



GSS Tactical Systems Auditing:

- **Improve Reliability**
- **Reduce Recovery Time**
- **Find Hidden Problems**
- **Eliminate Risks**
- **Protect Business Operations**
- **Improve Service Levels**

“The GSS Audit was a real eye-opener for us. GSS helped us to improve Service Levels and the perception of IT.”

Tactical Systems Auditing

Traditional disaster recovery planning (DRP) is a comprehensive approach to restoring data and technology to an operational state in the event that facilities or technology systems are destroyed or rendered inoperable.

In contrast, redundant and backup network configurations, high availability (H/A) and similar technologies are designed to keep systems running in the event of electronic component or other equipment failure, including total failure of individual servers or network routers.

Most large corporations have a DRP plan but do not employ H/A technology for most of their mission-critical systems. Large companies have redundant and backup network configurations but individual local area networks within the corporate WAN often have no backup, even at key locations within the enterprise.

Smaller companies frequently have no comprehensive DRP plan, H/A technology, or redundant network capability. Often small companies satisfy themselves with off-site backups in the belief that IT staff, integrators, or vendor service agreements can resolve other issues.

Surprisingly, both large and small companies suffer similar issues within mission critical facilities and affecting key business systems. And ironically, smaller companies with only one location sometimes have more reliable infrastructures than similar locations belonging to the largest companies in the world.

What's in Your Backyard?

DRP and reliability-focused technologies like RAID and H/A are intended to keep your business running and to allow business operations to continue or to resume under adverse conditions. But most of the time, IT failures are much closer to home.

Many networks and servers assumed to be reliable have problems such as:

- Single points of failure
- Inadequate backups
- Unavailable equipment
- Unknown recovery time
- Unlimited business risk

Depending on the applications and users affected, on the details of business operations, and on the expectations of the organization, unpredictable outages and unknown recovery timeframes may or may not have serious ramifications for the company or for IT.

Looking at the big picture—the strategic view—practical details are often lost. In most companies the potential for *tactical* failures, and their consequences are unknown.

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The GSS Tactical Systems Audit

Global System Services Corporation (GSS) is a leading consulting firm with practical experience and specialized expertise in a wide range of IT infrastructure systems, including LAN and WAN technology, file and print services infrastructure, Client/Server systems, and large-scale distributed software infrastructures such as messaging and directory services.

GSS consistently helps customers improve service levels and IT practices. The GSS Tactical Systems Audit helps customers ferret out and correct hidden problems to improve overall reliability and control risks associated with system failures and recovery times.

GSS represents broad technology expertise, practical understanding of IT

and business issues, and a winning track record of successful projects. With GSS customers always know what they will receive, how much they should invest, and how long it will take to achieve their goals.

Customers receive a GSS Tactical Systems Audit Findings and Recommendations document that covers:

- Vulnerabilities
- Risk Analysis
- Recommendations

The GSS Findings and Recommendations document is a roadmap to successfully navigate pitfalls and improve IT performance and perception.

Experience the Value

Most companies can benefit by getting outside help when looking at tactical systems issues because IT staff and departmental managers tend to operate in an interrupt-driven mode.

Over the years GSS has proven its value by helping customers successfully meet the most demanding IT challenges.

GSS has relationships with major vendors that involve training and certification of GSS staff, but the certification that GSS points out most frequently is customer loyalty. GSS is successful because GSS customers are successful.

About GSS

Established in 1994, GSS is a leading IT consulting firm focusing on technology strategy and IT architecture services.

GSS is a Qualified Lotus Business Partner, a Certified Microsoft Solution Provider, an iPlanet Partner, and a member of the Electronic Messaging Association (EMA) with certified experts on staff.

GSS provides an integrated suite of consulting services, including technology strategy, system architecture and design, capacity planning, and related development and implementation services.

GSS customers include Fortune 500 corporations, U.S. government entities, service providers, and software vendors.

