



ICT Infrastructure Assessment Report

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Executive Summary

Background

The Amman Chamber of Commerce (**ACC**) is one of the leading organizations representing the private sector in Jordan. The ACC was established in 1923 as a non-profit organization to regulate and represent the interests of all trade firms in Amman and surrounding areas. As one of the oldest Chambers of Commerce in the Hashemite Kingdom of Jordan, the **ACC** has over forty thousand (40,000) member companies and establishments. The **ACC** assumes a prominent position among Jordanian private corporations representing the private sector, as it makes relentless effort in promoting the role of Jordan's private sector in the national economy.

In the early 1980s, the **ACC** was one of the first institutions in Jordan adopt computer technology in its day to day business operations. Today, the **ACC** is constantly improving the nature and quality of services it provides to its members.

The **ACC** selected **Amon Technologies LLC** to design, guide, direct and assist the ongoing efforts to upgrade enhance the use of ICT at all levels within its organization.

Scope and Objectives

This report is the first deliverable under the terms of relevant agreement. The main objective of this task is to assess **ACC's** ICT Infrastructure and where it stands in terms of compliance with best practices. In addition to the main objective, this report also covers some fundamental issues related to the organization, operation and management of **ACC's** ICT Department once again viewed from *a best practice perspective*. These issues will also impact the deployment and operation of new systems and services in the future.

The specific objective SO1 as agreed in the Inception Report states the following:

- SO1 A full review of the current hardware, software and communications infrastructure at **ACC** aiming at determining the local constraints and risks while building on existing investments.

Expected Results from SO1

*A report on the current situation within **ACC** in terms of constraints and existing ICT assets ensuring reliability of ICT infrastructure on which new systems will be built, and make recommendations for necessary improvements.*

This Report

This report consists of the full results of ICT Infrastructure Assessment task undertaken for ACC. This document consists of eleven (11) chapters and four (4) Appendices as follows:

1. **Business Applications:** This chapter normally reviews the various business applications in terms of completeness, confidentiality, accuracy, validity and security. The functional suitability review of applications *does not typically constitute* a part of an ICT Infrastructure Assessment.
2. **Servers:** This chapter lists the various servers that are deployed, their purpose of use and configurations.
3. **Auditing Matrix:** This chapter summarizes the results of the combined IT auditing matrix.
4. **LAN Communications** This chapter reviews the existing LAN infrastructure in place at the Head Office in terms physical and logical configurations.
5. **WAN Communications:** This chapter reviews the existing WAN infrastructure in place in terms of physical and logical configurations.
6. **Business Continuity & Disaster Recovery:** This chapter reviews the current status disaster recovery and business continuity infrastructure and procedures.
7. **ICT Strategy:** This chapter reviews the current status of any plans or strategies governing ICT systems and services.
8. **IT Policies:** This chapter reviews the existing Information Technology Policies and Procedures in terms of scope, structure and content in accordance with international best practices.
9. **IS Policies:** This chapter reviews the existing Information Security Policies and Procedures in terms of scope, structure and content in accordance with international best practices.
10. **Office Space & Physical Security:** This chapter reviews the existing office space of the ICT Department and associated physical security systems.

11. **ICT Department Organization:** This chapter reviews the existing organization structure and staffing requirements of the ICT Department.
12. **Appendix I:** This includes the list of various documents that were reviewed during the preparation of this IT Infrastructure Assessment Report.
13. **Appendix II:** This includes a quick reference list of the recommendations tabled in this IT Infrastructure Assessment Report.
14. **Appendix III:** This includes the diagrams and topology of the current Head Office local area network (LAN).
15. **Appendix IV:** This includes the diagram and topology of the currently implemented wide area network (WAN).

A number of different recommendations are tabled in this IT Infrastructure Assessment Report. They are grouped as follows:

Business Applications	(6)	Recommendations
Servers	(3)	Recommendations
Auditing Matrix	(2)	Recommendations
Local Area Network	(3)	Recommendations
Wide Area Network	(1)	Recommendation
Disaster Recovery	(5)	Recommendations
ICT Strategy – Business Plan	(1)	Recommendation
IT Policies & Procedures	(2)	Recommendations
IS Policies & Procedures	(2)	Recommendations
Office Space & Security	(6)	Recommendations
ICT Department Organization	(8)	Recommendations

While most of the recommendations are self explanatory and can be implemented by **ACC's** ICT Department after setting priorities and obtaining the necessary funding and approvals from management, a number of recommendations will require securing the services of external parties for implementation.

The major recommendations (those with financial impact) as tabled in this report will be covered in the **3 Year ICT Strategy** currently under formulation for **ACC**.