

**LAW OFFICES OF  
<CLIENT NAME>, INC.**

**ENGAGEMENT SUMMARY,  
FINDINGS, AND RECOMMENDATIONS  
(SANITIZED COPY)**

*Submitted by*

**AUGURY NETWORK ADVISORS, LLC**

March 27, 2009

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## **SUMMARY**

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Augury Network Advisors conducted an on-site IT Services engagement at The Law Offices of <client name>, from 19-March-2009 through 24-March-2009.

## **Overview**

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The overall objectives of the engagement included:

1. Integrate an additional server into the <client name> network and operating environment. The server will be provided by a new member of <client name>, and is being relocated from its previous operating location in another law office.
2. De-install, move, re-install and re-configure several workstations throughout the <client name> office suites, as part of a general office move initiative.
3. Install printer drivers on several workstations.
4. Install and configure Microsoft Outlook 2007 application software on several workstations.
5. Add several new individual accounts to the company's email server.
6. Reconfigure the data closet arrangement of servers, data cabling, and power distribution.

## **TASK RECORD**

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The following is a daily diary of tasks initiated and completed during the engagement. Daily job time totals are adjusted by 1 hr for lunch.

### **Thursday, March 19, 2009**

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On site time: 8:30 AM - 5:30 PM (8 hrs)

1. Inspected, traced, and documented data wiring plan
2. Mapped patch panel - switch port connections, in Suites "A" and "B"
3. Mapped port connections in the router , firewall , and DSL gateway devices.
4. Investigated features and functions of the installed network components:
  - ◆ router (Cisco RVO42)
  - ◆ firewall (WatchGuard Firebox SOHO 6)
  - ◆ DSL gateway (Westell 7500)
  - ◆ 26 port, 10/100/1000 L2 switch (Netgear FS728TS)
  - ◆ UPS power (APC SmartUPS 750)

### **Friday, March 20, 2009**

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On site time: 9:00 AM - 6:00 PM (8 hrs)

1. Reviewed and verified systems documentation provided by prior vendor (<vendor name>, Inc.).
2. Investigated features and functions of primary enterprise server "dragon05" (Net Integration Nitix OS Mark 1)
  - ◆ Nitix systems background
  - ◆ User configuration familiarization
  - ◆ Current workstation configurations
    - new desktop workstation in Bill <client name>'s office
    - movable workstation (on rollabout desk)
    - desktop workstation in office #2
3. Investigated upgrade and migration path alternatives with respect to the Nitix server platform, based on a preliminary utilization assessment of the server.

## **Saturday, March 21, 2009**

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On site time: 9:00 AM - 5:30 PM (7.5 hrs)

1. Removed and sorted materials stored in data wiring closet (Suite A).
2. Wall mounted network devices (DSL gateway, router) from unsecured shelf locations
3. Revised data cabling to servers: sorted, reconfigured connections, and bundled wiring
4. Revised power distribution to network and server devices, including wall mounting of multi-port electrical extension.
5. Reconfigured shelving to accommodate server repositioning. Increased vertical clearance of shelf #3.
6. Repositioned server devices on shelving:
  - ◆ CHSH server (Windows SBS 2003) to shelf #1
  - ◆ Dragon5 server (Nitix OS Mark 1) to shelf #2
  - ◆ Domain server (Windows SBS 2003) to shelf #3
7. Positioned and cabled server console terminals for CHSH and Domain server on shelf #4
8. Installed, tested and troubleshot APC SmartUPS 700 power supply from <client name>2.
9. Physically installed and configured desktop workstations
  - ◆ <client name>1's office credenza
  - ◆ <client name>2's office credenza
  - ◆ Office #2 desk
10. Salvaged and sorted cables, power supplies, and assorted components.

## **Sunday, March 22, 2009**

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On site time: 12:00 PM - 5:30 PM (4.5 hrs)

1. Configured MS Outlook 2007 on <client name> workstation
2. Installed Ricoh printer drivers
  - ◆ <client name>2 workstation
  - ◆ <client name>3 workstation
3. Setup new user accounts under Dragon5 domain control for:
  - ◆ <client name>2 (login id: )
  - ◆ <client name>3 (login id: )
4. Set up disk mapping on <client name>2 workstation
  - ◆ G: drive - mapped to folder "company" on Domain server

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- ◆ U: drive - mapped to folder “company” on Domain server

### **Monday, March 23, 2009**

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On site time: 8:00 AM - 5:30 PM (8.5 hrs)

1. Investigated and resolved “generic” login issues
2. Enabled LAN access of <client name>3 workstation
3. Addressed exhausted license issue of Dragon5 domain controller: 12 available licenses (+1 for administrator), however 14 accounts are required

### **Tuesday, March 24, 2009**

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On site time: 8:00 AM - 6:00 PM (9 hrs)

1. Migrated legacy <client name> Outlook personal file data (.pst) from previous workstation to new workstation
2. Installed Ricoh printers and drivers on <client name>3 workstation
3. Reconfigured power and network wiring to <client name>3 workstation
4. Procured and installed MS Office 2007 with Outlook 2007 under 60-day trial license terms on <client name>2 workstation. Conversion to permanent license is pending purchase of the license by <client name>.
5. Reconfigured Outlook 2003 installation on <client name>3 workstation
6. Connected and installed drivers for local Ricoh printer on Bill <client name> workstation
7. Created new “Admin” account on <client name>2 workstation for further administration, installation, and management

### **Thursday, March 25, 2009 (remote follow-up)**

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1. Addressed and resolved problem regarding Outlook 2007 SMTP sending email, reported by <client name> against his workstation.
2. Re-mapped remote drives on <client name>2 workstation
  - ◆ G: - mapped to “office” on “dragon5” (login: genstaff, password: <client name>)
  - ◆ H: - mapped to “company” on “domain” (login: joan, password: pepper)
3. Addressed problem reported by <client name>3, with periodic loss of drive mapping to “yyyy” folder on “domain” server.

## **TACTICAL ACTIONS LIST**

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A number of action items were identified during the course of the engagement that remain uncompleted, due to time constraints. Augury recommends addressing and completing these action items as soon as possible.

1. Select and consolidate current directory structures (LDAP and Active Directory) into a single architecture and onto a single domain controller (this task is dependent on corresponding server upgrade: see Recommendations Section - Item 1, below).
2. Evaluate repeated warnings on Nitix OS regarding virus scanning alerts
3. Investigate virus scanning function termination alert on Nitix OS
4. Convert trial license for MS Office and Outlook 2007 (on <client name>'s workstation) to purchased license
5. Complete cable bundling in data wiring closet (Suite A)
6. Complete cable bundling at switch in kitchen (Suite B)
7. Install earthquake strapping on shelves in data wiring closet
8. De-install <client name>'s Outlook profile from movable workstation
9. Wall mount workgroup hub device and reposition printer server located at Ricoh 5560 Color printer behind reception in Suite A
10. Locate alternate storage for collection of salvaged hardware
11. Migrate power connections to Ativa UPS/battery backup units in data wiring closet
12. Restart CHSH server, and test and verify remote access functions
13. Update remote access credentials
14. Complete on-line documentation of the <client name> IT domain
15. Publish physical port mapping documentation
16. Engage Verizon to rewire from marked DSL port to punchdown block, with some kind of protection/stabilization for exposed wiring leads.
17. Address reported problem of intermittent email system hangs

## **FINDINGS**

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### **Key Notes**

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Following are detail notes regarding various aspects of the work that was completed during this engagement.

#### **NEW ACCOUNTS SETUP**

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Three new user accounts were created during the engagement's installation and configuration procedures. Two accounts were created on <client name>'s domain controller (Dragon5 server), enabling email mailboxes for the @<client name>.com domain. A single administrative account was created and authenticated on the Windows SBS 2003 server "domain".

The new account credentials are:

| <b>Domain Controller</b> | <b>User</b>    | <b>Login ID</b> | <b>Password</b> |
|--------------------------|----------------|-----------------|-----------------|
| Dragon5                  | <client name>2 | xxxxxx          | xxxxxx          |
| Dragon5                  | <client name>3 | xxxxxx          | xxxxxx          |
| Domain                   | <client name>5 | xxxxxx          | xxxxxx          |

It should be clearly noted that user credentials of the two domain controllers that are now operating on the LAN have NOT been integrated into a single directory, either in LDAP (on the dragon5 server) or in Windows Active Directory (on the Windows SBS 2003 domain server).

While this condition will allow individual operations to continue, we strongly advise completing this integration into a single directory that is managed through a single controller. This could be completed in conjunction with upgrading the dragon5 Nitix OS platform.

#### **EXISTING ACCOUNT MODIFICATIONS**

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Several modifications were made to existing user accounts to deal with specific problems encountered during installation and configuration procedures.

| <b>User</b>    | <b>Change</b>   | <b>Description</b>   |
|----------------|-----------------|--|
| <client name>1 | Reset password  | New password: "nnnnnnn" established for all logins, including email              |
| <client name>4 | Deleted account | After consultation with <client name>4, deleted this unused account to free up a |

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|  |  | Nitix Exchange! license needed for <client name>4 access to <client name>.com email, shared files, and calendar synchronization. |
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## PROCUREMENT OF MICROSOFT OFFICE 2007 AND OUTLOOK 2007

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In order to quickly install Microsoft Outlook 2007 and key Office 2007 products (viz Word 2007, Excel 2007 and PowerPoint 2007) on the workstation that is used by <client name>2, I procured a trial license and installation image on-line at [www.microsoft.com](http://www.microsoft.com) for both products. Procurement on-line required establishing an account for future interaction with Microsoft. The account was established with the following credentials:

Login ID: someone@<client name>.com

Password: "xxxxxx" (exclude quote marks, include exclamation point)

Birth date: 06/04/1958

Secret question (to recover password): Name of your first pet?  
(Answer: "Spot")

The product's installation image was downloaded to the target workstation, to the folder <c://downloads/2009/microsoft/>. The product key that was provided in the transaction was: xxxxx-xxxxx-xxxxx-xxxxx-xxxxx. This product key was entered to validate the application at the time of installation.

Further action by <client name> is required in order to convert the trial license to a permanent valid license for the applications. A permanent license can be procured from Microsoft (purchase price for the package is \$399.00), and the conversion procedure can be executed from the application's Help menu at any time.

*The trial license expires on May 25, 2009. All of these applications will cease functioning correctly on that date if the trial license has not been converted to a permanent license.*

## Recommendations

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During the course of this inaugural engagement, we noted some aspects of the IT environment at The Law Offices of <client name> and Associates which, if not addressed, we believe will present increasing risks of chronic operating issues or functional shortfalls, as <client name>'s business, staff, and client list continues to grow.



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As a result, Augury Network Advisors strongly recommends the following list of projects for future consideration by <client name>'s management, along with an assessment of their priority and impact on the firm's continuing operations.

### **HIGH PRIORITY**

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1. Migrate the domain controller and primary server (Dragon5) from the current Nitix OS platform to a cost-effective and functionally appropriate alternative
2. Implement a “free/busy” calendar server for individual, real-time calendar coordination and synchronization
3. Evaluate alternative group licensing cost effectiveness for all critical office applications (principally Microsoft products)
4. Establish a comprehensive standard desktop configuration for workstations in use at <client name>, simplifying maintenance, new user setup, and redeployment tasks in the future, with attending cost reductions
5. Devise a “new user” process for IT integration: procurement, setup, orientation, and training.
6. Implement data networking redundancy

### **MODERATE PRIORITY**

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7. Evaluate, elect and subscribe to a cost-effective “Help Desk” service for acute problem resolution
8. Devise and implement a secure, cost-effective remote access operating standard
9. Install effective, secure wireless access in the office suites areas
10. Monitor network connectivity utilization, and develop an appropriate bandwidth upgrade plan
11. Review the entire security plan for the IT environment: perimeter security, authentication credentials management, backup and restore procedures, and disaster recovery plan and processes.
12. Evaluate and implement an internal content management platform
13. Re-evaluate power consumption and distribution in the wiring closet
14. Re-evaluate ISP costs and services

### **LOW PRIORITY**

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15. Adopt select “best practices”, in particular with respect to:
  - ◆ change management
  - ◆ new user orientation
  - ◆ periodic applications review
  - ◆ strategic IT planning

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16. Review website capabilities and new requirements, with prospects of functional upgrades, including:

- ◆ RSS feeds
- ◆ Automated surveys
- ◆ Search engine optimization (SEO) and promotion
- ◆ Client on-line self-services, such as appointment setting, preliminary data collection from new clients, administrative services, on-line invoicing, and click-through to partner services