



IT QUESTIONS

Form Link: <https://form.progressny.com/ptsi-on-boarding-form>

- What is your office location?
 - What are your office hours?
 - Who is your point of contact? Email and number to reach this contact?
 - How many computers do you have in the office?
 - How many users do you have in the office?
 - How many computers are Windows systems, and how many are Macintosh systems?
 - How do you share files with colleagues in your office and colleagues outside office?
 - Who is your internet provider?
 - Can you provide account information for your internet provider? Phone number to reach?
 - What is your internet speed? You can test it by visiting speedtest.net, and fast.com, and press GO.
 - Where do you store company files?
 - Do you have remote access to any office files, office computers, or office programs/services?
 - Do you have any problems with conference room equipment? What type?
 - Do you have WiFi in the office? If yes, please let us know SSID and password.
 - How many printers do you have in your office? Please provide with Model number.
 - Do you have hardware problems on computers? (Ex: running out of storage, computer randomly restarting, etc.)
 - Do you have any internet connectivity issues in your office?
 - If you have problems with internet what is your normal steps to resolve them?
 - Does each user have admin level access to their computers? Can they modify system settings?
 - Do you use any special software for accounting or any other department?
 - Do you have account with any vendors to purchase equipment? If yes, please provide with contact person and account info.
 - Do you have any backup solution in place?
 - What are your day to day challenges, as in your own words?
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