



Pre- War Room Questionnaire

Purpose

The purpose of the Pre-War Room information sheet is to find out as much detail as possible about the war room before our technicians go onsite for the setup. The more detail we have, the better we will be able to complete a quick and efficient setup for our clients.

Trial:

- What is the name of the law firm?
- What is the matter number of the case?
- What are the dates of the trial?
- When is the setup date?
- When is the break down date?
- How many people on the trial team?
- Who is the lead attorney?
- Who is the main contact for this trial?
- Do you need to create a image for this trial?
- When do you need/want the equipment for image creation?
- IT contact for the Firm, do they want to work together?

War Room Space:

- Where is the location of the war room? (hotel, leased office space, or in local council's office)
- Address of war room location:
- What is the number of rooms that will make up the war room?
 - If multiple rooms are needed. Do they need to be connected via hotel patch panel?
 - Can we get access to patch panel?
- Do we have a floor plan?
- Who is the hotel/business center contact?
 - Sales?
 - IT?
 - ISP?
- When can the equipment be shipped?
- Is there a loading dock?
 - Do we need permissions to use it?
 - Are there hours of operation?
 - Do we need a special contact for weekend deliveries?
- Is there high speed internet access?
 - Who is the ISP?
 - What is the 24/7 support number?
 - Is there a 24 hour reset for the connection? May we disable it?
- Is there an analog line for fax machine?

Networking:

- Who is the ISP provider for the war room space?
- Is the network wired or wireless? If wireless, see if we can get a wired connection.
- What is the speed of the Internet line for the war room space?
- Is there a login page to access the internet? If so can it be disabled?
- Can we get an uptime report from the ISP?

- Are you going to be bringing in an internet line?
 - If so, do you want us to look into getting the line?

- How is the war room connecting to the main office? (Citrix, Client VPN or Site to site VPN)
 - If Citrix,
 - Make sure printer drivers get installed
 - If Client VPN,
 - Do you need the client installed on our laptops and desktops
 - If Site-Site,
 - Make sure we can test it with our router.
 - Is Split tunneling enabled?

EQUIPMENT

Server or Server Bundle

- Find out what kind of server is the client going to need and what the purposes of this server will be. Do they need a large server, for storing lots of data? If they don't want to go with a heavy server bundle, would they maybe like a Dell 270 with a server image to be strictly a print server?

- Is there a need for a Shared Data folder(s)?

- Do you need a fire wire drive attached?

- Back ups of production Data?

Symantec Router

- Is there a need for a secure private network?
 - We recommend this.

- Is there a need to VPN into the war room?

- Is there a need to bond (2) internet lines together?

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Desktops

- How many desktops are needed?
- What size screens are needed?

Laptops

- How many laptops are needed?
- Do you need a docking station with monitor keyboard and mouse?

Printers

- Do you need to be able to print?
- How many printers are needed?
- Do you need to print in color?
- Do they need paper or would they like an extra set of toners in the anticipation that they will have a printing intensive trial?

Scanners

- Do you need to be able to scan documents?
- How many scanners do you need?
- Do you need to scan in color?
- Do you need an ADF (Automatic Document Feeder)?
- Do you need the capability to scan 11x17?

Wireless Router

- Is there a need for wireless in the war room?
- What type of security is requested? MAC Authentication, WEP or WPA?
 - We recommend clients use MAC Auth. with WPA encryption.

Network Switches

Practice and Review

- Does your trial team need to have a practice and Review area?
 - Do you need a small projector and screen?
 - Do you need an Elmo or Wolfvision?
 - Do you need speakers?

Support and On-Site Support

- Do you need a tech for Set/Strike?
- Does your IT group need to access all PC remotely?
 - If yes, Kaysea
 - If yes, TermServ
 - Need to configure Router to allow outside request for termserv
- Do you need 24/7 On-Site support?
 - If so, what are the anticipated dates?

WAR ROOM FEATURES

Print and Network Script

- Would you like to use the printer Script?
 - If so, do the users have install rights to run the script correctly?

Emergency System Restore

- If you have created an image with us, do you want the ability to do a system restore?
 - If so, may we add an external drive to the quote that will hold the images?

System Clean Disk

- Do you want the ability to clean the rented systems according to DOD (Department of Defense) standards?