

Documentation Policy

Purpose and Scope

- The purpose of this policy is to define
 - The critical systems, both hardware and software, for which documentation is required
 - The type of documentation that is required;
 - The amount of documentation that is required;
 - The level of documentation that is required;
 - The form in which the documentation will be stored;
 - The frequency with which the documentation will be updated; and
 - The location in which the documentation will be stored.
- This policy applies to all IT personnel who are responsible for critical systems

Policy

- All systems required to maintain the Information Technology (IT) Service Level Agreement are “critical.”
 - Documentation will be required for all critical systems.
 - We also will document other systems as deemed necessary
- Documentation will consist of the following:
 - Hardware and software licenses
 - Vendor contact information
 - Software media
 - Hardware and software configuration information
 - Network and server connectivity diagrams
- The amount of documentation will be sufficient to restore the systems in case of a failure.
- The level of documentation will be sufficient to allow another professional, who has experience comparable to the corresponding Wofford IT staff member, to restore the system.
- Documentation generally will be stored in electronic form, either on CD or DVD media.
- All documentation will be updated at least once a year.
 - Although some documentation may be updated more frequently, all updates must be made each year by August 31.
- All documentation will be stored in a locked storage box in the media safe located in the Roger Milliken Science Center.

Responsibilities

- Active Directory and Exchange
Ron Wood, 597-4273
Matt Fisher, 597-4274
- Antivirus and antispyware appliances
Matt Fisher, 597-4274
- Banner-related servers and software
Reba Epton, 597-4270
Bryan Blackwell, 597-4272
Matt Fisher, 597-4274
- Backup
Brian Rawlinson, 597-4547
- Data Centers
Chris Myers, 597-4279
- Desktop and laptop computers
Brian Rawlinson, 597-4547
- Classroom technology
Bart Casey, 597-4295
- Network hardware and software
Brian Rawlinson, 597-4547
- Telephone system
Chris Myers, 597-4279
- Virtual servers
Matt Fisher, 597-4274
- VPN
Bart Casey, 597-4295
- Windows servers
Ron Wood, 597-4273
Matt Fisher, 597-4274
- Wireless
Bart Casey, 597-4295
Brian Rawlinson, 597-4547