

# IT Portal

## IT PORTAL ONBOARDING GUIDE

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## **Introduction**

This document was modelled after a discovery done by an MSP to onboard a new customer. All aspects of the infrastructure was documented by the onboarding team to ensure the helpdesk will have all they need to support the new customer. The next pages has a listing of items that are generally collected doing documentation. Though the thought here is to show you how we document using the IT Portal, you can always leverage this document to assist with your current documentation processes.

## Company Synopsis

The IT Portal will start you out with your company and a test company. If you have multiple companies to support, you will want to add additional companies for each of them. This will allow you to view information relating to these companies under their sections of the IT Portal. Once you have companies and contacts defined, you can then proceed to start adding additional users. User accounts must have contacts assigned to them for naming and addressing purposes.

- Who the Customer is and their line of business (Company Synopsis Page, Options Menu)
- Physical location(s) (Add Menu → Sites)
- Hours of Operation (Company Synopsis Page, Notes )
- Primary Contacts and Stakeholders (Company Synopsis Page, Options Menu to select an existing contact)
  - Email
  - Phone
- After hours Contacts and IT Contacts (Company Synopsis Page, Notes )
  - Email
  - Phone
  - When to contact and Severity
- General Remote Access Information (Company Synopsis Page, Remote Access Notes )
  
- [Import from ConnectWise KB](#)
- [Import from AutoTask KB](#)
- [Import from CommitCRM KB](#)
- [Import Companies and Contacts from a text file](#)

Synopsis - Handover Mgmt Co x

Search Portal


Dashboard > Companies > Handover Mgmt Company

**Client - Handover Mgmt Company**  
Where you are in good hands HMC

Edit Delete Options

General Company Profile onBoard Guide Scoreboard (1) Relationships Password List (1) Map All Sites Map

**General**



**MAIN SITE**  
Corporate Campus

**ADDRESS**  
3978 Broadway Ave  
Suite 129  
New York, NY 10018

**BUSINESS PHONE**  
(212) 555-1234

**WEBSITE**  
www.handovermanagement.com

13 ACCOUNT EXPIRATIONS

28 DEVICE WARRANTY EXPIRATIONS

7 AGREEMENT EXPIRATIONS

4 KB EXPIRATIONS

4 DOCUMENT EXPIRATION

**STATUS**  
Active

**START DATE**  
3/4/2015

**ENGINEER**  
Ty Smith

**TEAM**  
Network Engineers

**MANAGER**  
Molley Jenkins

**CONTACT**  
Brock Bologna  
bbologna@handovermanagement.com

**Notes**  
Jane Jenkins 7/1/2019 12:01 PM  
During business hours speak with Ty. Contact James after hours. Virtualization project under way!

**Remote Access**  
Jim Jenkins 3/4/2015 10:25 AM  
Remote in via citrix.hmc.local Citrix Receiver or client us the ip address 204.39.28.13

**Synopsis**

General

Accounts (24)	Service Package (1)	Agreements (16)	Contacts (145)
Sites (4)	Facilities (5)	IP Networks (9)	

**383 Devices**

AC Units (2)	Autoloader (1)	Backup Device (1)	Blade Chassis (2)
Content Filter (1)	Disk Enclosures (1)	Faxfinder (1)	Firewalls (3)
iPad (1)	IPKVM (1)	LabTech Server (1)	Monitors (1)
Notebook (1)	Others (2)	PC (1)	PDUs (4)
Phone Systems (6)	Printers (48)	Quickbook (1)	Routers (8)
SAN (1)	Servers (100)	Smartphone (1)	SSID (1)
Switches (24)	Threat Manager (1)	UPS (3)	VPN Devices (6)
Wireless Access Points (9)	Workstations (150)		

## Logical Groupings

You should consider documenting the sites and facilities. Facilities are groupings of devices that exist in a site. If a site was considered a campus, a facility can be a building in that site, a floor, a suite, etc. Also consider creating IP Networks that correspond to these sites. Viewing your customers in one of these three views will give you a good understanding of their network environments. You can alternatively upload network diagrams and attach them to Sites, Facilities, and IP Networks for a more visual representation of the environment.

# Sites

(Add Menu → Sites)

**Site - Corporate Campus** Edit Delete Options

Corporate Headquarters for HMC

- General
- Map
- Contacts (134)
- Devices (162)
- Facilities (4)
- Cabinets (3)
- IP Networks (7)
- Credentials (1)
- Diagram

**ADDRESS**  
 3978 Broadway Ave  
 Suite 129  
 New York, NY 10018

**CONTACT**  
 James Dowell

**ESTIMATED # OF USERS**  
 150

**PHONE**  
 (212) 555-1234

**DIAGRAM**  
 Campus.jpg

## Notes

[Revisions](#)

## 92 Services

6 BackEnd	4 Backup	1 BES	6 Citrix
7 DC	6 DHCP	8 DNS	1 EDI
6 Exchange	1 Fax	6 File	3 FTP
1 GuysApp	13 Print	4 RAS	3 SAV
2 SharePoint	2 SMS	3 SQL	5 Terminal
3 Virtualization	1 vSphere		

## 162 Devices

2 AC Units	1 Autoloader	1 Backup Device	2 Blade Chassis
1 Content Filter	1 Disk Enclosures	1 Faxfinder	3 Firewalls
1 iPad	1 IPKVM	1 LabTech Server	1 Monitors
1 Notebook	2 Others	1 PC	4 PDUs
6 Phone Systems	48 Printers	1 Quickbook	8 Routers
1 SAN	100 Servers	1 Smartphone	1 SSID
24 Switches	1 Threat Manager	3 UPS	6 VPN Devices
9 Wireless Access Points	150 Workstations		

# Facilities (Buildings) within sites

(Add Menu → Facilities)

## Facilities

X Facilities are groupings of devices that exist in a site. If a site was considered a campus, a facility can be a building in that site, a floor, a suite, etc.

Q Filter Options ▾ 5 columns selected ▾

TYPE	FACILITY	SITE	CONTACT	DESCRIPTION
Building	East Wing	Corporate Campus	Amber Monarrez	This is the Administration building and corporate executive branch.
Building	Headquarters	Corporate Campus	Arlette Honeywell	Main branch of the corporate offices at Handover
Building	Shipping/Receiving	Corporate Campus	Dominque Dickerson	Handles all shipping/receiving for Handover.
Building	West Wing	Corporate Campus	Blair Malet	This facility houses the data center, call center and NOC.
Suite	Suite 100	Data Center		

First Previous **1** Next Last

Page: 1 / 1 Per Page: 25 ▾ Total Records: 5



# IP Networks

(Add Menu → IP Networks)

**IPNetwork - Network LAN** Edit Delete Options

Core VLAN for infrastructure.

General Relationships

- SITE**  
Corporate Campus
- SUBNET SIZE**  
255.255.255.0/24
- NETWORK**  
192.168.59.0
- VLAN ID**  
99
- TOTAL IPS**  
254
- DHCP SERVER**  
fmc-ASA01 - 179.16.8.27
- DEFAULT GATEWAY**  
fmc-ASA01 - 179.16.8.27
- USABLE IPS**  
254

Show 10 entries

DEVICE TYPE	DEVICE	SITE	IP ADDRESS	NIC DESCRIPTION	MAKE	MODEL
Backup Devices	HCM-UNT-P803	Corporate Campus	192.168.58.111	Backup Interface	Unibrands	Recovery-833
Blade Chassis	Dell-VRTX	Data Center	192.168.59.212	Management IP	Dell Computer Corporation	OptiPlex GX1 450MTbr
Blade Chassis	Dell-VRTX	Data Center	192.168.59.251	Network I/O Module (switch)	Dell Computer Corporation	OptiPlex GX1 450MTbr
Firewalls	Orlando Office Firewall	Orlando Office	192.68.12.134	Firewall	Cisco	1120
LabTech Server	LabTech Server	Corporate Campus	192.68.24.644	Lab-Tech	HP	6400
Quickbooks	Quickbook Server	Corporate Campus	192.168.45.123	Quickbooks database server	Dell	Dell
Routers	East Cisco Router	Corporate Campus	192.54.45.66		Cisco	3640
Routers	West Cisco Router	Corporate Campus	192.168.200	Exchange Server	Dell	PowerEdge M520
Servers	accl-server	Data Center	192.168.59.204	Local Area Connection	Dell Inc.	PowerEdge 2900
Servers	accl-server	Data Center	192.255.255.255	WAN	Dell Inc.	PowerEdge 2900

Showing 1 to 10 of 46 entries

First Previous 1 2 3 4 5 Next Last

# Network diagrams

(Add Menu → Documents)

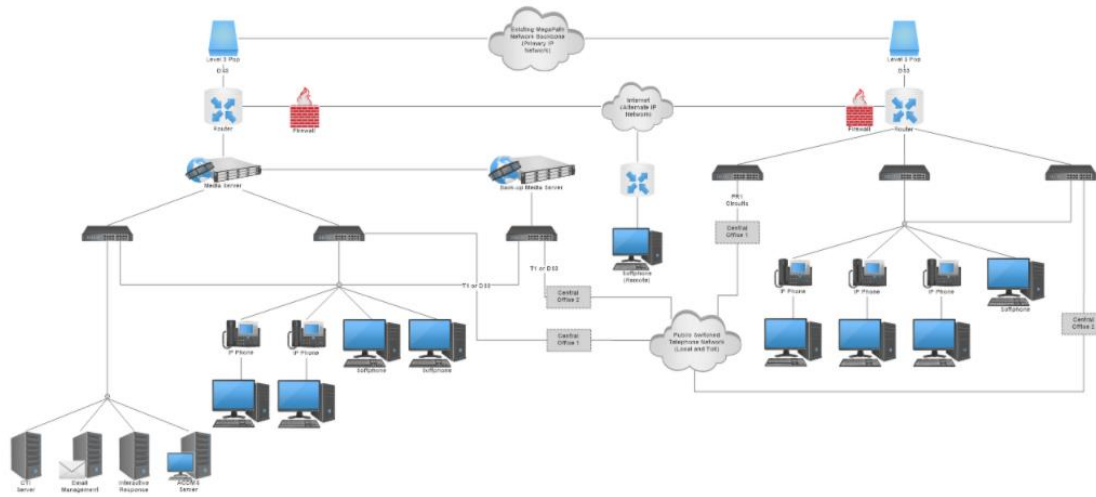
**Diagram - Corporate network diagram**

[Edit](#) [Delete](#) [Options](#)

Corporate network diagram

General Relationships Folders (1) Document Image

Network Diagram: Telecommunications Network Architecture



# Vendor Information, Licensing, and Agreements

Document agreements expiration, software subscription dates, domain names, SSL certificates, warranties, and licenses. Additional information you can document include license keys and support information like account numbers. Login accounts should be documented under accounts discussed further below and a relationship should exist between the account and agreement.

(Add Menu → Agreements)

**Licenses - VMware vSphere Standard** Edit Delete Options

VMware Standard Agreement

General | Licensing | Relationships | Credentials (1) | Changes (27)

- NAME**  
VMware vSphere Standard
- DATE ISSUED**  
4/11/2018
- VENDOR**  
VM
- EXPIRES**  
10/19/2025
- ASSIGNED CONTACT**  
[Art Venere](#)
- COUNT**  
1

Notes

## VMware Service Activation/Renewal Confirmation

Dear VMware Customer,

Thank you for renewing your Support and Subscription (SnS) from VMware. This email is a confirmation of your SnS renewal for your records.

<b>Account Number</b>	: 141266363
<b>Account Name</b>	: HANDOVER MANAGEMENT CORPORATION
<b>Procurement Contact</b>	: James Dowell
<b>IT Super User</b>	: James Dowell
<b>PO Customer Name</b>	:
<b>Customer</b>	: HANDOVER MANAGEMENT CORPORATION
<b>Customer Email</b>	: jamesd@hmc-local.com,
<b>Contract Renewal Number #</b>	: 30213251 [R:1U:10MAY15 23:27:27]
<b>PO #</b>	: 70-MER69
<b>Reseller PO #</b>	: 16-2031

**Quick Links**











- [Support Process & Policies](#)
- [Online Support](#)
- [Technical Support](#)
- [Support Contracts](#)

# Device Management

Document servers, routers, firewalls, and switches. Customers also have custom devices like phone systems, KVM, backup drives, active directory, and UPS systems. Store vital information on these devices. Track information like configuration, running services, IP addressing, switch ports, passwords, hardware information, and applications. For smaller networks you can define the PCs, but you can also set a number of PCs when editing a site. Do document important high-powered workstations with custom configurations as well.

(Add Menu → Devices)

## Devices

TYPE	DEVICE	DESCRIPTION	PREFERRED ACCESS	CREDENTIALS
Firewalls	DC-ASA-01	Data Center ASA Firewall	SSH://DC-ASA-01	
Printers	Orlando Printer	Orlando Printer		
Firewalls	hmc-ASA01	Internet Firewall/VPN	SSH://172.16.0.27.domain.local:22	
Workstations	PC-0085	Workstation PC-0085		 
Quickbooks	Quickbook Server	Quickbooks database server	COM1://192.168.45.123.domain.local:4	
Workstations	Computer 5	Computer 5 Workstation		
Phone Systems	Phone System	Cisco Phone Sysrtem		
Workstations	Computer 2	Computer 2 Work Station		
Backup Devices	HCM-UNT-R833	New Unitrends Appliance	HTTPS://192.168.58.111.domain.local	 
Switches	HP Switch 2	HP 24 Port Switch	Telnet://192.168.59.1	
Servers	HMC-ESXi01	First ESXi M620 Blade	SSH://192.168.59.128	
Servers	HMC-ESXi02	Second ESXi M620 Blade	SSH://192.168.59.129	
Switches	HP Switch 1	HP 24 Port Switch	Telnet://192.168.59.2	
Servers	acct-server	Accounting Server	RDP://192.168.59.204.domain.local:3389	 
Servers	hmc-lkl-vc01	New vSphere Server	RDP://192.168.59.213.hmc.net	
Servers	hmc-symantec	AV Server	RDP://192.168.59.230:3389	
Servers	hmc-mail	Exchange 2013 Server	RDP://192.168.59.233:3389	
Servers	hmc-print	Corporate Print Server	RDP://192.168.59.235:3389	
Servers	hmc-xenapp01	XenApp Host	RDP://192.168.59.236:3389	
Servers	hmc-xenapp02	XenApp Host	RDP://192.168.59.237:3389	
Servers	hmc-xenappweb	Web Front End for Citrix XenApp	RDP://192.168.59.238:3389	
Servers	print_server	Print Server holding the old queues for XP Machines		
Servers	adp-server	Payroll Server	RDP://192.168.59.244.domain.local:3389	
Servers	exchange-server	Exchange 2003 Server	RDP://192.168.59.245.domain.local:3389	 
Servers	citrix-server	Old Citrix Metaframe Server	RDP://192.168.59.248:3389	

## Blade Chassis - Dell-VRTX

[Edit](#)[Delete](#)

Options ▾

### Blade Chassis for Servers and Storage

[Overview](#)[Relationships](#)[Folders \(2\)](#)[Services \(2\)](#)[Switch Ports \(1\)](#)[Device Configuration \(8\)](#)[Configurations \(10\)](#)[Review \(6\)](#)[Credentials \(1\)](#)[Notes](#)[Changes \(53\)](#)

## General

Assigned Contact	<a href="#">Ty Smith</a>	Last Logged In User	dev\james
Description	Blade Chassis for Servers and Storage	Device Type	Blade Chassis
Site	<a href="#">Data Center</a>	Suite	<a href="#">Suite 100</a>
Rack/Cabinet	<a href="#">Server Rack</a>	Location	U23-U26 of Rack 1B
Installed By	Alisha Slusarski	Install Date	3/1/2015

## Main Local Login Account

Username		Preferred Access	<a href="https://192.168.59.251:445">https://192.168.59.251:445</a>
Password		Alternative Link	<a href="#">RMM Link</a>
<i>* Last Updated 9/23/2019 00:00:00 AM</i>			

## Management

## Network Interfaces

IP ADDRESSES	IP NETWORK	SUBNET MASK	DESCRIPTION	MAC ADDRESS	SWITCH PORT
192.168.59.212	<a href="#">Network LAN</a>	255.255.255.0/24	Management IP	00:05:06:8A:5F:11	<a href="#">HP Switch 2 - HP2 - 12</a>
192.168.59.251	<a href="#">Network LAN</a>	255.255.255.0/24	Network I/O Module (switch)	00:05:06:8A:5F:12	<a href="#">HP Switch 2 - HP2 - 13</a>
Default GW	192.168.59.1				

## Hardware

Host name	Dell-VRTX.domain.local		
Purchase Price	3900		
Manufacturer	Dell Computer Corporation	Make/Model	OptiPlex GX1 450MTbr
Tag	CompanyID002	Serial	<a href="#">7GQLF22</a>
Purchase Date	2/1/2015	Lease Date	<a href="#">2/1/2020</a>
Warranty Expires	2/1/2025	Retire Date	2/1/2025
OS	DellBladeOS	Service Pack	2
Version	1.2	Build Number	2393829
CPU	Intel i7 Core	Number of Sockets	2
Memory	2 (GB)		

## 🔒 Blade Chassis - Dell-VRTX


[Edit](#)[Delete](#)

Options ▾


### Blade Chassis for Servers and Storage

[Overview](#)[Relationships](#)[Folders \(2\)](#)[Services \(2\)](#)[Switch Ports \(1\)](#)[Device Configuration \(8\)](#)[Configurations \(10\)](#)[Review \(6\)](#)[Credentials \(1\)](#)[Notes](#)[Changes \(53\)](#)


### Related Accounts

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">Dell iDRAC Login</a>	Login Accounts	http://192.168.0.32	Dell-VRTX Main Access


### Related Agreements

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">Third Party Maintenance Contract</a>	SLAs	Lower cost warranty provider	Contact info for support


### Related Contacts

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">James Dowell</a>	IT Staff	Main Contact	Data Center Contact for hard resets




### Related Documents

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">Server Room</a>	Site Pics	Pictures of the Rack Cabinet	Third Pic in list shows it's placement in the rack

### Related KBs

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">Drive Update Guide</a>	Driver Updates	Description Goes here	Update Guide

### Related Devices

NAME	TYPE	DESCRIPTION	RELATIONSHIP
 <a href="#">HMC-ESXi01</a>	Servers	First ESXi M620 Blade	Blade Slot 0
 <a href="#">HMC-ESXi02</a>	Servers	Second ESXi M620 Blade	Blade Slot 1
 <a href="#">HCM-UNT-R833</a>	Backup Devices	New Unitrends Appliance	Backup Server

## 🔒 Blade Chassis - Dell-VRTX


### Blade Chassis for Servers and Storage

[Edit](#) [Delete](#) [Options](#) ▾

- Overview
- Relationships
- Folders (2)**
- Services (2)
- Switch Ports (1)
- Device Configuration (8)
- Configurations (10)
- Review (6)
- Credentials (1)
- Notes
- Changes (53)

(Hide All Folders)

#### 📁 documents (2) Files

 <a href="#">dell-emc-poweredge-VRTX-spec-sheet.pdf (202.58KB)</a>	Joe A Blogs	4/16/2020 08:33:57 AM
 <a href="#">VRTX manual.pdf (11.92MB)</a>	Jane Jenkins	7/19/2019 03:12:18 AM

#### 📁 pictures (7) Files



Jim Jenkins 5/11/2015 Chassis Hardware (External & Internal)



Jim Jenkins 3/11/2015 Switch Module

### R1-2401 VRTX 1Gb Switch Module

Port Legend: ■ Up ■ Down ■ Disabled

**External Ports**

**Internal Ports**

Server slot 1: g1/1 (Up), g1/2 (Up), g1/3 (Down), g1/4 (Down)

Server slot 2: g1/2/1 (Up), g1/2/2 (Up), g1/2/3 (Down), g1/2/4 (Down)

Server slot 3: g1/3/1 (Down), g1/3/2 (Down), g1/3/3 (Down), g1/3/4 (Down)

Server slot 4: g1/4/1 (Down), g1/4/2 (Down), g1/4/3 (Down), g1/4/4 (Down)

Jim Jenkins 3/5/2015 Storage Overview

### Summary

**Physical Disks Overview**

State	Number of Disks
Online	16
Ready	1
Failed	0
Foreign	0
Stopped	0
Offline	0

**Summary of Disks**

- Controllers: 2
- Physical Disks: 16
- Virtual Disks: 1
- Global Hotspares: 1
- Dedicated Hotspares: 0

**Storage Capacity Reserved for Virtual Disks**



Used Capacity: 12.27TB (93%) / 13.09TB

Does not indicate actual storage utilized



Blade Chassis for Servers and Storage

- Overview
- Relationships
- Folders (2)
- Services (2)
- Switch Ports (1)
- Device Configuration (8)**
- Configurations (10)
- Review (6)
- Credentials (1)
- Notes
- Changes (53)

CONFIGURATION FILE	DATE	UPLOADED BY	NOTES
 2015-02-Backup-Config.bin (22KB)	9/23/2019	Joe A Blogs	Binary upload before upgrade
 ShawnNs.conf (45KB)	9/23/2015	Molley Jenkins	

Configuration Text [\(Compare Revisions\)](#)

Last Modified By: Joe A Blogs

```

: Saved
: Written by enable_15 at 04:28:19.239 UTC Fri Aug 13 2009
PIX Version 6.3(4)
interface ethernet0 10full
interface ethernet1 100full
nameif ethernet0 outside security0
nameif ethernet1 inside security100
enable password zJD3puuZYDzsD3DR encrypted
passwd s0kDuZ0kYpuPJPDR encrypted
hostname ACMEPIX1
domain-name ACME.lan
fixup protocol dns maximum-length 512
fixup protocol 21
fixup protocol h323 h225 1720
fixup protocol h323 ras 1718-1718
fixup protocol http 80
fixup protocol rsh 514
fixup protocol sip 5060
fixup protocol sip udp 5060
fixup protocol skinny 2000
no fixup protocol smtp 25
fixup protocol sqlnet 1521
fixup protocol 69
names
name 172.16.4.133 ACMEServer2
access-list acl_in permit icmp any any
access-list acl_in permit tcp any host 172.16.4.132 eq smtp
access-list acl_in permit tcp any host 172.16.4.132 eq 3389
access-list acl_in permit tcp host appriverldap host 172.16.4.132 eq ldap
access-list acl_in permit tcp any host 172.16.4.132 eq www
access-list acl_in permit tcp any host Server1 eq www
access-list acl_in permit udp any host 172.16.4.132 eq t
access-list acl_in permit tcp any host 172.16.4.130 eq 3389
access-list acl_in permit tcp any host 172.16.4.130 eq smtp
access-list acl_in permit tcp any host 172.16.4.130 eq www
access-list acl_in permit tcp any host 172.16.4.130 eq https
access-list acl_in permit tcp any host 172.16.4.130 eq 3388
access-list acl_nonat permit ip 10.10.0.0 255.255.255.0 172.16.1.0 255.255.255.0
access-list VPNACL permit ip 10.10.0.0 255.255.255.0 172.16.1.0 255.255.255.0
pager lines 24
logging on
logging standby
logging buffered debugging
mtu outside 1500
    
```

# Documentation

Save important files, images, and notes about your environment as documents and relate them to devices and other objects. Sample documents include build books, diagrams, check lists, forms, DR documentation, image libraries, policies and procedures regarding your customers.

For products you support, save technical how-tos as KBs.

- (Add Menu → Documents)
- (Add Menu → KBs)

## Document Repositories

TYPE	DOCUMENT	DESCRIPTION
<a href="#">Assessment</a>	<a href="#">Full Security Assessment</a>	2021 Security Assessment
<a href="#">BDR Documentation</a>	<a href="#">BDR Policy</a>	BDR Policy Informaiton
<a href="#">Build Books</a>	<a href="#">Reinstall of Exchange Server H andMail01</a>	In this whitepaper, we will take you through the steps for re-installing Exchange Server 2016 on HandMail01, including the prerequisites and installation system requirements.
<a href="#">Diagram</a>	<a href="#">Corporate network diagram</a>	Corporate network diagram
<a href="#">Diagram</a>	<a href="#">Orlando Network Diagram</a>	Orlando network diagram
<a href="#">Diagram</a>	<a href="#">Orlando Office Diagram</a>	Orlando Marketing office diagram
<a href="#">Diagram</a>	<a href="#">Sales Office</a>	Office Layout Diagram
<a href="#">Diagram</a>	<a href="#">Server Room</a>	New Server Room in Corp
<a href="#">Diagram</a>	<a href="#">Site Diagram - Corporate Campus</a>	Diagram of the main site
<a href="#">Install Doc</a>	<a href="#">ADP Install Guide</a>	Provides instructions on how to install the ADP application on HMC end users computers.
<a href="#">Install Doc</a>	<a href="#">VMware vCenter Inventory Service</a>	Settings used during Install
<a href="#">Install Doc</a>	<a href="#">VMware vCenter Server</a>	Settings used during Install
<a href="#">Install Doc</a>	<a href="#">VMware vSphere Update Manager</a>	Settings used during Install
<a href="#">Logos</a>	<a href="#">Handover main office</a>	Logo for Handover
<a href="#">Logos</a>	<a href="#">Logo</a>	Handover Management Corp Logo
<a href="#">Policies</a>	<a href="#">Employee Handbook</a>	
<a href="#">Policies</a>	<a href="#">Infrastructure Policy</a>	Infrastructure Policy
<a href="#">Procedures</a>	<a href="#">Exchange 2013 Migration Guide</a>	PDF
<a href="#">Procedures</a>	<a href="#">Onboarding new users</a>	Onboarding
<a href="#">Procedures</a>	<a href="#">Procedures</a>	Procedures
<a href="#">Procedures</a>	<a href="#">Resetting Wireless</a>	
<a href="#">Remote Access Config</a>	<a href="#">Remote Access Config</a>	Remove Access Config
<a href="#">Site Pics</a>	<a href="#">Server Room</a>	Pictures of the Rack Cabinet
<a href="#">SOPs</a>	<a href="#">Backup Tape Procedures</a>	Iron Mountain Process
<a href="#">SOPs</a>	<a href="#">NOC Escalation Procedures</a>	Escalation Process for impacting issues.



FILE

 Network Assessment.pptx

## Notes

### **NETWORK ASSESSMENT TOOLS AND RESOURCES**

myMSP uses many different tools used when running a network assessment, such as RapidFire Tools.

RapidFire offers an array of network analysis and diagnostic tools, such as:

- **The Network Detective® for IT assessments, documentation, and reporting**
- **An Audit Guru for compliance process automation (CPA)**
- **A Cyber Hawk for internal cybersecurity threat detection and alerting**

Whether we use RapidFire tools or others, it's important to know what these tools do as they're analyzing your network.

All of these tools are part of a service that we can offer your business.

Certain tools are used to look at individual or specific characteristics. Some of these features include:

- **Network performance issues**
- **Security assessment**
- **Capacity/storage issues**
- **Which issues are network-related?**
- **Which issues are user-related?**
- **Number of networks or servers used throughout multiple locations**

 [Revisions](#)

 [Public Link](#)

Created: 4/10/2015 17:01:12 PM  
Jim Jenkins

Last Modified: 1/30/2021 01:40:17 AM  
Molley Jenkins

# Accounts

Document accounts used for credential logins, subscription, and support accounts. When editing a device, you have the option to add a username and password for managing that single device. But, if multiple devices share the same credentials, create an account and link the account to the devices. Some example accounts include service accounts, ad accounts, administrator accounts, registrar logins, and cloud services logins.

(Add Menu → Accounts)

**Account**

Q Filter Options 4 columns selected

TYPE	ACCOUNT	DESCRIPTION	CREDENTIALS
AD Account	hmc\itportalconsult	Account use by IT Portal Consulting during project deployment	
AD Account	hmc\services	AD Service Account used by a variety of services	
Cloud Services	Apprifer	Spam Filtering	
Cloud Services	Cloudflare Service	Cloudflare Reverse Proxy Services	
Cloud Services	O365		
Credit Card	Credit Card Information	AMEX / code: 232	
Device Accounts	Backup	Backup server Information	
Device Accounts	Exchange Server	Exchange Server	
Device Accounts	Firewall	corporate Firewall	
Device Accounts	Orlando Printer	Orlando Printer	
Login Accounts	administrator@vsphere.local	Local account for login to vSphere configuration and if AD is unavailable	
Login Accounts	Dell iDRAC Login	http://192.168.0.32	
Login Accounts	Domain Server	Domain Server for Handover	
Login Accounts	ESXi Root	ESXi account used for SSH access	
Login Accounts	Local Server Admin	Account used for Local Server Administrator, Active Directory Restore Mode, and the HMC-Template	
Site Security	North Door Keypad	North Door	
SQL Accounts	General SA Password	Used by most SQL Servers in production	
Subscription	Domain Registrar Handover.com	GoDaddy - handover.com	
Subscription	Domain Registrar hmc.local	hmc.local domain registration	
Support Accounts	ADP Support	Support and Software Updates	
Support Accounts	Go Daddy		
Support Accounts	ISP	Comcast	
Support Accounts	Network Solutions	Registrar for hmc.info // https://www.networksolutions.com/i	
Support Accounts	Quickbooks	Quickbooks	

# Configurations

Configurations are objects that are typically associated as being an attribute of a devices or a physical peripheral attached to a device. Examples provided below.

(Add Menu → Config Items)

**Network Lines - VERIZON T1 (Failover)** Edit Delete Options

General | Internet Circuit | Changes (6)

ISP

**ISP**  
Verizon Communications Inc.

**Connection Type**  
T1

**Modem/Router**  
Polycom 3385

**IP Address**  
225.205.100.55

**Plan / Quota**  
Dedicated T1/Unlimited

Contact Details

**Name**  
Bob Morrison

**Username**  
bmorrison@vz.com

**Service Address**  
2256 South Florida Avenue

**Password**  
..... 🔑

**Email**  
bmorrison@vz.com

# Contacts

Record information regarding a variety of users and consultants that work for a company. Import contacts from your PSA, Active Directory, Microsoft 365, or an excel spreadsheet.


- \* Link contacts to devices they may manage to show how they relate to the devices
- \* Assign skill sets to contacts to quickly find expertise
- \* Assign a picture for verification of individuals entering data centers

(Add Menu → Contacts)

**Accounting - Fletcher Williams** Edit Delete Options

Accounts Payable

General | Employee Info | Relationships | Assigned (3) | Credentials (2) | Changes (13) | Map



**SITE**  
[Orlando Office](#)

**ADDRESS**  
1440 Montana St  
Orlando, Florida 32803 USA

**BUSINESS PHONE**  
[\(407\) 555-2187](#)

**DIRECT NUMBER**  
[\(407\) 555-2147](#)

**MOBILE**  
[\(407\) 555-7899](#)

**EMAIL**  
[fletcher.williams@handovermanagement.com](mailto:fletcher.williams@handovermanagement.com)

# Forms

Define forms to document processes within your organization. You can make them public so end users can fill them out and have your ticketing system get notified on completion. Common use cases include change control, new employee hire, and backup checks.

(Add Menu → Form Instance)

General Relationships Changes (3)

**Change Control Form - 5.2 Firewall Firmware Upgrade** [Edit](#) [Delete](#) [Options](#)

▼ **Change Request Form and Change Management Log**

**E-mail**  
fwilliams@handovermanagement.com

**Peer Review Done By**  
[Contact Alisha Slusarski](#) [Contact Ernie Stenseth](#) [Contact Angella Cetta](#)

**Phone**  
212-555-1212

**Product**  
Cisco ASA

**Submit Date**  
8/13/2019

**Submitter**  
Fletcher Williams

▼ **Change Control Form**

**Change priority criteria**  
High ▼