

## Diagnosis Form

If you are unsure about whether we can assist you with your IT needs, please fill out the following diagnosis form and send it back to us at [contactus@excellenceit.com.au](mailto:contactus@excellenceit.com.au)

**1. What problems or difficulties are you having with your:**

**Work stations**

**Server**

**Printer / faxes / photocopiers**

**Phones**

**Data maintenance**

**2. How is the speed of your Server / Computer?**

**Fast enough?**

**Slightly slow?**

**Too slow?**

**Intermittent?**

**3. Is your system networked?**

**4. How many staff do you have?**

**5. Do you have a system in place for backing up your data?**

**6. Do you ever loose data?**

**7. What programs are you aware of that are running on your computers / servers / laptops?**

**8. How many offices does your business have?**

9. **If more than one, are they networked?**
10. **Do any of your staff operate remotely from other locations, via the network?**
11. **Do you have a web site?**
12. **How is your web site performing for you?**
13. **Does your current IT set-up work well with your other service providers; such as telephone technicians, hardware maintenance, security systems, etc.**
14. **Do you have an Anti-Virus in place to protect your systems?**
15. **Is there anything you have always hoped your system would do for your business that you have not been able to get a solution for?**

**Name:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Person to contact:** \_\_\_\_\_

(please fill in here the person we should contact about this form)

**excellence IT**

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