE configurations to include; <ul style="list-style-type: none"> <li>▪ SOE Names, versions, Windows OS version, Service Pack and key software components that are included or force installed.</li> </ul> </li> <li>○ Any detailed SOE design / configuration / build documentation that would include; <ul style="list-style-type: none"> <li>▪ Custom registry settings and file / folder permissions for each SOE access level.</li> <li>▪ Group Policy settings for each SOE and access level.</li> <li>▪ Standard access levels offered and procedures for enabling each (e.g. locked down, Admin rights etc.)</li> <li>▪ Hidden local accounts and administrator passwords (see note below)</li> <li>▪ User access levels available</li> <li>▪ Login scripts</li> <li>▪ Standard drive mappings</li> </ul> </li> <li>○ Are users allowed Administrator level access to the Operating System?</li> <li>○ Vendor supply / licensing / support / outsourcing agreements</li> <li>○ Policies / Procedures related to procurement, provisioning, management, refresh and decommissioning.</li> <li>○ Build / Socialization test plans</li> <li>○ SOE Maintenance / Lifecycles management</li> <li>○ Current support levels and SLAs</li> <li>○ Specialty SOE software component / configuration sets (e.g. Kiosk PCs, disabled access)</li> <li>○ Other</li> </ul> </li> </ul> <p>Note: If any information is confidential (e.g. Local Administrator passwords) please provide details of the information's existence and of who can be contacted to obtain the information if / when necessary.</p> <p><b>Inventory</b></p> <ul style="list-style-type: none"> <li>● Please provide a detailed component listing(s) of each SOE(s) including</li> </ul>	

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	<p>components installed pre-image and those installed post-installation. Typical components include;</p> <ul style="list-style-type: none"> <li>○ SOE Name / Version</li> <li>○ Windows OS, Service Pack version.</li> <li>○ Security Patches</li> <li>○ DotNet framework, JRE, C / VB runtimes versions etc.</li> <li>○ Office Suite, Email Client, Browsers</li> </ul> <p><b>Successes and Improvements:</b></p> <ul style="list-style-type: none"> <li>• Describe any areas of Workstation SOE software management that are working well.</li> <li>• Are there areas that you believe require improvement?</li> <li>• Is there a "Known Errors Database / Listing" of workarounds to existing problems?</li> </ul>	
	<p><b>SOE Management / Operation Tool-sets</b></p> <p><b>Responsibility / Accountability:</b></p> <ul style="list-style-type: none"> <li>• Name(s) and contact details of; <ul style="list-style-type: none"> <li>○ Responsible team and team leader</li> <li>○ Primary SMEs</li> </ul> </li> </ul> <p><b>Documentation:</b></p> <ul style="list-style-type: none"> <li>• If not covered in documentation provided above, please provide relevant documentation - or note the existence of (document names / links etc) – for SOE Management / Operation Tool-sets used to operate the SOE(s) and the operating procedures / standards used. In the absence of existing documentation consider brief explanations or generated lists. Topics of interest include; <ul style="list-style-type: none"> <li>○ Product names and versions of deployment and management tool-sets used (e.g. MS SMS 2003, ZENWorks, Unicentre)</li> <li>○ Vendor supply / support / outsourcing agreements</li> <li>○ Current support levels and SLAs</li> <li>○ Inventory reporting tools (H/W and S/W)</li> <li>○ Policies / Procedures related to procurement, provisioning, refresh and decommissioning. (e.g. Is there any self service provisioning of software)</li> <li>○ Image creation / maintenance / distribution (e.g. Ghost WSUS, VBScript etc.)</li> <li>○ Scripting languages / tools used (e.g. VBScript)</li> <li>○ Application Packaging (e.g. Wise, InstallShield)</li> <li>○ Application Virtualization</li> <li>○ PXE system</li> </ul> </li> </ul>	