ASAUDIT BENCHMARK QUESTIONER 2009

COMPUTER LABS

1 Number of computers class rooms?

2 Number of computers available to students not for classes?

3 Number of computers available in the library for students?

4 Number of computers allocated to post graduates only?

5 Percentage of student computers connected to internet?

6 Percentage of student residence with network coverage or wireless.

7 Are computer facilities available to students after hours?
If yes, from hh:mm to hh:mm?

8 Do you provide students with laptops?

9 Have started Desktop Virtualization? Using which product? How many clients?

INTERNET

10 Are you on SEACOM network?

11 What is the average bandwidth for institution?

12 Is WIFI available on campus?

13 Do you charge for internet usage?

14 What routers and firewall do you use for SEACOM and SANREN ?

15 What product do you use for a proxy software & server?

16 What product do you use for a firewall software & server?

17 Do you filter internet content?

18 If yes, which product to you use?

PRINTING

19 Have you standardized on printing and copiers?

20 How do you recover printing costs?

21 What is the cost per page for students?

22 What credit do you grant a student per year?

23 What software do you use to manage student printing?

24 What software do you use to manage staff printing?

25 What ratio of desktop printer and MFD are on campus ?

26 Does ICT manage your printing services?

E-LEARNING

27 Which e-learning system (software) do you use?

28 How many IT staff member support the e-learning system?

29 How many computers are dedicated for online assessment?

30 Who is responsible for instructional design?

31 Do you have a policy for e-learning?

SERVERS

32 Percentage of servers using open source operating systems?

33 Do you have external support for your open source servers?

34 Percentage of servers using open source in production?

35 How many server do you have in the server room?

36 What hardware runs your ERP on?

37 What system do you use for HR?

38 What system do you use for FINANCE?

39 What system do you use for STUDENT SYSTEM?

40 What system do you use for LIBRARY?

41 What system do you use for Access Control?

42 Have you started with server virtualization? Which product? How many servers?

43 What system do you use for Server Monitoring?

44 What system do you use for CCTV?

45 What system do you use for desktop software destribution?

46 What system do you use for Identity Manager?

47 What system do you use for staff email?

48 What system do you use for Studetn email?

49 What is your staff email size limit?

50 What is your student email size limit?

STAFFING & GENERAL

51 What is you antvirus for mail serves?

52 What is you antvirus for desktops?

53 Is ICT resposible for student card? If not who is?

54 Do you archived and store staff emails?

55 When did you last reviewed your ECT policy?

56 Do you have ICT procurement officer?

57 What is the total number of staff members?

58 How many undergraduates students do you have?

59 How many postgraduates students do you have?

60 How many ICT directors do you have?

61 How many ICT managers do you have?

62 How many ICT technicians do you have?

63 What is your ICT operational budget?

64 What is your ICT capital budget?

65 How many people in your service desk?

66 How many people passed ITIL foundation?

67 How many people passed ITIL practitioner?

68 How many people passed ITIL management?

69 How many people attended PRINCE2?

70 How many people attended PMBOK?