

	TO: All GM Dealer Network Administrators RE: “Is Workbench slow?”	Date of assessment: _____ / _____ / _____
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When **GMDE.net** receives calls from dealers regarding performance and speed while using DealerWorld, the reasons for poor performance and speed are frequently the result of a network that isn't compliant with the General Motors Dealership Infrastructure Standards (available on www.GMDE.net/standards). But non-compliant systems in the dealership aren't the only culprit!

You should also monitor your network on a regular basis using the guidelines listed below because we've found that a number of dealerships who are infrastructure compliant have also experienced system slow-downs when certain other conditions exist.

Starting today, we suggest that you print this check sheet and regularly do a physical inspection of your dealership's departments.

✓ You should be running at full speed if you...

Networking capacity:

<ul style="list-style-type: none"> <input type="checkbox"/> Maintain an environmentally-efficient server room (67 degrees, fans, dust control, etc.) <input type="checkbox"/> Have a dedicated T1 or SDSL Internet circuit with enough bandwidth to support all PCs on the network <input type="checkbox"/> Use switches, not hubs (Managed switches and routers are recommended) – Not sure? Call GMDE.net at (800) GM-TOOLS opt. 3 for a full network consultation <input type="checkbox"/> Avoid “daisy-chaining” your switches (linking multiple devices together). This creates a “bottleneck” or slowdown in the network <input type="checkbox"/> Have a (minimum of) CAT5e cabling solution (industry standard grade Ethernet network cable) <input type="checkbox"/> Utilize a solid state, hardware-based managed firewall (a physical device), logged and monitored 24x7x365 by a Network Operations Center (Windows-based firewalls are not recommended due to security risks) <input type="checkbox"/> Utilize Content-filtering/Website blocking capabilities in a firewall at the gateway (where the line comes in) <input type="checkbox"/> Prioritize Internet traffic so that business-related web traffic takes priority 	<p>For wireless PC/LAN users:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Segment the wireless network from dealer LAN to protect customer data <input type="checkbox"/> Use current encryption technology (WPA, WPE, MAC filtering) <input type="checkbox"/> Avoid areas with radio signal interference (microwaves, power tools, walkie-talkie, neighboring wireless access points)
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PC Specs/Software:

<ul style="list-style-type: none"> <input type="checkbox"/> Stay current with ALL GM IT Standards: http://www.gmde.net/standards <input type="checkbox"/> Use a current version of Internet Explorer <input type="checkbox"/> Ensure that the proper Microsoft Service Pack levels are set (updates to Windows) 	<ul style="list-style-type: none"> <input type="checkbox"/> Use an up-to-date, reliable anti-virus protection, such as: F-Secure, Kapersky, Panda, Symantec Internet Security, McAfee. <input type="checkbox"/> Understand that “free” anti-virus programs may not be sufficient for business use. These include free versions of Spybot, Adware, AVG, etc.
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Utilization:

<ul style="list-style-type: none"> <input type="checkbox"/> Avoid accessing non-business streaming audio/video <input type="checkbox"/> Avoid downloading music (MP3s) or movie clips <input type="checkbox"/> Avoid accessing non-business sites (i.e. gambling, explicit, gaming), which may pose security threats! These are notorious for spyware. 	<ul style="list-style-type: none"> <input type="checkbox"/> Avoid using P2P file-sharing programs (Kazaa, Napster, Gnutella, Bit Torrent, etc.) <input type="checkbox"/> Avoid emailing large, non-business files (over 5Mb), which may slow overall speed <input type="checkbox"/> Avoid opening attachments from unknown recipients, including .zip files.
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Where do I go from here???

Contact the **GMDE Dealer Infrastructure Support Center** with any questions, concerns, or needs. Systems consultants are available (8:30am – 5:30pmEST) to review this important checklist to ensure your system is running at full speed! Call (800) GM-TOOLS, opt. 3... or go to GMDE.net.