



Your Company Name

System Administration Guide

Date

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Revision History

Date	Version	Author	Change

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Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document. In any table, select and delete any blue line text; then click Home→Styles and select “Table Text” to restore the cells to the default value.

1 Introduction

This document is a System Administration Guide, which provides procedures and information to administer and maintain the < Name of System >.

Note: Delete or indicate document sections that are not applicable.

1.1 Purpose

Provide information about the purpose of this system administration guide, including information about the system and its operation.

1.2 Objectives

Provide the business or technology objectives to be achieved with this system administration guide.

1.3 Referenced Documentation

Provide information about all documentation referenced in this document, e.g., number, title, version, and date.

Document Number	Version	Date	Document Name



2 General System Information

2.1 Overview

Provide an overview of the system or application, e.g.,

- *Type of system*
- *System processes it supports*
- *Interfaces*
- *Components*
- *Type of data maintained*
- *Operational sources.*

Note: Provide flow charts, diagrams, and charts where applicable to help describe its organization and relationships.

2.2 Data Assets

Provide information about system data assets (e.g., files, databases, reports) that are referenced, produced or updated.

Name	File, Database or Report	Created, Referenced, Updated

2.3 Processing

Provide information about system process functions, e.g.,

- *What is processed?*
- *When is it processed?*
- *Where is it processed?*
- *Who processes it?*
- *Why is it processed?*
- *How, when, and where is information moved or transmitted?*
- *What methods are used to transfer information (e.g., FTP, ODBC)?*
- *What standards must be applied (e.g., government regulations, information technology)?*
- *Are there any security issues and what methods must be used to secure information?*



2.4 Environment

Provide detailed information about the location and site, including its layout, access, system availability, and environmental concerns. Include diagrams where applicable.

2.4.1 Facilities

Provide facilities information that will be used by the system, including primary and backup locations.

Facility	Location and Special Accommodations Needed

2.4.2 Hardware Inventory

Provide hardware equipment information and configurations that will be used by the system.

Equipment	Description



2.4.3 Software Inventory

Provide information about the software and database configurations that will be used by the system.

Software	Description

2.4.4 Network Inventory

Provide network information that will be used by the system, including LANs, WANs, and communication devices.

Equipment or Software	Description



3 Administration and Maintenance

3.1 Server Administration

Provide information and procedures associated with server administration, e.g.,

- *What servers are used by the system?*
- *How are they setup and maintained?*
- *Where are they located (physically, logical directory location, drive mappings, interfaces)?*
- *When are they setup and maintained?*
- *What are on the servers?*

3.2 Account Administration

Provide information and procedures about account administration.

- *How to add, change, and delete:*
 - *Groups and accounts*
 - *Users, including the system administrator*
 - *User logins and passwords*
 - *User and group access and permissions to accounts, functions, features, files, etc.*



3.3 System and Software Administration and Maintenance

Provide information and procedures about system and software administration and maintenance.

- *How to add, change, and delete:*
 - *Application and system groups and accounts*
 - *Users, including the system administrator*
 - *User logins and passwords*
 - *User and group access and permissions to accounts, functions, features, files, etc.*
 - *Provide descriptions of software components, modules, programs, databases, and processes.*
- *How to install, update, and delete operating systems and software components, modules, and programs, and databases?*
- *How to add, change, and perform audit trails and monitor operations, access, and records?*
- *How to add, change, delete, and run performance and maintenance reports?*
- *Provide diagrams and flowcharts of the system, software, databases, and operations.*

3.4 Database Administration and Maintenance

Provide information and procedures about database administration and maintenance.

- *How to add, change, and delete:*
 - *Databases*
 - *Users, including the database administrator*
 - *User logins and passwords*
 - *User and group access and permissions to database entry, modification, deletion, restoration, indexing, packing, backup, reporting, etc.*
- *Provide diagrams and flowcharts of the database structure and operations.*

3.5 Backup

Provide information and procedures about system, application, and database backup, e.g.,

- *Scheduling procedures (e.g., when (frequency, time), where, how).*
- *Storage procedures (e.g., internal and external location, frequency, how it is stored, by who).*
- *Log maintenance (e.g., how is it logged, where, by who, when).*



5 APPENDIX

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