Tesk
Technology with intelligence

TECHNICAL REFERENCE DOCUMENT

Technical Computer Inspection

Much more than a certificate

WHY T.C.I. EXISTS

Putting things in order before improving them

Just as a vehicle goes through a periodic technical inspection, a company's technology systems should also be reviewed regularly.

Today, technology underpins the daily running of any business, regardless of its size or sector. But in many small and medium-sized businesses, the infrastructure has grown gradually and without order: equipment replaced without documentation, software installed without control, networks that work "because they always have" and knowledge that depends on a single person or supplier.

This situation not only makes decision-making harder — it increases the risk of technical failures, data loss or business interruptions.

The Technical Computer Inspection was created with a clear goal: to bring order, provide clarity and offer a real, understandable view of a company's technological state, without requiring prior technical knowledge or large internal structures. It is not about pointing out mistakes or imposing complex solutions, but about identifying, documenting and analysing the key elements that make up an organisation's information systems — establishing a solid base on which to improve, grow and decide with greater confidence.

> **The underlying idea:** know → document → analyse → improve → certify.

HOW IT IS STRUCTURED

Five phases, one progressive order

To guarantee a complete and coherent view, the Technical Computer Inspection is structured as a sequence of analysis organised by area — adapted to the size and activity of each company.



01
Infrastructure



02
Network



03
Hardware



04
Software



05
IT Services

01 · Infrastructure

The first step to managing, protecting and improving a technology infrastructure is to know it. The inspection identifies and documents the company's technology elements — both on and off its premises (email, management applications, storage, domains, cloud services) — their function and the dependencies between them. It is not just about inventorying devices, but about obtaining a clear view of the resources the business depends on.

02 · Network

The local network (LAN) connects computers, servers, printers and other devices. The external network (WAN) — Internet, links between sites, remote work, cloud services — makes a large part of the activity depend on external providers. T.C.I. documents communications equipment, cabling and external connections, to understand how systems communicate and which external elements can affect their availability.

03 · Hardware

Each identified device is documented with enough information to recognise it: asset data, system, function and life cycle — adapting the level of detail to the type of equipment. The inspection does not store passwords or authentication secrets; it only documents the result of the necessary checks. The goal is asset management that avoids unknown, obsolete or unsupported equipment.

04 · Software

Operating systems, management applications, office tools and SaaS platforms are an essential part of daily activity — and increasingly depend on external providers and subscriptions. T.C.I. identifies and documents the applications the company actually uses: vendor, version, purpose, licensing and support status. This makes it possible to detect obsolete software, duplication or uncontrolled licences.

Tools that incorporate artificial intelligence or provide access to external AI systems are also identified, as their use may involve sending information outside the company — especially relevant when personal data or confidential information is involved.

05 · IT Services

Email, communications, Internet access, backups, business applications or technical support are services that sustain daily activity. Many SMEs have added them gradually without an overall view: some managed in-house, others by external providers, without it always being clear who is responsible for each one.

The importance of a service does not depend on its cost or complexity, but on the impact of its unavailability. T.C.I. identifies critical services, their owners and providers, and assesses their real importance for business continuity.

> **The red line.** Not every company needs specialised staff for each technology need — but they do need to know how far their own capabilities reach and when it is advisable to turn to a professional. That is the red line: the point at which a technology need exceeds the resources available within the organisation. Identifying it avoids improvised solutions and excessive dependence on a single person or provider.

THE RESULT

From data to a complete overview

The inspection culminates in a joint analysis of all the information gathered. Infrastructure, network, hardware, software and IT services are no longer analysed separately, giving a global view of the company's technological state.

The result is set out in a final report that documents the state of the organisation at the time of the inspection, the checks carried out and the conclusions reached. The certification does not claim to prove that a company has the most advanced technology, nor does it demand the same level from different organisations — it certifies that the aspects included in the corresponding scope have been inspected and that the requirements of the level obtained are met.

FOUR LEVELS

BASIC

A first base of control: the main elements of the scope have been identified and documented. Starting point for higher levels of management, security, continuity and optimisation.

SEC

Adds a specific security assessment: identity and access management, system updates, backups, information protection and incident response capability.

ECO

Assesses the efficiency and sustainability of technology resources: equipment life cycle, utilisation, responsible renewal and efficient use of services.

FULL

The most complete level: integrates documentation, security and responsible management of resources, with the additional criteria needed for a comprehensive view of the IT environment.

> **Important:** T.C.I. certification is TESK's own standard, not an official, accredited or mandatory certification.

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Shall we start by getting to know your technology?

T.C.I. is a TESK product — part of how I work: know before proposing, document before improving.

Miguel Paredes Oliver
miguel.paredes@tesk.es
+34 638 865 165
tesk.es