**Commercial**

|  |  |
| --- | --- |
| About business, people, departments, functions, roles |  |
| The workflow processes within the business |  |
| Where technology is (and isn’t) utilised within that workflow |  |
| Main driver for change / what they want to achieve – *within this project or by switching provider* |  |
| Existing Support Arrangements |  |
| Key requirements / expectations of IT |  |
| Possible future changes in the business (that will impact IT) |  |
| Other notes |  |

**Operational**

|  |  |
| --- | --- |
| Current challenges |  |
| Compliance considerations |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Opportunities for improvement** | What do they do for document management? |  | |
| How do they communicate? | Internally: | Externally: |
| How do they collaborate? | Internally: | Externally: |
| Do they make use of automation? |  | |
| Their attitude and maturity to cyber security |  | |

**Technical**

|  |  |  |  |
| --- | --- | --- | --- |
| # IT Users |  | # Servers |  |
| Network Infrastructure |  | | |
| Main Line of Business Apps |  | | |
| Cloud Services |  | | |
| Email |  | | |
| Cyber Security |  | | |
| Mobile Devices |  | | |
| Telephony & Connectivity |  | | |
| BCDR |  | | |