



AUDIT – ORACLE ANALYSIS

QUALITY SERVICES FOR CHAMPIONS

SERVICE PROPOSAL SUMMARY



Supporting Champions since 2001

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INTRODUCTION

PURPOSE AND OBJECTIVES

The aim of this document is to propose and specify a service for assess and audit your company Oracle technical infrastructure:

The service will produce as outcome a document that will outline the discoveries made, our recommendations as well as a work plan for eventual problems detected during the audit that need emergent action.

Based on your company feedback, the audit will focus on your Oracle architectures.

SCOPE

Under this proposal, are only included the services specified in this document.

Any other service or product not explicitly stated herein as included in the proposal are excluded from the scope thereof



PROPOSAL

METHODOLOGY & PROCEDURES

Our goal is to gain understanding of the established Oracle infrastructure (use and importance), assess and evaluate configurations, comprehend the client IT service model, detect current and potential problems and evaluate possible intervention paths.

In order to gather this information, Besteam audit services have the following approach:

1. Understand the business
2. Define the client IT universe
3. IT Assessment
4. Infrastructure analysis and evidence gathering
5. Process Documentation
6. Presentation of findings

UNDERSTAND THE BUSINESS

Any IT infrastructure audit should be conducted with the view that the primary purpose of an organization's technological resources is to support their business objectives, and that it's failure has a direct impact on the business.

The first step towards a successful audit is to identify the organization technical needs, business strategy and critical IT factors.

During this phase, our consultants have a brief discussion with client staff and management about their business and current IT expectations in order to identify the critical aspects of business that directly depend on the success of a well-balanced infrastructure.

It is crucial to identify the client's mission, vision and value statements. Once the business model is understood, the auditor will have a better sense of how technology is being utilized to meet business objectives



DEFINE THE CLIENT IT UNIVERSE

There are IT environment factors that are essential to understand the client's IT universe. In this phase, our consultants will interview IT staff to:

- ✓ Identify IT geographical organization and needs
- ✓ Identify technologies implemented and installed at any level of IT stack
- ✓ Assess degrees of customization of the infrastructure expected to find
- ✓ Identify organization policies and standards implemented
- ✓ Identify the level of dependency and reliance on technology. Which day-to-day business operation relies on the availability and functionality of the IT infrastructure?

This will also enable the auditors to have a clear view of how the client envisions his own IT infrastructure.

IT ASSESSMENT

This is the fieldwork phase where the auditor will perform physical evaluation and assessment of the installed infrastructure. During this phase the auditor will access the servers to gather information about:

- ✓ System Operation versions
- ✓ Software versions and patches installed
- ✓ System architecture and configurations
- ✓ Analysis of product licensing
- ✓ Backups and disaster recovery plans implemented
- ✓ Security policies

INFRASTRUCTURE ANALYSIS AND EVIDENCE GATHERING

To allow the formulation of conclusions and recommendations, this phase will gather evidence about performance and structure compliance with standards and best practices. This will allow also the auditor to compare what the organization expects to have (based on information gathered in the phase "Define client IT universe") and what really is implemented.

The auditor will also gather information about system performance and identify potential bottlenecks and system complications.

PROCESS DOCUMENTATION

Once the auditor finishes gathering information about the infrastructure, it's time to compile data, review the findings, produce solutions to identified problems, draw conclusions about the findings and propose recommendations.

PRESENTATION OF FINDINGS AND FOLLOW UP

To finalize the process, BesTeam will once again visit the client to present the report with the findings and recommendations and discuss possible actions.

WORK PLAN

According with client specific requirements and BesTeam resources availability, we propose specific work plans and timetables.





REQUIREMENTS

In order to ensure the best conditions for carrying out the audit work, we ask the client to prepare and give the following and give it to BesTeam consultant at the "Business & IT Universe meeting :

- ⊕ A list of all credentials needed to access all servers that will be subject of analysis and audit
- ⊕ A list of all Oracle software currently licensed with the specification of license type (CPU or Named users), indicating also the Oracle CSI support number
- ⊕ If possible a network diagram of the current infrastructure implemented

FINDINGS AND PROPOSED ACTIONS

The audit service will inevitably produce findings and in some cases a working plan for intervention in the infrastructure in order to solve potential problems and minimize risks for the client. These proposed actions and necessary interventions are not included in the scope this proposal.

RESOURCES

This proposal assumes that the services will be entirely performed by people assigned exclusively to Besteam, not excluding however the possibility of outsourcing.

TOOLS & LOGISTICS

BesTeam is free to use any kind of tools to gather information and perform analysis on the systems subject to the audit services. The client has the responsibility to provide all the working conditions and necessary access to the infrastructure for the realization of the audit services.

INDEPENDENCE AND CONFIDENTIALITY

Our standards require that we be without bias with respect to your operations. We hereby certify that no relationship exists between BesTeam and your company or other supplier companies that would constitute a conflict of interest with respect to the proposed audit services.

BesTeam also respects the privacy of our clients. Consistent with our strict code of ethics, all private information regarding your company that could become across our knowledge during the audit and assessment services will be held in strictest confidence.



RELEVANT REFERENCES

ABOUT BESTEAM

BesTeam was founded in 2001 with the primary focus to provide to our Clients not only I.T. Expertise but also very specialized I.T. Training Services.

Among our human resources are trained personnel, with more than five years of experience as consultants working at customer site. This means that our consultants not only have the knowledge but also the work experience as a result of continuous exposure to our Clients I.T. problems, which they are encouraged to transmit to our clients as part of our knowledge transfer policy.



Here we expose to you, some of our most relevant references.

SERVICES

Swiss Energy Company (ongoing) - 2014

Valais

Oracle Audit - Licensing Optimization
& Remote Guardian

GHANA - 2014

Acra

2 Data Center Implementation

KPMG - 2013

Geneva

ITIL Foundation V3

Aéroport International de Genève - 2010

Geneva

Advanced Check Point & Citrix

Skyguide - 2011

Geneva

Windows 7

AGROSCOPE - 2011

Posieux

SharePoint 2010

FHVI - 2011

Nyon

MS Access

BANKS

MABANK - 2012

Geneva

Visual Studio 2012

Banque Julius Baer à Genève -2011

Geneva

Windows 7 & Office 2010



Banque Héritage à Genève - 2011

Geneva

Workflow SharePoint 2010

KBL (Krediet Bank Ltd) - 2010

Lausanne

Oracle Databases

INTERNATIONAL ORGANIZATIONS

WHO - 2014

Geneva

Oracle Development

ILO - 2011

Geneva

Windows 7

OHCHR - 2011

Geneva

Windows Server 2008

UNICEF - 2011

Geneva

Windows 7 & Outlook 2010

UNHCR - 2010

Geneva

Lotus Domino

UNOG - 2012

Geneva

Grails





VOUCHER OFFER

Should your company decides to use BesTeam services to implement the result recommendations and possible action plan, the value of this audit services will be discounted on subsequent work charges.

Stand Above the Crowd

