Technology Meeting Agenda:
[Client Name]

Attendees:

Status:	Meeting Items
Meeting Date/Time:	Nov 12
Attendees: [client]	[names]
Attendees: TAG	[name]
Next Meeting	Dec 10

Agenda:
1. Below items and determine next steps

Open Items:

Item: Security – Firewall & Wireless Refresh			
Details:	**Resource**	**Deadline**	**Status**
The current hardware from [vendor name] doesn't support the newest operating system and needs to be replaced. As a result for the requirement we are recommending a move to a better vendor Dell/Sonicwall	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Determine which hardware vendor is the best on a going forward basis for security and redundancy – recommendation to move to [vendor name]	TAG		Completed
- Provide costs for the hardware migration	TAG	Aug 19	In-progress
- Determine solution to extend wireless to the sales office – with the new firewall solution we will add an additional wireless access point in the [office name]	TAG		In-progress
- Monthly licensing/ renewals required for production and backup unit	TAG		Not Required
- Plan for refresh of the hardware in Sept	TAG		
- Presentation technical solution	TAG		Completed
- Review of solution	TAG/client		Completed
- Determine next steps	client		In-progress

Item: Hardware – Sudbury Dell Server Refresh			
Details:	**Resource**	**Deadline**	**Status**
This server is older, no longer under warranty and running out of storage space.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Review requirements for planned business changes, route accounting system	TAG/client		Completed
- Assemble recommendations	TAG	July 28	Completed
- Presentation technical solution	TAG		Completed
- Review of solution	TAG/client		Completed
- Determine next steps	client		In-progress

Technology Meeting Agenda:
[Client Name]

Last Updated: [date]
Last Updated By: [name]
Version: 1.00
Client: [name]

Item: Hardware – [satellite city] Server Refresh			
Details:	**Resource**	**Deadline**	**Status**
This server is old, no longer under warranty and running Windows 2003 which is at the end of its supported life.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Review requirements for planned business changes	TAG/client		Completed
- Assemble recommendations	TAG	July 28	Completed
- Presentation technical solution	TAG		Completed
- Review of solution	TAG/client		Completed
- Determine next steps	client		In-progress

Item: Software – Email Server Software Refresh			
Details:	**Resource**	**Deadline**	**Status**
Review options to upgrade the current internally hosted version of MS Exchange server.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Upgrade to Exchange 2013 in-house	TAG/client	Q2/Q3 2016	In-progress
- Migrate to MS Office 365 (hosted solution)	TAG/client		Completed
- Assemble recommendations	TAG	Aug 21	Completed
- Presentation of technical solution	TAG		Completed
- Review of solution	TAG/client		Completed
- Determine next steps	client		In-progress

Item: Migration to [vendor name] Accounting			
Details:	**Resource**	**Deadline**	**Status**
Define a project plan for the new [vendor name] Accounting system	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Determine technical requirements	TAG/client/Alliant		Completed
- Retirement of statement email functions currently hosted on [server name] (this function is preventing our being able to retire [server name])	TAG/client/Alliant		Completed
- Reviewing specifications for new server	TAG		Completed
- Awaiting user count for the new system so the server can be properly scaled	client	Aug 21	Completed
- Presentation technical solution	TAG		Completed
- Review of solution	TAG/client		Completed
- Determine next steps	client		In-progress

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[Client Name]

Last Updated: [date]
Last Updated By: [name]
Version: 1.00
Client: [name]

Item: Retirement of [server name]			
Details:	**Resource**	**Deadline**	**Status**
This is a physical server running a very old operating system, Windows 2003 that is nearing the end of its life.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Determine if it's being used to email invoices / statements	client		On-hold for [vendor name] migration
- Migrate DHCP services to [server name]	TAG		Completed
- Create a final backup and retire the server from the network	TAG		On-hold for [system name]

Item: Review Band Width Usage for [city and city]			
Details:	**Resource**	**Deadline**	**Status**
Gather feedback from team to see if the current services meet user needs	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Review current Internet options in [satellite city] **Recommendation:** • [ISP Name] • 4 Lines - 21MBPS/2.9MBPS • The total cost due up front for the first month of service with tax included is $1072.22 • After the first month, the recurring cost for service with tax included will be $303.92 • *prices are subject to change ************** ISP 1 - Area not serviceable ISP 2 - $800-$900/month minimum due to distance from their hub. Will follow up if requested. ISP 3 - see below IPS 4 - nothing currently, possible service in the area in next 18 months [vendor] owns the lines to all connections in Bradford, so in some shape or form Bell is involved. From ISP1 Practical Speeds - down / up 2 Lines - 10.5/1.2 3 Lines - 15/1.8 4 Lines - 21/2.9 Monthly Costs ------------------- 4 Bonded Lines: The cost of Business High Speed DSL 6 x4 is $239.96 plus tax $31.19 totaling $271.15	TAG	Aug 10	In-progress

The cost for the Dry Loop(s) is $20.00 plus tax $2.60 totaling $22.60 The cost for the MLPPP Service is $4.00 plus tax $0.52 totaling $4.52 The cost for the /30 (2 Useable IP's) Subnet is $5.00 plus tax $0.65 totaling $5.65 One Time Fees -------------------- The Activation fee for the DSL service(s) is $200.00 plus tax $26.00 totaling $226.00 The Activation fee for the Dry Loop(s) is $159.96 plus tax $20.79 totaling $180.75 The cost for the Hardware is $399.95 plus tax $51.99 totaling $451.94 -ZyXEL P-660R x4 ($75 each) -Mikrotik RB750G ($99.95) The cost to ship the hardware is $20.00 plus tax $2.60 totaling $22.60 Items are shipped Canada Post expedited, and take 2-3 business days to arrive. Discounts for Hardware Purchases --- The applicable activation fee discounts total 100.00 plus tax $13.00 totaling $113.00 Totals -------- The total cost due up front for the first month of service with tax included is $1072.22 After the first month, the recurring cost for service with tax included will be $303.92 *prices are subject to change			
- Review current Internet options in head office **Recommendation:** • 20/20Mbps circuit = $200/month, 24-month contract , cost saving of $100 / month and speed upgrade from 5MBPS/5MBPS to 20/20Mbps ******* Currently using a legacy 5/5Mbps circuit for $300/month. Here's a summary of my quote from yesterday: 10/10Mbps circuit = $200/month, no contract, or 20/20Mbps circuit = $200/month, 24-month contract	TAG	Oct 30	Completed
- Go live issue with the firewall – either we need a multiple hour outage to reconfigure and test or with the implementation of the new firewalls this will not be an issue.	TAG		In-progress

Item: Credit Card Handling			
Details:	**Resource**	**Deadline**	**Status**
Determine how credit card numbers are handled	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Currently credit card details are being received via email being saved on the AR drive in the AS400	client		Complete
- Review exposure and potential remedy to be PCI compliant	TAG	Sept 5	Complete
The below is from the PCI site.	TAG		Complete

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Last Updated: [date]
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- Source: https://www.pcicomplianceguide.org/pci-faqs-2/#2 - Q: To whom does PCI apply? - A: PCI applies to all organizations or merchants, regardless of size or number of transactions, that accepts, transmits or stores any cardholder data. Said another way, if any customer of that organization ever pays the merchant directly using a credit card or debit card, then the PCI DSS requirements apply.			
Review GAPS with Sheri to address risk points	TAG/client		In-progress

Item: Disposal of Old Computers – [name] office			
Details:	**Resource**	**Deadline**	**Status**
Systems have been reviewed and need to be disposed of	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Remove / destroy hard drives	TAG		Completed
- Destroy hard drives & dispose of hardware	client		Completed
- Status Requested	client		

Item: Complete Intrusion Testing			
Details:	**Resource**	**Deadline**	**Status**
Complete external intrusion testing against the offices and website	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- If approved, review findings and make adjustments	client		Completed
- Arrange for external intrusion testing	TAG	Aug 14	Completed
- Second round external intrusion testing for PCI	TAG	Nov 30	In-progress

Item: Hardware - Workstation Fleet / Refresh			
Details:	**Resource**	**Deadline**	**Status**
Review the attached hardware inventory July 2015 list	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Review and determine maximum age of workstations – 5 years, 4 plus years and machines can be moved to the plant - Define hardware refresh quantities and redeployment options – 4 workstations (2 in Bradford, 2 in Sudbury), the existing systems will be used to replace the Windows XP systems in the plant - Operating standard (Windows 7, 8, 10?)	TAG/client	Sept	Completed
- Next group of systems will be deployed with Windows 7, the refresh group for 2016 will have Windows 10 deployed assuming the operating system is stable and compatible	TAG/client		Completed
- Order 4 workstations – define timing	TAG		On-hold

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Item: New Address Service Stopping (DHCP on server name)			
Details:	**Resource**	**Deadline**	**Status**
Since migrating the new address service from [server name] to [server name], we have seen this service stop twice. This is not typical behavior.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Reviewed logs, no root cause found. Continuing to investigate, current work around is to reboot this server. We will set server to reboot nightly until a solution is found	TAG		In-progress
- Move DHCP service to a different server as part of the infrastructure updates	TAG		Waiting server upgrades

New Items:

Item: Head office Site Visit			
Details:	**Resource**	**Deadline**	**Status**
Site visit to complete maintenance	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Provide a list of issues	client	Nov 16	
-			
-			

Last Updated: [date]
Last Updated By: [name]
Version: 1.00
Client: [name]

Completed Items:

Item: Backup QuickBooks Machine			
Details:	**Resource**	**Deadline**	**Status**
Select a system that can have [accounting application] installed as a backup to the current computer	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Install [accounting application] on the spare system in the route accounting office	TAG	Aug 18	In-progress
- [accounting software] 2002 software located	TAG	Aug 10	Completed
- Setup completed	TAG		Completed

Item: Boardroom Spare Login			
Details:	**Resource**	**Deadline**	**Status**
"Spare" login that everyone would know u/n and p/w, with limited access to files for when we have guests in the boardroom, etc. and we may leave a room while logged on.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Reviewed and determined this would not be a good solution	TAG/client		Completed
-			

Item: Retirement of Citrix Server			
Details:	**Resource**	**Deadline**	**Status**
This is a virtual server running a very old operating system, Windows 2003 that is nearing the end of its life.	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Determine if it's being used anymore for the PEP or [vendor] software	client		Completed
- Create a final backup and retire the server from the network	TAG		Completed

Item: Infection Prevention Strategy			
Details:	**Resource**	**Deadline**	**Status**
Recently we have seen an increase in the number of infects within the office	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Roll out a refreshed / strict policy for the antivirus solution	TAG	July 18	Completed
- Adjust restrictions as issues arise that prevent software from working as it should	TAG/client	July 23	Completed

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- Deployment of a new antimalware software with a strict policy	TAG	July 18	Completed
- Adjust restrictions as issues arise that prevent software from working as it should	TAG/client	July 23	Completed
- Implementation of a search script that looks for the "decrypt" files that are created by and infection. This is part of a containment strategy	TAG	July 17	Completed

Item: Software – MS Office Workstation Fleet / Refresh			
Details:	**Resource**	**Deadline**	**Status**
Review the attached software workstation inventory list	N/A	N/A	N/A
Next Steps:	**Resource**	**Deadline**	**Status**
- Review and determine Office productivity standard as machines are refreshed - Define software strategy for redeployments	TAG/client		Completed
- MS Office 2010 is no longer available, for this reason MS Office 2013 has been installed on the new computers. The MS Office license type used to date is OEM, these are typically $250/computer, the other licensing type is MS open licensing which offers a bit of flexibility is reallocating licenses however the cost for each license is in the range of $575 to $650 / computer	TAG/client		Completed
- We Will continue to deploy MS Office 2013 OEM in the future since it's most cost effective and files authored by the two versions are compatible	TAG/client		Completed