

Please enter the contact details for your Company's Information Technology personnel that we may contact regarding the proposed hosted infrastructure and any additional information or clarification.

Customer Contact:

Organization Name:	
Primary Contact Name:	
Email:	
Phone:	
Current Hosting Provider:	

When it comes to deploying the application over the internet, there is considerable risk of exposing the server to the entire world. Internet/Network security policies require to use of network access control lists as part of the security policy that includes blacklists for countries, OWASP Top 10 protection policies, and other know threats that must be in place in order to comply with Trax SOC audit requirements.

Access Requirements:

Does Customer have additional or specific Internet network requirements?

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:

Network Environment:

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 below:

i.e. VPN 192.168..... &/or 10.....	
i.e. Public IP 65.44..... 24.54.....	

Does Customer require annual SOC Audit Reports?

- No Yes SOC 1 Type II (\$\$\$) Yes SOC 2 Type II (\$\$\$\$)

If Yes, can you provide a copy of the last SOC report?

- No Yes See attached

PRIMARY SITE DETAILS:

Who is the current Internet Service Provider(s):
Speed of Internet Circuit:
Type of Circuit:
How many users connect to Trax Apps via 4G/5G/LTE:
Which band used by Wi-Fi routers:
Users connected via Wi-Fi during peak times:
Users connected via LAN during peak times:

<input type="checkbox"/> 25Mbps <input type="checkbox"/> 100Mbps <input type="checkbox"/> 1Gbps <input type="checkbox"/> Other:
<input type="checkbox"/> Broadband <input type="checkbox"/> Dedicated DIA <input type="checkbox"/> MPLS <input type="checkbox"/> SD-WAN <input type="checkbox"/> Other:
<input type="checkbox"/> AT&T <input type="checkbox"/> T-Mobile <input type="checkbox"/> Verizon <input type="checkbox"/> Other: _____
<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> G <input type="checkbox"/> N <input type="checkbox"/> AC <input type="checkbox"/> B+G <input type="checkbox"/> Other:

Current speed of LAN Switches? (i.e Full duplex 100Mbps, or 1000Mbps):	
Are vLANs configured on your LAN:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Avail Number of vLANs: _____
Do the network switches/devices support QoS:	
Which VPN server & protocols are currently deployed:	
Which server/services monitoring tools are used:	<input type="checkbox"/> Nagios <input type="checkbox"/> Tivoli <input type="checkbox"/> Kaseya <input type="checkbox"/> SAM <input type="checkbox"/> Paessler <input type="checkbox"/> Other:
Specify the subnets configured in your LAN:	

Database: For existing Customer moving to SaaS only

In preparation for provisioning sufficient resources to size the amount of data that will be imported or migrated 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 with 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.

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)

Edition of Oracle (Enterprise or Standard Edition):	
Version of Oracle (11g, 12c, 18c, 19c):	
What is the number of users concurrently accessing the database at peak times:	
Oracle Volume Management in use? (ASM, ADVM, ACFS, etc.):	
Operating System Oracle DB Instance deployed:	
Attach copies of the current alert log and init.ora file:	<input type="checkbox"/> Attached
Attach an AWR report from peak workload times:	<input type="checkbox"/> Attached
Who is currently managing the DB:	<input type="checkbox"/> In-house DBA <input type="checkbox"/> Outsourced to:
What is the current DB backup method:	
Where are DB backups stored:	<input type="checkbox"/> On-Premise <input type="checkbox"/> Cloud Storage <input type="checkbox"/> Offsite Archive
Is the DB Replicating to a DR Site:	
DB Replication Method:	<input type="checkbox"/> Data Guard <input type="checkbox"/> Active Data Guard <input type="checkbox"/> Shareplex <input type="checkbox"/> Other:
Where in Primary DB Located:	<input type="checkbox"/> On-Premise <input type="checkbox"/> AWS <input type="checkbox"/> Azure <input type="checkbox"/> Oracle OCI <input type="checkbox"/> Other:
Instance is Virtualized:	<input type="checkbox"/> None <input type="checkbox"/> VMWare <input type="checkbox"/> HyperV <input type="checkbox"/> VirtualBox <input type="checkbox"/> Other:

Run this [DB Sizing Script](#) and attach the spool file for results:

Spool File Attached

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?

What is the typical/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 Maint. windows are typically granted per year? _____

- Security Patches
- OS & Application Patches & Updates
- DB Maint. Optimization (Schema Stats & Defrag)

How many environments were agreed to in the contract?

Environments:

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

What environments will be required?

- Production DR Pre-Production Training Test/Dev

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.

If DR Site is required, what is the capacity requirement for the DR Site during a major outage/catastrophe:

- 100% of Production Capacity 75% of Users 50% of Users

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.

What is the uptime requirement (High Availability) for Production?

Select One:

Indicate APPS Planned for Implementation:

TRAX Uptime SLA	AWS Uptime Average	Max Downtime Monthly	RTO (Time to Recover)	RPO (Data Gap/Loss)	Oracle Data Guard Licensing	AWS Infrastructure
<input type="checkbox"/> 98.9%	95.0%	8h 2m 7s	≤ 8h	4h	NO ORACLE COSTS	Single-AZ / Single-Region NO DR
<input type="checkbox"/> 99.5%	99.5%	3h 39m 8s	≤ 60m	≤ 15m	Mounted Upfront \$380k + \$84k yr	Multi-AZ + Cross-Region + RDS (99.95%) 100+ miles
<input type="checkbox"/> 99.5%	99.5%	3h 39m 8s	≤ 60m	≤ 15m	Active Data Guard Read-Only Upfront \$472k + \$105k yr	Multi-AZ Cross-Region + RDS (99.95%) 100+ miles
<input type="checkbox"/> 99.93%	99.93%	30m 40s	≤ 5m	0m	NO ORACLE COSTS	Multi-AZ Single Region RDS (99.95%) < 60 miles

HA and DR requires redundancy (\$\$\$) for each server/service including multiple servers, networks, storage, power, and internet circuits. Costs for Oracle jump as Data Guard requires Enterprise Edition Licensing

eMobility Apps:

<input type="checkbox"/> QuickTurn	<input type="checkbox"/> Line Control	<input type="checkbox"/> Content Control
<input type="checkbox"/> TaskControl	<input type="checkbox"/> Production Control	<input type="checkbox"/> visualCheck
<input type="checkbox"/> EZStock	<input type="checkbox"/> Shop Control	<input type="checkbox"/> PilotLog
<input type="checkbox"/> AeroDox	<input type="checkbox"/> Cust Portal	<input type="checkbox"/> CabinLog

If selected above, is Pre-Production to be identically sized as the Production Environment to allow for load testing?

- Yes No

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 and we must ensure the system has adequate capacity.

BYOD: Employee's personal mobile devices. If permitted...

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?

What type of printers are deployed on the LAN?

<input type="checkbox"/> LaserJet/Inkjet Qty: _____ <input type="checkbox"/> Networked	<input type="checkbox"/> MFP Print/Scan Qty: _____ <input type="checkbox"/> Networked	<input type="checkbox"/> Label Printers Qty: _____ <input type="checkbox"/> Networked
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List the other types/models of Peripheral Devices that will be connected to the Applications:

Biometric Devices:	
Barcode Scanners:	
RFID Scanners:	
Proximity Card Readers:	

Please help us identify the interfaces that 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 to be deployed. For example, there are some Flight Operations systems that rely on FTP for batch data delivery. Some Operators have a centralized EDI server that requires customized integration.

User Authentication:

Is Single Sign-On required? No Yes Later

AzureAD SAML DaaS LDAP Provider: _____

OAuth Other: _____

OpenID Red Hat Keycloak

Users and Devices:

How many persons/users will connect?

Total Users: _____ Max. Concurrent at Peak Times: _____

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

_____ Common Use Workstations are deployed, or

N/A -- Every employee uses their assigned computer/device

eMobility: How many mobile devices will be used for these apps?

Total Mobile Devices: _____ Max. Concurrent Peak: _____

How many add'l BYOD mobile devices will be connecting?

BYOD: _____

List the Models of these Printers:

Interfaces/APIs: VPN or SSL required

Please list all interfaces currently in use.

Provider/System	Endpoint Specs	REST/SOAP/FTP
Financial System <input type="checkbox"/> SAP <input type="checkbox"/> Oracle <input type="checkbox"/> Peoplesoft <input type="checkbox"/> Sage	i.e. SSL 65.44.22.223 <input type="checkbox"/> AP <input type="checkbox"/> FA <input type="checkbox"/> JE	<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other:
Flight Operations <input type="checkbox"/> Sabre <input type="checkbox"/> AIMS <input type="checkbox"/> NetLine	<input type="checkbox"/> Flt. Actuals <input type="checkbox"/> Flt. Schedules	<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other:
B2B Supply Chain <input type="checkbox"/> Aeroxchange <input type="checkbox"/> Lufthansa Pool		<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other:
Human Resources <input type="checkbox"/> SAP <input type="checkbox"/> Oracle <input type="checkbox"/> Peoplesoft <input type="checkbox"/> Sage		<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other:
		<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other:
		<input type="checkbox"/> SOAP <input type="checkbox"/> REST <input type="checkbox"/> FTP <input type="checkbox"/> Other: