



<b>Relevant UTas Ordinance and/or Rule Reference No.</b>	<i>None.</i>
<b>Commencement Date</b>	<i>05/12/2005.</i>
<b>Review Date</b>	<i>06/12/2008.</i>

## Policy Statement

### 1 Intent

This policy is designed to ensure that all systems maintained and operated by Information Technology Resources (ITR), are comprehensively and accurately documented and that this information is readily available to staff as and when it is required.

### 2 Scope

This policy applies to ITR Management and staff identified as System Owners.

### 3 Objective(s)

The objective of this policy is to ensure that all systems maintained and operated by IT Resources are properly documented. The effective implementation of this policy will provide significant efficiencies in undertaking system administration, maintenance and development work and will reduce IT Resources' exposure to considerable and extensive risks associated with undocumented systems.

### 4 Definitions and Acronyms

*System* A formally identified set of automated and manual resources, procedures and tasks that are organised and deployed to accomplish a specific function.

*System Owner* IT Resources staff member formally identified as responsible for the management and maintenance of a system by IT Resources Management.

### 5 Policy Owner

This policy is owned by the Director, Information Technology Resources.

## 6 Policy Provisions

- 6.1 A separate record of each system must be established on the IT Resources Knowledge Base.
- 6.2 Each record must contain, provide links to, or identify the location of all information specified as required under Schedule 1 to this Policy.
- 6.3 Each record must be maintained by the System Owner and must accurately represent the current status and configuration of the documented system.
- 6.4 All system documentation will be subject to the annual review and approval of the appropriate manager.
- 6.5 Changes to Schedule 1 of this Policy may only be approved by the Director, IT Resources.

## 7 Supporting/Related Documents

- ITR Technical Writing Standard.
- Knowledge Base System Detail Template.

## 8 Policy Effectiveness

The effectiveness of this policy will be established by determining the number of systems with limited or inadequate documentation at the time this policy is implemented. Over time the number of inadequately documented systems will decrease.

## Responsibilities

<b>Implementation</b>	The Director, Information Technology Resources; IT Resources Management Group.
<b>Compliance</b>	All IT Resources Technical Staff.
<b>Evaluation and Development</b>	The Director, Information Technology Resources; IT Resources Management Group; and IT Resources Communications and Policy Officer.
<b>Interpretation and Advice</b>	IT Resources Management Group; IT Resources Communications and Policy Officer.

## Policy History

<b>Policy Name and Number.</b>	<i>ITR System Documentation Policy - ITR05101.1</i>
<b>Policy Status</b>	<b>Approved</b>
<b>Date</b>	<i>02/12/2005</i>
<b>Approving Authority</b>	<b>Director, Information Technology Resources.</b>

## **Schedule 1 – Required System Documentation**

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The following information must be recorded for every system maintained and operated by IT Resources:

1. System Overview
  - a. What the system accomplishes or provides;
  - b. Who commissioned the system;
  - c. Who are the primary users of the system;
  - d. How has the system developed over time; and
  - e. Impacts on the organisation should the system fail.
  
2. Incident Management
  - a. How issues are logged;
  - b. The person/s responsible for monitoring issues;
  - c. The person/s responsible for reporting issues; and
  - d. How issue severities are determined and assigned.
  
3. Skills Required
  - a. The hard and soft skills required to support the system; and
  - b. Recommended certifications.
  
4. Tools Required
  - a. Software required to support the system;
  - b. The location of media relating to the system;
  - c. The system's install processes, keys, registration requirements, etc;
  - d. All system requirements (OS, patches, etc);
  - e. All hardware required to support the system (including spares);
  - f. Where the hardware is located; and
  - g. What procedures (if any) are required to use the hardware.
  
5. Regular procedures / activities
  - a. All regular scheduled activities (daily, weekly, fortnightly, etc);
  - b. The purpose of each scheduled activity;
  - c. A procedure detailing how each scheduled activity is accomplished;
  - d. The outputs of each scheduled activity;
  - e. The staff involved in carrying out scheduled activities; and
  - f. Dependencies and other systems on which scheduled activities rely.
  
6. Move to live procedures
  - a. Details of separate development, test, development and production environments (if applicable).
  - b. How changes or upgrades are tested; and

- c. How changes are progressed from development to test and from test to production.
7. Other documentation
- a. Where supporting documentation is stored;
  - b. Who has access to the documentation; and
  - c. How this supporting documentation is maintained.
8. Tips & Tricks
- a. Details of actions or settings that make the system more stable;
  - b. Configuration settings that improve system performance;
  - c. Information detailing undocumented features;
  - d. Reporting; and
  - e. General support information.

This Schedule has been approved by the Director, IT Resources and replaces all previously approved versions of this Schedule.

<b>Policy / Schedule</b>	<i>ITR System Documentation Policy - ITR05101/ 1</i>
<b>Date Approved</b>	<i>05/12/2005</i>
<b>Approving Authority</b>	<b>Director, Information Technology Resources.</b>