

Systems Administration Service

What is included in SysAdmin Service:

- Gather requirements from application owners in order to provide server architecture. Requirements include:
 - CPU requirements
 - Memory requirements
 - Storage requirements
 - Network requirements
 - Backup requirements
 - Redundancy requirements
 - Load Balancing requirements
 - Monitoring requirements
- Provide server and VM quotes for project budgeting.
- Ordering hardware if necessary. (The preferred platform is virtualization.)
- Server hardware installation & support:
 - Request power (if needed).
 - Work with datacenter resources for floor space (if needed).
 - Work with hardware vendor as needed.
- Hardware firmware updates.
- Server OS installation & support
- Server OS maintenance and patching.
- OS tuning.
- Server Security:
 - Turn off any unneeded services/processes. (E.g. FTP, Telnet)
 - Run Nessus scans on servers before deploying to application owners and users.
 - Configure local firewalls.
- Install/configure/monitor system backups.
(This excludes database backups, which is the responsibility of the DBA.)
- Performs file restores.
(This excludes database restores, which is the responsibility of the DBA.)
- Server Monitoring – Up/Down/CPU Utilization/Memory Utilization/space/etc...
- Server related network setup/issues.
The systems team will work with the network engineers to initially setup server connectivity and also to work on connectivity issues as they relate to the server itself. If the application owner or user is experiencing network connectivity issues not related to the server, this should be reported to the Call Center so that proper triage can begin to determine if the issue is localized to the workstation, LAN or somewhere else.
- Work with the Storage team to acquire needed resources.
- Setup of User Accounts/Permissions
- Will serve as escalation if needed to assist the application owner in problem determination if problem may be hardware or OS related.

What is not included in SysAdmin Service:

- Installation of application software.
- Configuration of application, including web.
- Support of application
- First line of support for all application issues.
- Work with vendor to resolve any application issues. We will assist the application owner if escalated privileges are necessary.
- File transfers.
- Writing/supporting all application scripts
- Writing/supporting all application startup/shutdown scripts