



GALAXY BACKBONE SERVICE & NEEDS ASSESSMENT EXERCISE

(Rev.091213-1A)



TO BE FILLED DIRECTLY BY LEAD SURVEY/SERVICE ASSESSMENT ENGINEER

MDA Survey Ref. #:	
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SECTION A: GENERAL INFORMATION ON MDA

Name of MDA	
Address of MDA Head Office	
Name of MDA's Principal Officer	
Designation of MDA Principal Officer (e.g., Minister, DG, etc.)	

SECTION B: PRIMARY CONTACT FOR SURVEY EXERCISE

Name of Primary Contact for Service Survey Exercise at MDA	
Designation of Primary Contact	
Location (Office #, Building #, Street Address if not @ HQ)	
Phone #s and E-mail Addresses	

SECTION C: HEAD OFFICE PROPERTY DETAILS

Who Owns Head Office Building?	Federal Government	Other Owner (i.e., Leased from Private Owner)
If the MDA's Head Office is not currently based in a building owned by the Federal Government, are there plans for it to relocate to its own building within the next 3 years?	Yes	No
Are all Head Office Departments based in a single COMPOUND?	Yes	No
Are all Head Office Departments based in a single BUILDING?	Yes	No
If no, how many buildings are the Departments spread across?		
How many Remote or Regional Offices besides Head Office does the MDA have?		

Note: Please don't forget to fill in form on Remote / Regional Offices and attach it.



SECTION D: REMOTE OFFICE / REGIONAL OFFICE DETAILS

Note: If additional pages are required, make copies of form and label the extra pages.

Site #:	Contact Name	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #
Site #:	City & State	Address	Contact Name & Phone #

SECTION E: INTERNAL TECHNICAL ASSESSMENT

This can be conducted as a pre-requisite for planned training by Galaxy Backbone in order to elicit accurate information

Name & contact details of MDA's most senior ICT Administrator/Director:	
Name & contact details of Email Administrator(s):	
Name and contact details of Web Administrator(s):	
Name of LAN Administrator(s):	

Specific training requirements of most senior ICT Administrator/Director (<i>Assess current skills and experience</i>)	
Specific training requirements of Email Administrator (<i>Assess current skills and experience</i>)	
Specific training requirements of Web Administrator (<i>Assess current skills and experience</i>)	
Specific training requirements of LAN Administrator (<i>Assess current skills and experience</i>)	

Total estimated number of users (information workers with functioning access devices)		Total estimated number of additional (Not assigned to above roles) ICT Support staff	
Approx. # of MDA Support Staff with Cisco CCNA/ Networking course training or qualifications		Approx. # of MDA Staff with MCP/MCSE Systems/Desktop OS training or qualifications	



SECTION F: LAN, WAN & SUPPORTING POWER INFRASTRUCTURE & SERVICES

MDA's current LAN infrastructure	No LAN { }	Partial Coverage { }	Galaxy Provided { }	None GB provided { }
MDA's Current WAN Infrastructure	GB VSAT { }	GB Optic Fibre { }	Other Provider { }	Non GB Provided { }
Supporting Power Infrastructure	Uninterruptible Powered LAN { }	Uninterruptible Powered WAN { }	None or partially powered { }	Non GB provided { }

Number of Functional SCS Data Outlets		Number of Active APs		Active device requirements	
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Number of SCS outlets required		Number of Active APs required for total coverage		Supporting Power requirements	
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Number and type, make of LAN Switch(es)	
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Number and type, make of AP(s)	
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Number and type, make of Router(s)	
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Number and type, make of other active devices (Proxy servers, Firewalls, etc.,)	
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General Evaluation of Overall Quality of Network Architecture at MDA Site		1
		2
		3
		4
		5

SECTION G: IP INFRASTRUCTURE & SERVICES

Current Status of MDA's IP Addressing Scheme	Unstructured { }	Structured { }	Partially structured { }
Domain Administration	None { }	Adequate { }	Inadequate { }
Access to WAN/External applications	Adequate { }	Inadequate { }	Not required { }
BYOD Access	Adequate { }	Inadequate { }	Not required { }

If MDA has a local network domain server, list all IP address ranges currently in use (e.g., 192.168.1.0 - 192.168.1.250)	
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Is MDA hosting an application that is used by its Remote Offices?	Yes	No	Is MDA hosting an application used by other Agencies or External Clients?	Yes	No
{ }	{ }	{ }	{ }	{ }	{ }

GB WAN Access Bandwidth (Kbps)		GB Internet Access Bandwidth (Kbps)		Number of GB IP Phones		Number of GB Video Phones	
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WAN Bandwidth Shortfall		Internet Access Bandwidth Shortfall		IP Phone Shortfall		Video Phone shortfall	
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General Evaluation of Overall Quality of IP services coverage at MDA Site		Score	1
			2
			3
			4
			5

SECTION H: MESSAGING, COLLABORATION, DOMAIN NAMES WEB SITE HOSTING SERVICES

Does MDA have an organisational web site?	Yes	No	If yes, Website Address (URL) <i>(Please validate)</i>	
	{ }	{ }		

If yes, is the Web Site hosted by Galaxy Backbone?	Yes	No	If no, why?	
	{ }	{ }		

Which BEST describes the MDA's organisational e-mail profile?	No corporate e-mail; only individual web mail Yahoo / Gmail / Hotmail accounts	Govmail (official government wide messaging and collaboration system)	Hybrid - both Govmail and Webmail	MDA-hosted corporate e-mail (i.e., based on Microsoft Exchange)
	{ }	{ }	{ }	{ }

How many users are currently set up on Govmail? <i>(Please validate)</i>		How many users are currently active on Govmail? <i>(Please validate)</i>	
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Does MDA have functional Intranet or Portal site?	Yes	No	If yes, which Platform?	Microsoft SharePoint	Other	If Other, name?	
	{ }	{ }		{ }	{ }		

General Evaluation of Overall Quality of IP services coverage at MDA Site	1
	2
	3
	4
	5

SECTION I: DOCUMENT AND RECORDS MANAGEMENT SERVICES

<p>Which BEST describes the MDA's current use of document management services?</p>	<p>Manual { }</p>	<p>Partially Automated { }</p>	<p>Provided as Shared Services by Galaxy Backbone { }</p>	<p>Provided on in-house platform { }</p>
<p>Which BEST describes the MDA's current use of records management services?</p>	<p>Manual { }</p>	<p>Partially Automated { }</p>	<p>Provided as Shared Services by Galaxy Backbone { }</p>	<p>Provided on in-house platform { }</p>

<p>MDA Requirements for Document and Records Management</p>	Empty space for requirements
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SECTION J: TECHNICAL TRAINING FOR SUPPORT STAFF

Role	Available? Yes <input type="checkbox"/> No <input type="checkbox"/>	No of Years experience	Technical Skills	Level			Comments
				1	2	3	
ICT Administrator/ Director	Yes <input type="checkbox"/>		Technical (Specify): _____				
	No <input type="checkbox"/>		Management skills(Specify) _____				
E-mail Administrator	Yes <input type="checkbox"/>		Database (specify)				
	No <input type="checkbox"/>		Networking (specify)				
			Operating System (specify)				
			Developer skills (specify)				
Web Administrator	Yes <input type="checkbox"/>		PHP <input type="checkbox"/>				
	No <input type="checkbox"/>		SQL <input type="checkbox"/>				
			MySQL <input type="checkbox"/>				
			Ruby <input type="checkbox"/>				
			Web Page Development (HTML / XHTML, JavaScript, and CSS) <input type="checkbox"/>				
			ASP, JSP, JSF and related presentation technologies <input type="checkbox"/>				
			XML and RSS Technologies <input type="checkbox"/>				
			Dreamweaver <input type="checkbox"/>				
			Flash <input type="checkbox"/>				
			ADO.Net <input type="checkbox"/>				
Others: (Specify)							
Network/LAN Administrator (s)	Yes <input type="checkbox"/>		CISCO CCNA <input type="checkbox"/>				
	No <input type="checkbox"/>		Microsoft MCITP <input type="checkbox"/>				
			IP Networking <input type="checkbox"/>				
			Comptia A+ <input type="checkbox"/>				
			CWNP (Wireless Networks) <input type="checkbox"/>				
			Comptia Linux+ <input type="checkbox"/>				
			Others: (specify)				

Training for Staff

1. What type of ICT Support staff do you have?
Full Time Contract Staff Others (Specify) _____
2. What year was your last ICT- related support based training?
6mths- 1year 1-2 yrs 2-5yrs Above 5yrs
3. What Kind of training was it?
Web Based training Classroom based (external vendor) Classroom based (Internal) Others
4. How would you rate the training?
Poor Fair Good Very Good
5. Did it help address key support issues? Yes No
6. Does your organization encourage personnel IT certifications for support staff? Yes No
7. What core skills sets are needed to maintain existing infrastructure, lacking in your Organization?

(List 3 in order of priority)

SECTION K: SIGN-OFF AND CONCURRENCE

Survey Witnessed By – Head, ICT					
Name		Designation		Signature & Date	

Survey Conducted By – Lead Survey Engineer					
Name		Designation		Signature & Date	

Survey Confirmed By – Galaxy Backbone Customer Service Manager					
Name		Designation		Signature & Date	

Survey Observed By MCT e-Government Department Staff					
Name		Designation		Signature & Date	