# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY GUIDELINE

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| Name of Guideline: | Number: |
| **Minimum Network Infrastructure Survey Points** | **GDL-ENSS003** |
| Domain: | Category: |
| **Network** | **Network Design** |
| Date Issued: | Issued by: |
| **05/09/2001** | Dean Schutte, TSO Compute Service Delivery Chief, Health & Human Services Delivery Center |
| Date Revised: |
| **07/28/2020** |

**Abstract:**

The Health and Human Services Delivery Center (HHS DC) supports the Departments of Health (DOH), Human Services (DHS), Aging (PDA), Drug and Alcohol Programs (DDAP) and Military and Veterans Affairs (DMVA).

Each site at the Health & Human Services Delivery Center (HHS DC) connected to the HHS DC network may need upgrades and performance improvements to its site network.

**General:**

The designated site information technology (IT) coordinator or electronic data processing (EDP) coordinator can initiate a site, network-configuration survey to determine if an upgrade to the site network is needed.

HHS DC contracts vendors for network surveys and upgrades. HHS DC creates a statement of work (SOW) for a network survey and submits it to vendors. A chosen vendor that agrees to the SOW performs the network survey.

The purpose of this document is to provide HHS DC network IT staff and vendors with a list of the minimum information needed in a network-infrastructure survey report.

**Guideline:**

**Minimum Network Infrastructure Survey Points**

* Address of Location
	+ Building Name, street address and mailing address (if different)
* Contract Information
	+ Name and Phone Number
* Hardware
	+ Desktop Environment
		- CPU Speed
		- Memory Amounts
		- Hard drive space
		- Removable media type (USB, cdrw)
		- Ethernet card (make and model)
		- Other peripherals
	+ Server Environment
		- CPU Speed
		- Memory Amounts
		- Hard drive space
		- Removable media type (USB, cdrw)
		- Ethernet card (make and model)
* Software
	+ Desktop (include versions)
		- Operating System
		- Productivity
		- Communication Suite
		- Terminal Services
		- Internet Software
			* Browser
	+ Server
		- Operating System
		- Other Applications
* Network Infrastructure
	+ Hardware
		- Media type (cat 5, phone line)
		- Other devices (routers, switches)
	+ Local Connectivity
		- Is there a local area network?
		- Is there a wide area network connection?
			* Is there any Proxy, Firewall servers?
			* Are you connected to another company?
	+ Internet Connectivity
		- Is there a dedicated connection?
		- Is there an ISP service?
	+ Services available locally
		- What services are available locally?
		- Who is service billing completed?

**Refresh Schedule:**

All guidelines and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the HHS Delivery Center Domain Leads.

**Guideline Revision Log:**

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| --- | --- | --- | --- |
| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 05/09/2001 | 1.0 | Initial creation | Deloitte Consulting |
| 08/16/2002 | 1.1 | Edited for style | Beverly Shultz |
| 12/03/2004 | 1.1 | Date Change | Tom Zarb |
| 11/03/2006 | 1.1 | Reviewed content – No change necessary | Doug Rutter  |
| 12/18/2007 | 1.2 | Minor changes made, placed in new format | Doug Rutter |
| 06/21/2010 | 1.3 | Grammar correction | Doug Rutter |
| 02/23/2011 | 1.3 | Reviewed content – No changes | Doug Rutter |
| 11/12/13 | 1.3 | Reviewed content – No changes | Matthew Messinger |
| 04/16/2015 | 1.4 | Changed DPW references to DHS | Robert Gordon, BIS-DTE |
| 03/07/2016 | 1.5 | Updated media type info | Robert Gordon, BIS-DTE |
| 04/15/2020 | 1.6 | Organization Name Change | HHS TSO |
| 07/20/2020 | 1.6 | Reviewed content – No changes | Bob Gordon, HHS Network |
| 07/28/2020 | 1.6 | Signature removed | M Koerber, HHS TSO |