Documentation Policy

Purpose and Scope
• The purpose of this policy is to define
  o The critical systems, both hardware and software, for which documentation is required
  o The type of documentation that is required;
  o The amount of documentation that is required;
  o The level of documentation that is required;
  o The form in which the documentation will be stored;
  o The frequency with which the documentation will be updated; and
  o 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.”
  o Documentation will be required for all critical systems.
  o We also will document other systems as deemed necessary
• Documentation will consist of the following:
  o Hardware and software licenses
  o Vendor contact information
  o Software media
  o Hardware and software configuration information
  o 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.
  o 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 antispam appliances  
  Matt Fisher, 597-4274

- Banner-related servers and software  
  Reba Epton, 597-4270
  Bryan Blackwell, 597-4272

- Backup  
  Matt Fisher, 597-4274

- Data Centers  
  Brian Rawlinson, 597-4547

- Desktop and laptop computers  
  Chris Myers, 597-4279

- Classroom technology  
  Brian Rawlinson, 597-4547

- Network hardware and software  
  Bart Casey, 597-4295
  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
  Bart Casey, 597-4295
  Brian Rawlinson, 597-4547

- Wireless