GOLF & COUNTRY CLUB TECHNOLOGY CHECKLIST:

How does your club stack up against the technology best practices for your industry?

INTRODUCTION

You don't just assume that your financials are correct in your business, so why would you assume that your critical IT systems are functioning as expected?

This checklist is meant to identify infrastructure issues and identify potential problem areas in your Golf Club network.

When completing this checklist, be honest and don't just assume something is working. Its important to track down the answers be CERTAIN you are secure, protected, and prepared for every eventuality when it comes to your technology and infrastructure.

Golf and Country Club systems may not be the most susceptible systems in the world but when it comes to member satisfaction, technology can make or break a club. From the central management system, financial systems, Point of Sale, tee time, member payments and communication systems everything matters and no stone should be left unturned.

Be sure you make a selection for each item. An "I don't know" counts as a "No".

Let's get started…

STRATEGY

Strategic Alignment

☐ YES ☐ NO   Do you have a documented, detailed IT strategy and plan aligned with your club and board goals for membership activities and operations?

☐ YES ☐ NO   Do you have a specific, line-item budget for all support, management, upgrades, and refreshes?

☐ YES ☐ NO   Does your budget account for the growth your club expects this year?

Operational Continuity

☐ YES ☐ NO   Do you have a business continuity plan for a fire or major leak/flood?

☐ YES ☐ NO   Are you prepared for the possibility of a natural disaster such as hurricane or tornado?

☐ YES ☐ NO   Do you have a written contingency plan for all potential disruptions and threats?

☐ YES ☐ NO   Does the club have a general operational plan in the event of a local or natural disaster?

Security Policy

☐ YES ☐ NO   Does your club have a formal IT security policy, documented for employees and contractors?

☐ YES ☐ NO   Does your club have a written password policy?

☐ YES ☐ NO   Does your club have a written Internet use policy?

☐ YES ☐ NO   Does your club carry out security verification checks on permanent staff at the time of application or hire?

☐ YES ☐ NO   Does the club have a plan in place to monitor and ensure PCI compliance?

☐ YES ☐ NO   Does your club require all employees, contractors and third party users to return all of the tablets, laptops or smartphones in their possession upon termination of their employment, contract or agreement? Do you track this activity?

INFRASTRUCTURE

Data Backup

☐ YES ☐ NO   Does your club have a well-defined back up procedure for computer files?

☐ YES ☐ NO   Do you have a backup plan that specifically addresses the core system (Jonas, IBS, NorthStar, etc.)?

☐ YES ☐ NO   Are backup media stored in a secure location away from the originals (offsite)?

☐ YES ☐ NO   Are you comfortable with your current backup if all data is lost today?

Internet and Network Speed

☐ YES ☐ NO   Does your internet and network speed match the needs of your club and its members?

☐ YES ☐ NO   Have you tested network speeds to confirm your network is running optimally?

☐ YES ☐ NO   Does your wireless support your current usage AND accommodate future growth and expanded use? What about during special events?

Inventory

☐ YES ☐ NO   Do you have an updated inventory list of all hardware with purchase date and planned refresh date?

☐ YES ☐ NO   If Microsoft came to audit your system do you have all your software documentation organized?

☐ YES ☐ NO   Do you have an up-to-date Network Map detailing the organization of your IT systems?

SECURITY

☐ YES ☐ NO   Does your club have an IT security education and awareness program?

☐ YES ☐ NO   Does your club have achievable, measurable IT security objectives defined?

Antivirus

☐ YES ☐ NO   Is every workstation, laptop, and server inside AND outside your office 100% up to date with antivirus protection?

☐ YES ☐ NO   Does the security solution scan incoming and outgoing messages and attachments?

☐ YES ☐ NO   Are scanning engines and virus patterns kept up to date?

Environment Security

☐ YES ☐ NO   Does your club keep workstations' operating systems, software applications and browsers up to date with the most recent security patches?

☐ YES ☐ NO   Does your system regularly check for new updates and patches?

☐ YES ☐ NO   Has your club implemented a solution (Firewall) to protect the entire facility?

☐ YES ☐ NO   Are changes in access authorizations made in a timely manner upon a: (1) change in job role, either temporarily or permanently and (2) termination?

☐ YES ☐ NO   Are unneeded accounts disabled (from past employees)?

Physical Security

☐ YES ☐ NO   Does your club require visitors to sensitive areas to sign in and be escorted at all times?

☐ YES ☐ NO   Does your club have procedures for securing or locking IT offices, telephone closets and computer rooms?

☐ YES ☐ NO   Does every workstation auto-lock (requiring a password) to a screen saver to hide and protect unattended information?

SUPPORT

Service Providers

☐ YES ☐ NO   Do you have a detailed list of your service providers and your service contracts (Internet service, phone service, primary application, etc.)?

☐ YES ☐ NO   Does your IT department or outsourcing provider have a published Service Level Agreement? An SLA is a clearly defined, contractually obligated response time to support requests.

Efficient Support

☐ YES ☐ NO   Is your current provider certified in your primary application (Jonas, IBS, NorthStar, etc.)?

☐ YES ☐ NO   Do they have the documentation they need to quickly diagnose and resolve support issues?

☐ YES ☐ NO   Is your support timely? Does the average response time and resolution time meet your needs?

INTEGRATION

Primary Applications

☐ YES ☐ NO   Are your primary applications truly meeting your needs?

☐ YES ☐ NO   Do your employees leverage the full capacity of the application(s)?

☐ YES ☐ NO   Do your employees report potential improvements or constantly complain about inefficiencies?

Employee Input

☐ YES ☐ NO   Have you recently conducted an employee survey? Surveys give you the insight you need to improve the technology in your environment to maximize efficiency.

CONCLUSION

Each item listed a necessary step to a healthy, efficient IT system. If you have checked even once "NO" on this checklist, it's very possible that your business has some work to do. If you have several "NO's" checked on your list it is very possible that your business may be at risk.

Whether you have an IT partner or not, these items are integral to maintaining a functioning infrastructure. Hold your internal IT department or managed service provider accountable. If you do not have a dedicated technology specialist to assist you with these items, it might be time to look into getting one.

IT Providers that work with Golf and Country Clubs are better positioned to help. Contact us for assistance if you aren't 100% happy or confident your technology is where it's supposed to be.