

<Project Name>

System Administration Manual

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 **Prepared by:**

Project Manager

 **Approved by:**

Project Sponsor

 **Approved by:**

Agency CIO

 **Approved by:**

Executive Sponsor

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**Revision History**

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**Template Overview and Instructions:**

A System Administration Manual serves the purpose of an Operations Manual in distributed (client/server) applications.

# GENERAL

## Introduction and Purpose

This sectionintroduces anddescribes the purposeof the Systems Administration Manual, the name of the system to which it applies**,** and the type of system operation(s)

## Project References

Thissection lists, at a minimum, the User Manual, Maintenance Manual, and other pertinent available systems documentation.

## Glossary

This section lists all definitions or terms unique to this document or system operation(s) and are subject to interpretation by the user of this document.

# SYSTEM OVERVIEW

## System Application

This section provides a brief description of the system, including its purpose and uses.

## System Configuration

This section describes the configuration of the system using a diagram depicting the various components and their interrelationships.

## Information Inventory

This section provides information about accounts, data files, and the databases that are produced or referenced by the system.

## Resource Inventory

This section lists all permanent tiles and databases that are referenced, created, or updated by the system.

## Report Inventory

This section lists all reports produced by the system, including each report name and the software that generates it.

## Processing Overview

This section provides information that is applicable to the processing of the system. It includes system restrictions, waivers of operational standards, and interfaces with other systems.

## Communications Overview

This section describes the communications functions and process of the system.

## Security

This section describes the security considerations associated with the system.

# SITE PROFILE(S)

This section contains information pertaining to the site(s) where the application is running. Please include the information contained in the subsequent sections.

## Site Location(s)

This is the official addresses of the site(s).

## Primary Site

For the site(s) designated as primary, this section describes the essential staff names and phone numbers for the automated data processing site contacts.

# SYSTEMS ADMINISTRATION

This section introduces the responsibilities of the System Administrator, as discussed in the subsequent sections.

## User and Group Accounts

This section introduces topics related to system users.

### Adding/Deleting Users

This section describes procedures to create/delete user logins and password accounts.

### Setting User Permissions

This section describes procedures to give users/restrict access to certain files.

### Adding/Deleting User Groups

This section contains procedures to create/delete user groups.

### Setting User Roles/Responsibilities

This section describes the roles that are granted to each group or individual user(s).

## Server Administration

This section describes procedures to setup servers, including naming conventions and standards.

### Creating Directories

This section describes procedures to create server directories, and a complete description of the existing directories.

### Building Drive Mappings

This section describes procedures to create server drive mappings, and a complete description of the existing drive mappings.

## System Backup Procedures

This section describes procedures for regularly scheduled backups of the entire network, including program and data storage, and the creation and storage of backup logs.

### Maintenance Schedule (Daily, Weekly)

This section describes documented daily and weekly backup schedules and procedures. The procedures should include tape labeling, tracking, and rotation instructions.

### Off-Site Storage Procedures

This section describes the location, schedule, and procedures for off-site storage.

### Maintaining Backup Log

This section describes procedures for creating and maintaining backup logs.

### System Recovery

This section describes procedures for recovery of the system after a failure or loss.

## Printer Support

This section discusses procedures for installing, operating, and maintaining printers.

### Maintenance (Configurations, ‘loner, etc.)

This section describes maintenance contracts, procedures to include installation and configuration of printer drivers, and equipment information.

### Print Queue (Moving, Deleting, etc.)

This section describes procedures to monitor, delete, and prioritize print queues.

## System Maintenance

This section discusses procedures for maintaining the file system.

### Monitoring Performance and System Activity

This section contains procedures to monitor system usage, performance, and activity. This may include descriptions of system monitoring tools, the hours of peak demand, a list of system maintenance schedules, etc.

### Installing Programs and Operating System Updates

This section includes procedures on how to install and test operating system updates. Once tested, instructions are to be provided to move/install the operating system updates to the operational environment

### Maintaining Audit Records of System Operation

This section describes procedures for the setup and monitoring of the operating system and application audit trails.

### Maintenance Reports

This section includes procedures to create and update maintenance reports.

## Security Procedures

This section describes the process for obtaining identifications (IDs) and passwords. It includes information concerning network access and confidentiality requirements.

### Issuing IDs and Passwords

This section describes procedures for issuing IDs and passwords for operating systems and applications

### License Agreements

This section describes licensing agreements and procedures for ensuring that all licenses are current.

## Network Maintenance

This section describes procedures to maintain and monitor the data communications network.

### LAN Design

This section contains a layout of the network.

### Communications Equipment

This section contains a layout of the telecommunications equipment.

## Inventory Management

This section contains a complete hardware and software inventory to include make, model, version numbers, and serial numbers.

### Maintaining Hardware and Software Configurations

This section describes procedures for maintaining the configuration information for the hardware and software installed.

### Maintaining Floor Plans

This section describes procedures for maintaining floor plans showing the location of all installed equipment and how to add/delete/modify the plans.

### Installing Software/Hardware (New, Upgrades)

This section describes procedures for installing new or upgrading hardware and software.

### Maintaining Lists of Serial Numbers

This section describes procedures for maintaining all serial number lists required at the site.

### Maintain Property Inventory

This section describes procedures for maintaining a property inventory at the site.

## Training Backup Administrator

This section describes how to train a backup administrator.

### End-User Support - Procedures for Support and Contract Information

This section provides necessary end-user contract information and the procedures for providing end-user support.

### Escalation Procedures

This section describes the formal escalation procedures to be used by System Administrators in response to priority user problem resolution requests.

## Documentation

This section describes the documentation required of System Administrators as they perform system administration.

### Troubleshooting Issues

This section describes how to conduct and document troubleshooting activities.

## Database Maintenance

This section introduces the responsibilities as they relate to the database and software application maintenance.

### Database User/Group Access

Describe who provides database access and the procedures for granting access.

### Adding/Deleting Users to Database

Provide the responsible person who adds and deletes users to the database. Include the procedures for adding/deleting users.

### Setting User Permissions for Database

Provide the responsible person who sets the permissions for users on the database.

### Adding/Deleting Groups for Database

Provide the procedures and responsible person for adding/deleting groups of individuals to the database.

### Re-indexing Database

Provide the procedures and responsible person for re-indexing the database after changes have been made.

### Packing/Compressing Database

Provide the procedures and responsible person for packing/compressing the database.

### Data Entry/Modification/Deletion

Provide the responsible person(s) who can make changes to the database. Include procedures for data entry, modifying, and deleting information from the database.

### Database Reporting

Provide the responsible person(s) for database reporting. Include what reports are generated, cadence, due dates, and storage of the reports.

### Database Backup and Restore

Provide the person(s) responsible for performing database backup. This information should also be included in the Contingency Plan. Include procedures to follow if the database needed to be restored.

## Application Maintenance

### Application User/Group Access

Describe who provides application access and the procedures for granting access.

### Adding/Deleting Application users

Provide the responsible person who adds and deletes users to the application. Include the procedures for adding/deleting users.

### Setting User Application Permissions

Provide the responsible person who sets the permissions for users of the application.

### Adding/Deleting Application Groups

Provide the procedures and responsible person for adding/deleting application groups.

### Procedures to Start and Stop the Application

Provide who has responsibility to start and stop the application. Include a rationale for stopping the application, and the steps to take to restart after identified problems are corrected.

### Application Diagram

Provide a diagram depicting how the information flows/moves from the application to the database.

### Description of Major Program or Sub-program Modules

Describe the processes within the application or module. If more than one module is operating for this system, describe each module.