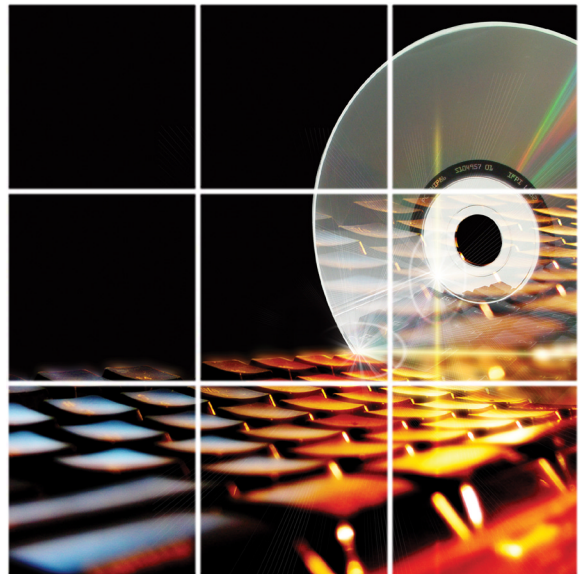


Documentation

The core of M9 Systems documentation service is a technology audit. A comprehensive report of your current technology capabilities that represents a stepping stone to optimizing use of your current technology before making uninformed, potentially expensive, changes. Do you know what your technology options really are?

At a pragmatic level documentation allows you to more quickly troubleshoot and resolve problems by putting inventory data immediately into the hands of support staff. It allows you to quickly assess the risk, impact, and cost of change as well as ensuring that managed devices are actively used.

Maintaining your documentation is the also the key to successful configuration management, recovering software from retired systems, and tracking leased assets to avoid costly late fees.



The audit will be co-ordinated on a schedule that allows access to your systems and personnel with the least disruption to your business. It will provide you with a detailed overview of your organizations current technology infrastructure as follows:

- **Workstation analysis at the file, software and hardware levels**
Including make, model and manufacturer of the PC, motherboard serial numbers, Product ID (PID) information for all versions of Microsoft operating systems, Office suites, Office applications, and other software applications.
- **Complete server breakdown**
Including Windows, Linux and other Unix servers.
- **Network configuration**
Including Network Topology documentation, both logical and physical, of connectivity, addressing, media types, devices, rack layouts, card assignments, cable routing, cable identification, termination points, power information, and circuit identification information.
- **Systems health-check assessment**
Including an analysis of Software License Compliance, what is installed but not currently in use, and an analysis of your current configurations' suitability for what it is being used for.
- **End-user relationship data**

The Benefits:

Reduced end-user support costs
More effective migration planning and execution
Software License Compliance

It is this picture of your "AS-IS" state that is the basis for developing both an **Evolution Strategy** and **Disaster Recovery** plan, as well as a requirement to help examine the benefits of entering into a volume license agreement (VLA) or to help manage if you have already entered into a VLA.