

# BestPractice-IT

## FRESH IMPETUS FOR SME

Under the patronage of:



Federal Ministry  
of Economics  
and Technology

[www.bestpractice-it.eu](http://www.bestpractice-it.eu)

### Become a BestPractice-IT enterprise!

As a BestPractice-IT enterprise you are automatically nominated for the "European BestPractice-IT Award for SMEs".

#### BestPractice-IT enterprise check

I.

In part I we ask for your opinion resp. a statement concerning the importance of ICT in your enterprise. We are interested in your personal attitudes and experiences as well as in an estimation regarding the significance of ICT application in your enterprise.

To me, the benefit emerging from the use of ICT is one of the most important competitive factors these days.

I agree

I conditionally agree

I don't agree

My opinion:  
(optional information)

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### II.

In part II please describe us on the basis of an outstanding example how you support business processes concretely by means of ICT. We are interested in the requirements beforehand, the decision-making process, the stage of implementation and the final results.

**1) In which department have you successfully optimised one or more business processes by means of ICT?**

(mark maximally 3 ranges, if necessary, additions as comment)

- organisation
- customers
- marketing
- finances
- knowledge
- human resources
- capability planning
- production
- cooperation
- communication
- security
- misc.

**2) In which stage of implementation is your ICT application?**

(if necessary, additions as comment)

- in process of planning
- in implementation
- terminated  if terminated, since when? \_\_\_\_\_
- misc.

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### 2.1 Describe us your concrete requirements that should be solved by means of ICT!

### 2.2 How far does your enterprise ICT support you with the fulfilment of this requirement today?

### 2.3 How did you come across the ICT solution consistent with your requirements? (if necessary, additions as comment)

- by self-search
- on recommendation of the head of ICT
- on recommendation of the ICT partner
- misc.

### 2.4 Which measurable results are to be registered? (multiple answers are permitted, if necessary, additions as comment)

- Processes were accelerated.
- The quality of the products was improved.
- The customer satisfaction increased.
- The volume of orders increased.
- The staff motivation got better.
- misc.

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- 3) **What makes your approach particularly exemplary for other enterprises?**  
(multiple answers are permitted, if necessary, additions as comment)

Our approach shows how to create individual solutions with an additional benefit from existing elements.

Our approach is a standard solution which was skilfully adapted to our individual needs.

Our approach shows how to obtain good results with a small budget.

Our approach can be adapted to new requirements smoothly and at any times.

misc.

- 4) **In our enterprise, ICT development is generally agreed upon, budgeted and ordered in connection with the annual planning.**

I agree                       I conditionally agree                       I don't agree

- 5) **When becoming aware of new trends we accurately probe whether and how we could apply these trends profitably.**

I agree                       I conditionally agree                       I don't agree

- 6) **We continuously make sure that the existing ICT infrastructure works reliably and securely due to good care.**

I agree                       I conditionally agree                       I don't agree

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## III.

In part III we ask you for information regarding your ICT infrastructure. In this part you get the possibility to evaluate which corporate divisions are already set up well and where you still have potential.

1) Which departments resp. corporate divisions in your enterprise are equipped with PC workstations? Please give us the approximate number of all deployed PCs.

- 1 to 10 PCs
- 10 to 20 PCs
- 20 to 50 PCs
- more than 50 PCs  if more than 50 PCs, how many exactly? \_\_\_\_\_

2) How many computer workstations in your enterprise are networked?

\_\_\_\_\_

3) Does your hardware procurement follow a continuous investment cycle?  
(if necessary, additions as comment)

- update if necessary
- defined updating resp. maintenance schedule with ICT partner
- misc.

4) How do you finance ICT?  
(if necessary, additions as comment)

- purchase
- leasing
- rental
- mixed
- misc.

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### 5) For which purposes do you mainly use ICT?

(multiple answers are permitted, if necessary, additions as comment)

- process control
- merchandise management
- CAD applications/construction
- system control
- administrative tasks
- accounting
- Internet
- ERP
- CRM
- fleet management
- multimedia applications
- misc.

### 6) Do you use Internet in your enterprise for eBusiness and eCommerce?

yes  no

if yes, for which purpose do you use Internet?

(multiple answers are permitted, if necessary, additions as comment)

- information search
- merchandise purchase/sales of goods
- data exchange with customers and other enterprises
- virtual cooperation
- announcements
- misc.

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### IV.

#### Questions regarding ICT application in your enterprise – security

**1) Are there fixed guidelines regarding data security in your enterprise?**

- Yes, data security is an important component of the enterprise strategy.
- I would say yes, because data security is in the responsibility of the head of ICT.
- Our external service provider is responsible for data security.
- No, the employees are responsible for data security.

**2) How hefty would the loss of your operational data hit you?**

- very hefty  
(operational stop)
- hefty  
(disturbance of several corporate divisions)
- not that hefty  
(disturbance of individual corporate divisions)
- barely  
(most of our operational data is available analogue)
- not at all  
(we dispose of a distinct data security system, loss is almost impossible)

**3) Who informs regularly about the liability risks regarding insufficient data security or a system failure in your enterprise?**

- In our enterprise, such subjects are initiated by the management.
- The head of ICT reports regularly to the management.
- On this, our external ICT service provider informs us regularly.
- Our house lawyer is responsible for legal questions.
- In our enterprise, the subject liability risks is covered by the tax accountant.

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V.

### Questions regarding ICT application in your enterprise – know-how

**1) Who is responsible for the ICT in your enterprise?**

(if necessary, additions as comment)

A member of the management.

Besides his core responsibility, an employee is also responsible for ICT matters.

We dispose of an own ICT department.

We cooperate closely with an ICT partner.

misc.

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- 
- 

**2) Are regular ICT trainings part of your human resources development?**

(in each case we ask for additions as comment)

yes  if yes, for which employees/departments?

no  if no, are any employees of your enterprise sent to ICT trainings at all?

**3) Who solves occurring ICT problems in your enterprise?**

producer (hotlines/online help etc.)

internal ICT department

external ICT partner

technical literature (guides, specialised press etc.)

Internet (online forums, user groups etc.)

misc.

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### 4) How does your enterprise acquaint itself with current ICT developments? (multiple answers are permitted)

For the subject ICT we have an own employee/department who/which cooperates closely with the management.

We talk with our ICT partner about the development of our ICT infrastructure several times a year.

We are actively involved in different enterprise networks and exchange information with other companies.

We regularly consult one or more specialist magazines (print or online) regarding ICT matters.

We obtain several newsletters of ICT providers and/or regularly visit provider websites for SMEs.

We use information offers of several institutions and federations which neutrally deal with different ICT matters for SMEs.

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VI.

Please note: The following questions are expert questions. To fill in these questions is optional.

**1) Which operating system resp. network software is used in your enterprise?**

(multiple answers are permitted, if necessary, additions as comment)

- Microsoft Windows XP
- Microsoft Vista
- Novell  if yes, which version? \_\_\_\_\_
- Linux  if yes, which version? \_\_\_\_\_
- misc.

**2) Is your enterprise network IP based and thus suitable for data and language transport (Voice over IP)?**

yes  no

**3) Which kind of clients do you use in your enterprise network?**

(if necessary, additions as comment)

- fat clients
- thin clients
- mixed
- misc.

**4) How many servers exist in your enterprise?**

- none
- 1 to 2 servers
- 3 to 5 servers
- 6 to 10 servers
- 10 to 20 servers
- more than 20 servers  if more than 20, how many exactly? \_\_\_\_\_

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### 5) For which tasks do you use your servers?

(multiple answers are permitted, if necessary, additions as comment)

- file servers
- print servers
- mail servers
- web servers
- database servers
- application servers
- authentication servers
- terminal servers
- misc.

### 6) In case you maintain several industrial premises: are they networked?

- yes  no

### 7) How are they networked?

(if necessary, additions as comment)

- leased line
- virtual private network (VPN)
- wireless
- misc.

### 8) Do you use IP based telephony (Voice over IP) within the framework of a convergent network for language and data?

- in the corporate network
- locations are connected
- home offices are connected
- employees are mobile connected

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### 9) Which storage solutions do you use in your network?

(if necessary; additions as comment)

- CD-ROM/DVD
- array systems
- tape storage
- network attached storage (NAS)
- storage area network (SAN)
- misc.

### 10) How do you back up your enterprise data?

(if necessary, additions as comment)

- automatically on tape
- automatically on disk array
- manually on tape according to schedule
- manually on CD-ROM/DVD according to schedule
- misc.

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### VII.

In part VII we ask you for your enterprise and contact details. We would like to know to which industry and company size we can relate your enterprise and who is the person in charge for the preparation of your BestPractice-IT enterprise profile.

Company name: \_\_\_\_\_

Person in charge:  
(surname/first name) \_\_\_\_\_

Position: \_\_\_\_\_

Street: \_\_\_\_\_

Country, post code, city: \_\_\_\_\_

Industry:             trade             commerce             service provider  
                          industry             freelance jobs             misc. \_\_\_\_\_

I am a member of WJD:             membership number \_\_\_\_\_

Number of employees: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Internet: \_\_\_\_\_

### VIII.

#### Insights (optional information)

Please briefly note your spontaneous insights and ideas that rushed into your mind while working on this enterprise check.

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### IX.

#### Declaration of consent and privacy policy

##### 1) Declaration of consent:

Insofar as the BestPractice application described in this check is editorially accounted for, we agree with its publication – also in extracts – in the BestPractice-IT media such as practice guide, CD-ROM, specials, editions, on the website [www.bestpractice-it.de](http://www.bestpractice-it.de) and in further media. We take note of the fact that from this editorial cooperation with BestPractice-IT no obligations are created at all.

##### 2) Privacy policy:

Our data is used for the organisation of the BestPractice IT media such as practice guide, CD-ROM, specials, editions, on the website [www.bestpractice-it.de](http://www.bestpractice-it.de) and in further media and is stored by means of electronic data processing with respect to the Data Protection Act. By mailing this questionnaire we agree that we may be contacted by fax, postal letter, e-mail or phone to discuss a further editorial cooperation. I may withdraw from this agreement at any time.

Yes, I agree.  No, I disagree.

**You have made it! You have finished the BestPractice-IT enterprise check. Please send us the enterprise check by e-mail, fax or postal letter. Our editorial department will contact you as soon as possible to discuss the result of the evaluation.**

**Thank you very much for your participation!**

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