Trax

Server Request Questionnaire

Customer: _____ **Date Requested** _____ **Requester** _____ **LOG#** _____

Please enter the contact details for your Company's Information Technology personnel that we will call on for the implementation & deployment of the hosted infrastructure. This should include a Primary Application IT, a Database Admin & a Security Admin.

Primary Application IT is the person that can make decisions on the application's computing infrastructure and what requirements need to be met.

The Database Admin is the person that will need elevated access to the database and has access to deliver the data to be migrated or imported to TRAX system(s).

The Security Admin is the person that can make the decisions on the methods of authentication, network security policies and overall security controls that must be in place.

Customer Contacts:

Primary App IT Contact Name:	
Email:	
Phone:	
Outsourced to Company:	

Database Admin Contact Name:	
Email:	
Phone:	
Outsourced to Company:	

IT Security Contact Name:	
Email:	
Phone:	
Outsourced to Company:	

IT Help Desk Contact:	
Email:	
Phone:	
Outsourced to Company:	

When it comes to deploying the application over the internet, there is considerable risk of exposing the server to the entire world. If your company is "publicly traded" on a stock exchange or conduct IT Audits that are in-line with publicly traded companies in terms of Internet/Network security policies, then it is very likely that there are requirements for a security policy that has some blacklists and/or whitelists of countries, network providers, or specific IP addresses that must be in place in order to pass the audit. TRAX is audited annually for SOC compliance and our network policy requires a waiver form if there will be no restrictions or policies to protect the application from hackers.

Access Requirements

Does Customer require the servers to be completely open to the public Internet? No ☐   Yes ☐ *Yes Requires Waiver Form*

Does your company require all network connected systems to be secure? Some companies have a policy that goes beyond just SSL (HTTPS) encryption for "data in transit" and "data at rest". Indicate here the details we need to meet these requirements:

If you answered "No" above, is there a requirement to publish or provide access to the servers via VPN or Private Cloud? Are there specific trusted IPs or Networks that we must whitelist? Please indicate the requirement to implement for protection of "data in transit":

i.e. VPN 192.168….. &/or 10…..	
i.e. Public IP 65.44…… 24.54…..	
i.e. ALLOW ALL (waiver form attached)	

Does Customer require protection of "data at rest"?
No ☐   Yes ☐ *Yes Requires Oracle TDE -> Enterprise Edition*

In preparation of provisioning enough resources to accommodate the amount of data that will be imported, migrated and entered into the new database for eMRO or TRAX, please give us an estimate of the database size of your existing primary system and an estimate of the growth you have witnessed in this system.

If you have export logs of the system, it may contain this information on current size at the time of the backup. Comparing the size of each export over 12 months will give us an idea of the growth of your current database.

Database   For existing Customer moving to SaaS only

What is the size of their Database today?

_____ ☐GB and/or ☐TB

What is the estimated month-to-month size growth of the DB (Database)?

_____ ☐GB and/or ☐MB

(ATTACH THE EXPORT LOGS FOR THE PAST 12 MONTHS)

Please tell us your current policy for scheduling server maintenance downtimes. Is there a specific window of time that you presently can count on for servers to have:

- Security Patches
- OS & Application Patches & Updates
- Database Optimization (Schema Stats & Defrag)

What is their preferred schedule for Server Maintenance?

Pre-Production MX Window:

Day of Month i.e. last Sunday, 30th of each month

_____

Time of Day: 8am – 9am UTC,11pm – 12am EST, etc

_____

Production to follow two weeks after, same Day of week & time.

How many environments were agreed to in the contract?

Please confirm your requirements for a Pre-Production, a Training and a Test Environment. These environments are typically deployed in a multi-tenant environment that share the same servers.

Is it required for your Pre-Production system infrastructure to be identical in server quantity & sizing? Some Customers require to perform load testing and capacity testing to ensure that the next upgrade or patch does not affect performance.

Please indicate which eMobility Apps will be deployed in this infrastructure. This will help us size the servers, database and network for the traffic expected.

Environment:

What environments will be required?
☐ Production   ☐ Pre-Production   ☐ Training ☐ Test

Must Pre-Production Hardware be identical in quantity & size as Production for load testing?
☐ No   ☐ Yes

APPS Planned for Implementation eMobility

☐ All eMobility Apps will be used, or

☐ Only these eMobility Apps will be used:

QuickTurn	TaskControl	

Please help us identify how many users & devices will be deployed onto this infrastructure. This will help us determine the sizing and the amount of load that is to be expected.

Please Note: These counts should be physical counts. The infrastructure will be limited to a specific number of concurrent connections to ensure the system is not overloaded. For additional concurrent connection capacity, we will quote for additional servers & computing resources required to meet the additional workload.

How many mobile devices will be deployed to use the eMobility Applications?

How many employees are anticipated to use their personal devices at home or outside of work?

Users and Devices

How many users will connect?

    Total: _____
    Concurrent: _____

Number of common use Terminals/Desktops/Kiosks used by "Wall PWD" users like Storekeepers & Mechanics.

    ☐ _____ Common Use Devices will connect, or
    ☐ N/A -- Every employee uses their assigned device

eMobility: How many mobile devices will be connecting?

    Total: _____
    Concurrent: _____

How many BYOD or personal devices besides their workplace computer/device (Home PC's, Tablets or Laptops) will be connecting?
    ☐ BYOD: _____

Please help us identify how many interfaces will be deployed onto this infrastructure so we can size the server properly and provision any additional hardware or computing resources to operate all the interfaces expected to run. For example, there are some Flight Operations systems that require an FTP server for data delivery. Other interfaces require/support a specific Operating System for their integration to work.

Interfaces/APIs VPN or SSL only

Please list all interfaces currently in use.

i.e. SAP, Sabre, Aeroxchange	i.e. SSL 65.44.22.223

These questions are meant to reconfirm/verify the details of the contract. It also recaps all the major items that may have been discussed but not detailed in the contract.

Which systems are to be deployed?
☐ eMRO
☐ TRAX
☐ eMobility

Is there an SLA in place? If so, we must pay for SLA Support from 3rd party vendors. Do you agree?
☐ Yes
☐ No

Is High Availability required by Contract? ☐ Yes ☐ No

If Yes, what percentage of availability?
☐ 99.99% ☐ 99.95% ☐ 95%
☐ N/A

Is Disaster Recovery required?
☐ Yes ☐ No