



**Your Company Name**

# **Global Application Support Summary**

Date

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Revision History

Date	Version	Author	Change

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## **1. Document Purpose:**

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This document provides a vehicle to record critical design, development, production support, Infrastructure, and security data on all applications.

The information recorded herein is used to update any IT applications defining your application environment.

The document contains the following sections:

- Section 1 – Applications Data
- Section 2 – Design and Development/Integration
- Section 3 – Production Support
- Section 4 – Infrastructure
- Section 5 – Security
- Section 6 – Instructions for Completing Index.

It is suggested that you print Section 7 before attempting to complete the index. Please carefully note that you should start completing the document as soon as the base design has evolved, and then add information as it becomes available. Do not wait until the development has been completed, as it will require much “digging” to uncover information that is normally available during the evolving design process.

It is not necessary to record information in every section, as certain types of applications do not warrant the inclusion of data in that section. For example, Section 4 – Design and Development would not be completed for a Commercial-Off-The-Shelf (COTS) application. In general, however, most sections should be completed for new applications and interfaces.

If a specific entry is not required, enter “N/A” to indicate that you recognize that data is not required for that entry.



## 2. Application Data

Application Name				
Description				
Business Use				
Application Type	<input type="checkbox"/> Application	<input type="checkbox"/> Interface	<input type="checkbox"/> Commercial-Off-The-Shelf (COTS)	
Vendor Name (If applicable)				
CONTACTS				
Contact Type	Name	Phone #	Cell #	E-Mail Address
Primary Technical Contact				
Secondary Technical Contact				
Business Owner				
Business Analyst				
Production Support Contact				
BUSINESS PROFILE				
Business Group				
Cost Center				
Application	<input type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3 <input type="checkbox"/> Tier 4			
Application Active?	<input type="checkbox"/> Yes <input type="checkbox"/> No		SOX Application?	<input type="checkbox"/> Yes <input type="checkbox"/> No

### NOTES:



### 3. Design and Development/Integration

Design Assumptions	
Dependencies/Risks	
Impacted Systems	

System/ Architectural Overview (enter text and graphics)	
--	--

Source/Version Control	Source Control	Description of Control
	Software Toolset (.NET, ColdFusion, etc.)	
	Source control tool	
	Location in source control database	
	Current production version (if any)	
	Most recent version of the application	

System Interaction Model

BUSINESS LAYER OBJECTS (add rows as necessary)		
Class Name (Class, executable, etc.)	Purpose/Function	Path

CUBE/ANALYSIS LAYER OBJECTS (add rows as necessary)		
Cube/Database Name	Purpose/Function	Path



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DATABASE (add rows as necessary)						
Database Name	Description/Contents	Type	DB Size	Version	Environment Requirements	Path
		<input type="checkbox"/> Oracle <input type="checkbox"/> SQL Server <input type="checkbox"/> Other			<input type="checkbox"/> Shared <input type="checkbox"/> Dedicated <input type="checkbox"/> Standby <input type="checkbox"/> Other	
Data Flow Diagram (specify reference/link to diagram)						
Entity Relationship Diagram (ERD) (specify reference/link to diagram)						
Tables/Views (add rows as necessary)						
Table/View Name	Purpose					
STORED PROCEDURES/MACROS (add rows as necessary)						
Procedure/Macro Name	Purpose			Processes/Business Rules		
FUNCTIONS (add rows as necessary)						
Function Name	Purpose			Processes/Business Rules		



<b>INTEGRATION (add rows as necessary)</b>					
Integration Method Name	Type	Purpose	Source/ Destination	Frequency	Path
				<input type="checkbox"/> Minute <input type="checkbox"/> Hour <input type="checkbox"/> Day <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year <input type="checkbox"/> On-demand	

<b>PRESENTATION LAYER OBJECTS (add rows as necessary)</b>		
User Interface Screens/ Web Page Design		
Screen/Page Name	Type (.NET, ASP, etc.)	Description

  

<b>REPORTS (Crystal Reports, SSRS, etc.)</b>		
Report Name	Purpose	Path





## 4. Production Support

VENDOR INFORMATION (If a Commercial-Off-The-Shelf application)									
Company Name									
Vendor Address 1									
Vendor Address 2									
City					State		Zip Code		
Customer Number					Contract #				
Contact Names	Name				Title				
	Work Phone		Ext.		Cell Phone				
	Fax Number		Email						
	Name				Title				
	Work Phone		Ext.		Cell Phone				
	Fax Number		Email						
	Name				Title				
	Work Phone		Ext.		Cell Phone				
Annual Maint. Fee	\$			Cost Center					
Licensing	Is there a cost per user?	\$		# Concurrent Users			# Licensed Users		

SERVICE LEVEL AGREEMENTS (SLA's)			
Category	Hours of Availability	Maintenance Window	Expected Contracted Response
1. Vendor to IT		N/A	
2. IT to Customer			
Comments			



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SYSTEM DEPENDENCIES AND INTERFACES			
Data Feed Name	Pull/Push	Frequency	Purpose

EMERGENCY FAILOVER PROCEDURES
Failover Procedures
Disaster Recovery Exercise

APPLICATION CONFIGURATION FILES, INSTALLATION AND TROUBLESHOOTING		
Application File Path		
Configuration Files And Settings		
File Name	Path	Settings
Configuration Documentation		
File Name		
Location		
Installation Instructions		
Installation Guide Name		
Installation Guide Path/Location		
Application Monitoring and Exception Handling		
Location of Exception Handling Messages Standard	Exception Handling Messages Detail Sent to Windows Event Viewer	Other Application Monitoring Implemented



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Application Troubleshooting Procedures	
Error Message or Problem Description	Steps to Resolve Problem

APPLICATION ACCESS					
Is Citrix inherently supported? <input type="checkbox"/> Yes <input type="checkbox"/> No		Application Architecture: <input type="checkbox"/> Client Server <input type="checkbox"/> Single instance			
CITRIX Special Security Requirements: <input type="checkbox"/> Confidential <input type="checkbox"/> Department Specific <input type="checkbox"/> Public		<input type="checkbox"/> CITRIX Client <input type="checkbox"/> Desktop Client What are the resource requirements?			
JAVA Required? <input type="checkbox"/> Yes <input type="checkbox"/> No Version:		RAM:		CPU:	
<input type="checkbox"/> Profile <input type="checkbox"/> Network shares required?					
Registry Permissions		Registry Modifications			
# Concurrent Users		# Named Users		# Peak Users	

CLIENT CONFIGURATION FILES, INSTALLATION AND TROUBLESHOOTING		
Configuration Files And Settings		
File Name	Path	Settings
Configuration Documentation		
File Name		
Location		
Installation Instructions		
Installation Guide Name		
Installation Guide Path/Location		
Client Monitoring and Exception Handling		
Location of Exception Handling	Exception Handling Messages Detail Sent to Windows Event Viewer	Other Application Monitoring Implemented



Messages Standard		

**Client Troubleshooting Procedures**

Error Message or Problem Description	Steps to Resolve Problem

**System Administrator's Maintenance Procedures**

Document Name	
Sys Admin Guide Path/Location	

**System-Wide Troubleshooting Procedures**

Error Message or Problem Description	Steps to Resolve Problem



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Job Monitoring				
Event (Disk space monitoring, etc.)	Management Tool <input type="checkbox"/> Bindview <input type="checkbox"/> CiscoWorks <input type="checkbox"/> GPM <input type="checkbox"/> Hyena <input type="checkbox"/> Script <input type="checkbox"/> NetIQ	Trigger (80% full, etc.)	Event Severity (Red, yellow, blue, magenta)	Who is alerted? (Individual's name)

NetIQ Job Monitoring (please describe what monitoring jobs you would like on this server)	
Do you need to monitor any log files or entries in the Windows NT Event Log? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If so, for what entry?	
Do you need to monitor any services or processes? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If so should they be automatically restarted on failure? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you need to run or monitor any batch files? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you need to monitor any additional components on the server, e.g., IIS Server, database server, etc? <input type="checkbox"/> Yes <input type="checkbox"/> No	
To what e-mail distribution list(s) should NetIQ alerts be sent to?	
1	3
2	4
5	7
6	8

JOB/INTEGRATION (copy and repeat block as necessary for each job)	
Job Name	
Job ID	
Description	
Integration Type	
Location	
Input	
Output	
Usage Description	
Job Failure Notification	
Application Integration Job	
Scheduling	
Start Time	End Time



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Schedule/Frequency	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annual
Daily Schedule	<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday
Reoccurrence	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Annual
Troubleshooting Procedures	
Error Message or Problem Description	Steps to Resolve Problem

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## 5. Infrastructure

Server 1 Profile (repeat block for each server)							
Server Name					<input type="checkbox"/> Physical <input type="checkbox"/> Virtual		
Hardware Profile							
Server Usage	<input type="checkbox"/> Development <input type="checkbox"/> Test <input type="checkbox"/> Production <input type="checkbox"/> Disaster Recovery						
Server Function	<input type="checkbox"/> Application <input type="checkbox"/> Database <input type="checkbox"/> Other					IP Address	
Model			Serial Number				
RAM Memory			ROM Version				
Purchase Date			Number of U's required in cabinet			Rack #	
Location	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other:						
Plant Location	If located at a plant, specify office or offsite location						
Processors	Number of Processors		Processor Type		Processor Speed		
Operating System (OS) Profile							
Operating System	<input type="checkbox"/> Windows 2003 Enterprise <input type="checkbox"/> Windows 2003 Standard <input type="checkbox"/> UNIX <input type="checkbox"/> Linux <input type="checkbox"/> Other:				Version		

DISK CONFIGURATION					
Logical Drive	Category	Volume Name	Size	RAID Level (0, 1, 5, etc.)	Location (Internal, external)
C	Operating System				
D	Recovery Partition				
	Administrative Programs (i.e., backup options, etc.)				
	Data/Users/Applications				
	Database				



BACKUP CONFIGURATION (Example: Directory / File Name = C:\Temp)	
Directory / File Name	Frequency
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:
	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Other:

BUSINESS CONTINUANCE FILES (names of directories / file names to be replicated)	
Directory / File Name	Frequency

OTHER EQUIPMENT	
Name	Description and Purpose

PROCEDURES	
Reboot Procedures	





## 6. Security and Audit

Task	User/Group/Department Name	Access Rights
Identify users, groups or departments who have access to the development environment.		
Identify users, groups or departments who have access to the test environment.		
Identify users, groups or departments who have access to the production environment.		
Identify the Security Admin users, groups or departments who have access.		
Identify the Application Admin users, groups or departments who have access.		
Active Directory authentication	<input type="checkbox"/> Yes <input type="checkbox"/> No	



## 7. Instructions for Completing Index

(NOTE: Entries that are considered self-explanatory are omitted)

INSTRUCTIONS FOR COMPLETING SECTION 2 – APPLICATION DATA						
Field	Instructions					
Application Name	Enter the application name as recorded in Projects.					
Description	Enter a description of the processing performed by the application.					
Business Use	Enter the intended business purpose for the application.					
Application Type	Check the box that describes the type of application.					
Vendor Name	Enter the vendor's full name.					
Contacts						
Name, Phone #, Cell #, E-Mail Address	Enter the name, phone number, cell number and e-mail address for all contacts.					
Business Profile						
Business Group	Enter the name of the business group, such as Commercial Operations, which has primary responsibility for the application.					
Cost Center	Identify the business group cost center.					
Application Tier	Check the box that defines the application criticality, where:					
	Tier	Description	Data Recovery Period	RTO (Maximum downtime)	RPO (Maximum Data Loss)	Infrastructure Requirements
	I	► Infrastructure (voice, data, domains/etc..)           ► Applications critical to the generation of energy, or direct/immediate \$ impact           ► Critical Communications services	Recovery to begin immediately	0-8 hours	<15 minutes	Equipment will be set-up with local redundancy, and redundancy to the disaster recovery location. Application and Data must be replicated to DR location.
	II	► Critical Financial applications           ► Payroll	Recovery to begin within 8	12 -24 hours	<15 minutes	Equipment will be set-up with redundancy to the disaster recovery



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	▶ Citrix ▶ Insider (for company communications)	hours			location. Application and Data must be replicated to DR location.
III	▶ Important business applications ▶ Reporting Functions	Recovery to begin within 12-24 hrs	24-48 hours	24 hours (last backup)	Equipment contracted to be replaced with-in 24 hours. Data is backed up and will be restored
IV	▶ Remaining applications will be recovered as needed and as time permits.	No set recovery time frame	as needed	24 hours (last backup)	Equipment contracted to be replaced with-in 24 hours. Data is backed up and will be restored
<p>Recovery Time Objective (RTO) – The period of time within which systems, applications, or functions must be recovered after an outage, or the maximum allowable downtime.</p> <p>Recovery Point Objective (RPO): The targeted point in time to which data must be recovered after an outage. From a business perspective RPO is the maximum amount of data loss the business can incur in an event.</p>					
Application Active?	Check the box indicating whether the application is active or inactive.				
SOX Application?	Check the box indicating whether the application falls under the requirements of Sarbanes-Oxley for financial applications.				
NOTES	Enter any notes that may be helpful to personnel to comprehend the application.				



**INSTRUCTIONS FOR COMPLETING  
SECTION 3 – DESIGN AND DEVELOPMENT/INTEGRATION**

Field	Instructions
Design Assumptions	Identify specific assumptions relative to application design parameters.
Dependencies/Risks	State any design constraints placed on the project, including: Other requirements or projects which are dependent on this design. Any linkages within the design that may require change if the design is changed. Limitations or restrictions that can impact this design.
Impacted Systems	List systems /applications which have been impacted from a design standpoint, or if changes to these systems may impact this application.
<b>SYSTEM/ARCHITECTURAL OVERVIEW</b>	
Source/Version Control:	
Software Toolset	Define the tools that have been used to create the application, such as: vb.NET SQL Server SQL Server Analysis Services (SSIS) ColdFusion Excel VSTO Macros, etc.
Source Control Tool	Specify the name of the source control tool.
Location in source control database	Specify the path where the source code will be found.
Most recent version of the application	Enter the most current production version of the application: Example: 4.1.2
System Interaction Model	Depict or describe systems or applications that this system interfaces with If a diagram is used, specify the path or link to the model.
Business Layer Objects:	
Class Name	Identify the class name.
Purpose/Function	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Path	Specify the path or link to the objects.
Cube/Analysis Layer Objects	
Cube/Database Name	Identify the cube and database names.
Purpose/Function	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Path	Specify the path or link to the objects.
Database	



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Database Name	Specify the database name.
Description/Contents	Provide a high level definition of the database purpose.
Type	Check the box indicating whether the database is SQL Server or Oracle, or enter the type.
DB (Database) Size	Specify the approximate database size in GBs.
Version	Specify the database version, such as Oracle 11.0.2.
Environment Requirements	Check the box indicating whether the environment is Shared, Dedicated, Standby or Other.
Path	Specify the path or link to the database.
Data Flow Diagram	Specify the path or provide a link to the Data Flow Diagram.
Entity Relationship Diagram (ERD)	Specify the path or provide a link if an Entity Relationship Diagram has been developed.
<b>Tables/Views</b>	
Table/View Name	Identify the table or view name.
Purpose	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
<b>Stored Procedures/Macros</b>	
Procedure/Macro Name	Identify the stored procedure or macro name.
Purpose	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Processes/Business Rules	Enter a description of the business rules that were used to create the procedures or macros, or preferably provide a bulleted list of the rules.
<b>Functions</b>	
Function Name	Identify the function name.
Purpose	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Processes/Business Rules	Enter a description of the business rules that were used to create the procedures or macros, or preferably provide a bulleted list of the rules.
<b>Integration</b>	
Integration Method Name	Identify the name of the method.
Integration Method Type	Database or messaging.
Purpose	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Source/Destination	The source may be a database, flat file, FTP, etc. The destination may be the same choices.



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Frequency	Check the box indicating the frequency.
Path	Specify the source location (Visual SourceSafe, TFS, etc.) and path.
Presentation Layer Objects	
User Interface Screens/ Web Page Design	
Screen Name	Identify the screen name.
Type	Identify the development environment that was used to generate the screen, e.g., ASP, HTML, vb.NET, etc.
Description	Provide the following information about the screen: Source input data Validation/edit checking accomplished Output data.
Reports	
Report Name	Identify the report name.
Purpose	Provide an in-depth purpose and function that will be useful for both Production Support and new IT CORE development personnel to clearly understand its business purpose.
Path	Specify the path to each report.



<b>INSTRUCTIONS FOR COMPLETING SECTION 4 – PRODUCTION SUPPORT</b>	
Field	Instructions
<b>VENDOR INFORMATION (only complete this section if the application is vendor-provided)</b>	
Company Name	Enter the vendor's company name.
Vendor Address 1/2	Enter the vendor's street address (in 2 lines if necessary)
City/State/Zip Code	Enter the vendor's city, state and zip code.
Customer Number	Enter the vendor's customer number.
Contract #	Enter the vendor's contract number.
Contact Names	Enter vendor contact names and other information.
Annual Maint. Fee	Enter the amount of the annual maintenance fee.
Cost Center	Enter the server cost center.
<b>Licensing</b>	
Cost Per User?	Is there a cost for each user?
# Concurrent Users	What is the number of concurrent users permitted under the agreement?
# Licensed Users	What is the number of licensed users permitted under the agreement?
<b>SERVICE LEVEL AGREEMENTS (SLA'S)</b>	
Category	There are two types of SLA's: 1) between the vendor and IT and 2) between IT and the customer.
Hours of Availability	Enter the Primary hours that the application will be utilized. I.E. 8am – 5pm EDT.
Maintenance Window	Enter the time period and duration of time that the application can be shut down to have maintenance installed i.e., 3rd Sunday of each month for 6 hours. 6am to noon EDT.
Expected Contracted Response	Enter the contracted time frame that the vendor should respond to problems I.E. Phone response in 2 hours, Onsite response in 4 hours.
Comments	Enter any comments that are pertinent to the SLA's.
<b>SYSTEM DEPENDENCIES AND INTERFACES</b>	
Data Feed Name	Enter the name of the data feed that is pushed or pulled.
Pull/Push	Specify whether the interface pulls data or pushes data as well as the name of the application that this is dependant on.
Frequency	Describe the frequency of the interaction.
Purpose	Specify the business purpose of this interaction.
<b>EMERGENCY FAILOVER PROCEDURES</b>	
Failover Procedures	Specify the link to the failover procedures.
Disaster Recovery Exercise Link	Specify the link to the Disaster Recovery exercise procedures.
<b>APPLICATION CONFIGURATION FILES, INSTALLATION AND TROUBLESHOOTING</b>	



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Application File Path	Specify the path for the production version of the application.		
<b>Configuration Files and Settings</b>			
File Name	Path	Settings	
Enter file name	Enter file path	Describe file purpose and settings.	
<b>Configuration Documentation</b>			
File Name	Specify the file name for the vendor-provided or COMPANY document.		
Location	Specify the path or a link to where the vendor-provided or COMPANY document will be found.		
<b>Installation Instructions</b>			
Installation Guide Name	Specify the file name that is the vendor-provided or COMPANY document		
Installation Guide Path/Location	Specify the path or a link to where the vendor-provided or COMPANY document will be found.		
<b>Application Monitoring and Exception Handling</b>			
Location of Exception Handling Messages Standard	Specify the file name for the vendor-provided or COMPANY document		
Exception Handling Messages Detail Sent to Windows Event Viewer	Specify if any exception messages are sent to the Windows event viewer, and provide message detail		
Other Application Monitoring Implemented	Detail any application monitoring that has been implemented		
<b>Application Troubleshooting Procedures</b>			
Error Message or Problem Description	Describe any error message or know problems that may occur		
Steps to Resolve Problem	Describe all steps that are required to resolve the above problem		
<b>APPLICATION ACCESS</b>			
Is CITRIX inherently supported?	Check either the Yes or No checkbox.		
Application Architecture	Check the appropriate checkbox.		
CITRIX Special Security Requirements	Check the appropriate checkbox.		
CITRIX/Desktop Client	Check the appropriate checkbox.		
What are the Resource	RAM Provide application	CPU Provide application	DISK USAGE Provide application





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Requirements?	requirements.	requirements.	requirements.
Java Required?	Check either the Yes or No checkbox and specify the version of Java that is required.		
Profile	Check whether a profile or network shares are required.		
Registry Permissions	Are special registry permissions needed?		
Registry Modifications	Does the application need custom registry edits?		
# Concurrent Users	Provide the expected number of concurrent users for the application.		
# Named Users	Provide the total number of named users.		
# Peak Users	Provide the expected number of peak users.		
<b>CLIENT CONFIGURATION FILES, INSTALLATION AND TROUBLESHOOTING</b>			
Configuration Files and Settings			
File Name	Path	Settings	
Enter file name.	Enter the File Path.	Describe file Purpose and settings.	
Configuration Files and Settings			
File Name	Path	Settings	
Enter file name.	Enter the File Path.	Describe file Purpose and settings.	
Installation Instructions			
Installation Guide Name	Specify the file name for the vendor-provided or COMPANY document.		
Installation Guide Path/Location	Specify the path or a link to where the vendor-provided or COMPANY document will be found.		
Client Monitoring and Exception Handling			
Location of Exception Handling Messages Standard	Specify the path or a link to where the vendor-provided or COMPANY document will be found.		
Exception Handling Messages Detail Sent to Windows Event Viewer	Specify the path or a link to where the vendor-provided or COMPANY document will be found.		
Other Application Monitoring Implemented	Describe any additional monitoring that may be implemented.		
Client Troubleshooting Procedures			
Error Message or Problem Description	Describe any error message or know problems that may occur.		
Steps to Resolve Problem	Describe all steps that are required to resolve the above problem.		
System Administrator's Maintenance Procedures			



Document Name	Specify the document / file name.
Sys Admin Guide Path/Location	Specify the file path and location.
<b>System-Wide Troubleshooting Procedures</b>	
Error Message or Problem Description	Describe the error message that may be displayed.
Steps to Resolve Problem	Provide detailed instructions to resolve the error.
<b>Job Monitoring</b>	
Event	Define the type of event.
Management Tool	Describe the tool that is utilized to monitor the Job.
Trigger	Specify the condition that will cause an event to be triggered.
Event Severity	Enter the severity ranging from the most severe (red) to the least severe (magenta).
Who is alerted?	Enter the Name(s) of individuals whom should be notified of the event.
<b>NetIQ Job Monitoring</b>	
Do you need to monitor any log files or entries in the Windows NT Event Log?	Check either the Yes or No checkbox.
If so, for what entry?	Describe what condition/message you are monitoring.
Do you need to monitor any services or processes?	Check either the Yes or No checkbox. – Provide details.
If so should they be automatically restarted on failure?	Check either the Yes or No checkbox. – Provide details.
Do you need to run or monitor any batch files?	Check either the Yes or No checkbox. – Provide details.
Do you need to monitor any additional components on the server?	Check either the Yes or No checkbox. – Provide details.
To what e-mail distribution list(s) should NetIQ alerts be sent?	Enter up to eight (8) group names or individual e-mail accounts.



JOB/INTEGRATION	
Job Name	What is the name of the Job.
Job ID	What is the Job ID?
Description	Provide a description of the job.
Integration Type	Specify the integration type ( Application, Batch, Component, DTS Package, Not Assigned, Service, SSIS package, Stored Procedure.
Location	Specify the location of the job that executed the integration.
Input	What is the input to the integration ( and where does it come from )?
Output	What is the output of the integration ( and where is it stored )?
Usage Description	How is this job utilized?
Job Failure Notification	Who gets notified if this fails?
Application Integration Job	Specify the application with which this process is integrated.
Scheduling	
Start Time	Specify when the process should start.
End Time	Specify when the process should end.
Schedule/Frequency	Specify the frequency that this process runs.
Daily Schedule	Specify the day(s) of the week should this run.
Reoccurrence	Specify the re-occurrence of this job ( daily, weekly, Monthly, etc ).
Troubleshooting Procedures	
Error Message or Problem Description	Specify the error message that may be received.
Steps to Resolve Problem	Specify the detailed steps to resolve the problem.



**INSTRUCTIONS FOR COMPLETING  
SECTION 5 – INFRASTRUCTURE**

Field	Instructions
Server 1 Profile (copy and repeat the entire block for each server)	
Server Name	Specify the name of the server.
Physical/Virtual	Check Physical or Virtual.
Hardware Profile	
Server Usage	Check the appropriate box indicate the server usage ( Production, test, etc. ).
Server Function	Check the appropriate box indicate the server function ( Application, Database, etc)
IP Address	Specify the server IP address.
Model	Specify the server vendor and Model.
Serial Number	Specify the server serial number.
RAM Memory	Specify the amount of Ram on the server.
ROM Version	Specify the ROM version.
Purchase Date	Specify the purchase date.
Number of U's Required in Cabinet	Specify the number of U's that are required for the server.
Rack #	Specify the rack number that houses the server.
Location	Check the appropriate checkbox or enter an alternate location.
Plant Location	If the server is located at a plant offsite location, enter the site.
Processors	
Number of Processors	Specify the number of processors in the server.
Processor Type	Specify the processors types for this server.
Processor Speed	Specify the processor speed.
Operating System Profile	
Operating System	Check the appropriate checkbox.
Version	Enter the operating system version number, such as Microsoft Windows XP, version 2002 Service Pack 2.
Disk Configuration	
Logical Drive	Enter the logical drive letter.
Category	Enter additional categories as necessary.
Volume Name	Enter the Volume name assigned.
Size	Enter the size in GBs.
RAID Level	Enter the RAID level, such as 0, 1, 5, etc.
Location	Enter whether the location is internal or external.



Backup Configuration	
Directory/File Name	Specify the Directory and file name to be backed up
Frequency	Check the appropriate checkbox or enter the frequency.
Business Continuance Files	
Directory/File Name	Specify the directory and file name to be replicated to the Disaster Recovery server.
Frequency	Enter the frequency.
Other Equipment	
Name	Specify the name for any peripheral equipment attached to the server ( i.e. MAS ).
Description and Purpose	Provide a description and purpose of the peripheral.
Procedures	
Reboot Procedures	Provide detailed reboot instructions, or the file name and path that includes this documentation.



INSTRUCTIONS FOR COMPLETING  
SECTION 6 – SECURITY AND AUDIT

Field	Instructions
Identify users, groups or departments who have access to the development environment	Specify the users, groups, or departments that have access to the development environment's
Identify users, groups or departments who have access to the test environment	Specify the users, groups, or departments that have access to the test environment.
Identify users, groups or departments who have access to the production environment	Specify the users, groups, or departments that have access to the production environment.
Identify the Security Admin users, groups or departments who have access	Specify the users, groups, or departments that administrate the security on the application.
Identify the Application Admin users, groups or departments who have access	Specify the users, groups, or departments that administrate the application.
Active Directory authentication	Is Active Directory utilized to authenticate the application users? Check the appropriate checkbox