



**Hostname**  
**System Configuration**  
Documentation

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## Introduction

[\*Gary Neshanian\*](#) is a Computer and Web Consultant, who has been working in the computer industry, since before graduating from the California State University at Long Beach, in 1985. He has done his independent work through his [\*Nish Consulting\*](#).

## Purpose

He has authored and evolved [this document](#) during many years of enterprise analysis, configurations, installations, operations and management of computer systems/networks. It is based on his [\*experience\*](#) from both private LAN/Intranet and public WAN/Internet environments.

## Scope

This is intended as a **boilerplate/template** for a computer host/system configuration, installation, operation, maintenance and service log document. It is intended as a starting point that can be used anywhere from system/enterprise analysis and planning to post installation/inventory documentation.

## Conventions

Used in this document: [Fill-in] values are used to prompt you for information that will be linked to other places in the document. **Bold** to highlight a particular word or statement. *Italic* to highlight a particular phrase. *Gray* words have been used for linked values that you shouldn't have to modify.

## Sections

<i>Introduction</i>	purpose, scope and conventions of this document
<i>Table of Contents</i>	listed by section and page
<i>Table of Diagrams</i>	listed by page
<i>1 System</i>	specifications and contact information
<i>2 Hardware</i>	processing, resources, peripherals and racks
<i>3 Software</i>	operating systems and configurations
<i>4 Network</i>	network diagram and file listings
<i>5 Services</i>	application services and systems
<i>6 Site</i>	documentation and specifications
<i>Appendix A –</i>	<i>Statement Of Work</i>
<i><b>Error! Reference source not found.</b></i>	<i>Service Level Agreement</i>
<i>Appendix B –</i>	<i>Standard Operating Procedures</i>
<i>Appendix C –</i>	<i>Service Log</i>
<i>Appendix D –</i>	<i>Reference</i>
<i>Index/Glossary</i>	<i>Terms sorted alphabetically</i>
<i>Notes</i>	

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# 1 System

## 1.1 Hostname

Host

## 1.2 Model

Model

## 1.3 Manufacturer

[Sun | IBM | HP | DG | Compaq | HP]

## 1.4 Vendor

Company:

Sales Representative:

SR Phone:

Sales Engineer:

SE Phone:

## 1.5 Systems Manager

Name:

SM Phone:

SM Pager:

## 1.6 Webmaster

Name:

WM Phone:

WM Pager:

## 1.7 Operator(s)

Name(s):

OP Phone Number:

OP Pager Number:

## 1.8 Service Organization

Contract Number:

Service Level Agreement:

Service Representative:

Field Technician(s):

Service Phone:

Emergency Phone:

## 1.9 Installation

Date:

Technician:

Configuration/Format specifications:

Hardware installation:

Software Installation:

Online/Live date:

Statement of Work (*Appendix A*)

Project Plan (*Appendix B*)

Service Level Agreement (*Appendix C*)

Maintenance-Service (*Appendix E*)

## 2 Hardware

### 2.1 Central Processing Unit (CPU)

[Sparc | RS6000 | Intel | Pentium], Speed MHZ, # Processor(s)

### 2.2 Memory

RAM MB Random Access Memory (RAM)

Cache MB Cache

### 2.3 Disk Array

System Disk GB System Disk

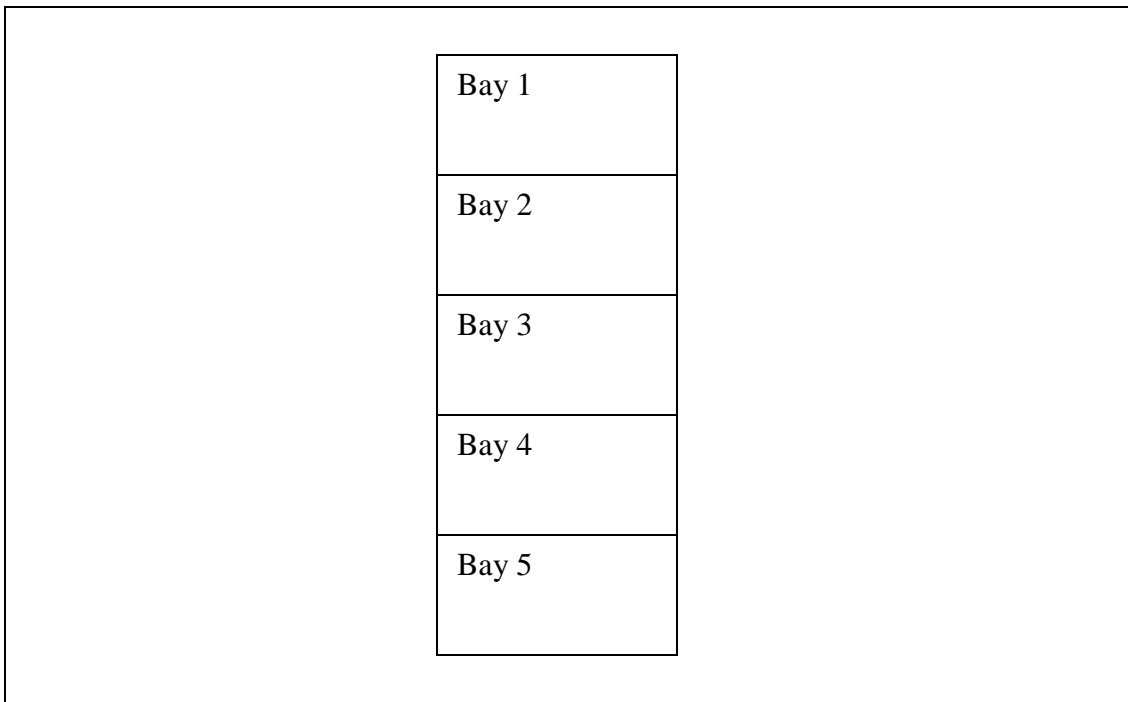
Data Disk GB Data Disk

### 2.4 Storage Device(s)

Tape GB Tape

Cartridge GB Cartridge

## 2.5 Rack



Rack Diagram

### 2.5.1 Bays

- 1
- 2
- 3
- 4
- 5

## 3 Software

### 3.1 Operating System (OS)

[Unix | DOS | NT], [95 | 98 | 2000 | NT | Solaris | AIX | UX]

### 3.2 Graphical User Interface (GUI)

[X-Windows | Microsoft Windows]

### 3.3 File System Management

[UFS | DOS | FAT32 | NT]

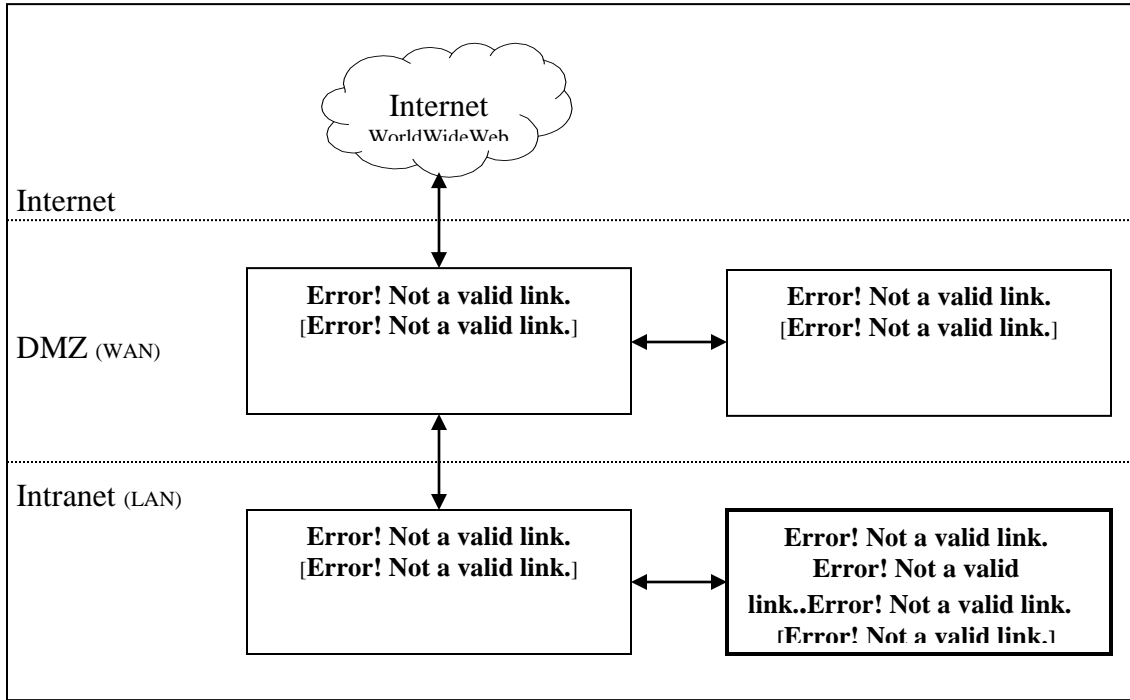
#### 3.3.1 Partition Table(s)

Solaris System/Data Partitions (# GB):

#	Size(MB)	Tag	Path	Mount point	Description
0		root	\ (root)		
1		swap			
2	-	(all)	-	-	
3					
4					
5					
6					
7					
Σ					

Partition Table(s)

# 4 Network



Network Diagram

## 4.1 Interface

Hostname hostname  
Domain domain.org  
IP address 127.0.0.1  
Sub-net mask 255.255.255.0  
Name Server (DNS/WINS) 127.0.0.0  
Default Gateway 127.0.0.0

## 4.2 Files

### 4.2.1 hosts

**Error! Not a valid link.** **Error! Not a valid link.** alias(s)

### 4.2.2 defaultrouter

domainname **Error! Not a valid link.**

server host.com

### 4.2.3 nsswitch.conf

hosts dns file

### 4.2.4 resolv.conf

127.0.0.1

## 4.3 Local Area Network (LAN)

### 4.3.1 Router

default\_gateway, 127.0.0.25

## 4.4 Wide Area Network (WAN)

### 4.4.1 Firewall

firewall, 127.0.0.99

### 4.4.2 Demilitarized Zone (DMZ)

web, 127.0.0.27

## 4.5 Domain (Corporate)

## 5 Services

### 5.1 Application

#### 5.1.1 Database

[Oracle | Sybase | SQL Server]

#### 5.1.2 Transaction Processing

[eCommerce | Credit Card Processing]

### 5.2 Network

#### 5.2.1 Web

[Apache | Netscape | IIS]

#### 5.2.2 HTTP

Port: 80

#### 5.2.3 HTTPS

Port:

#### 5.2.4 FTP

Port: 21

#### 5.2.5 Telnet

Port: 23



## 6 Site

### 6.1 History

### 6.2 Map

Site Map

### 6.3 Overview

#### 6.3.1 Index.html

#### 6.3.2 Frames

#### 6.3.3 Pages

### 6.4 Organization

#### 6.4.1 Files

#### 6.4.2 Folders

## Appendix A – Statement Of Work

### 1 Introduction

#### 1.1 Background

#### 1.2 Scope

#### 1.3 Objectives

### 2 Requirements

#### 2.1 Work Breakdown Structure (WBS)

#### 2.2 Deliverables

#### 2.3 Schedule

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### 3 Costs

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#### 5.1 Assumptions/Exclusions

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## 6 Applicable Documents, Abbreviations/Acronyms

### 6.1 Applicable Documents

### 6.2 Abbreviations/Acronyms

## 7 Appendices

## Appendix B – Service Level Agreement

### 1 Purpose

This agreement is between Information Systems and Business Application. This document outlines the service level roles, responsibilities, and objectives of Information Systems and Business Application in support of Business Application.

### 2 Scope of services

Day-to-day operations and maintenance.

#### 2.1 Systems Operations Access

Data processing environment.

#### 2.2 Backups

Regular application and data backups.

#### 2.3 Restores

Data recovery, when required.

#### 2.4 Infrastructure

Local and wide area networks.

#### 2.5 First Level Application Support

existing applications.

#### 2.6 Consulting Support

Expertise to consult on needs.

#### 2.7 Desktop Support

Software applications, installation and support.

### 3 Performance objectives

### 4 Availability schedule

Application Monday Tuesday Wednesday Thursday Friday Saturday Sunday

### 5 Maintenance schedules

Standard: Noon Sunday to 4 A.M. Monday (proposed)

As scheduled and agreed in advance with affected business units

## 6 Service schedules

Contact Application Monday Tuesday Wednesday Thursday Friday Saturday Sunday

## 7 Terms of agreement

The signatures of this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of Information Systems to meet the system needs of Business Unit as they relate to the Business Application.

This document is controlled by Department Manager of Information Systems and Business Manager, of Business Unit. Any modifications to this agreement require the review and approval of both parties. Inputs relative to the content or distribution of this document should be forwarded to the director of Information Systems.

This document will remain in effect until replaced with an updated version. It will be reviewed annually for currency, accuracy, and completeness. The next review is scheduled for {Month}, {Day} 200 .

## 8 Approval

{Information Systems Name}

Signature

Date

{Business Unit Name}

Signature

Date

## Appendix C – Standard Operating Procedures

Procedures for daily operations, emergency response and contact information should be inserted here. Responsible personnel for what days of the week, time of day with their phone numbers, pager numbers and any other information need to contact them. Also any outside vendors, their contract numbers and phone numbers needed to support this system.

*Always enter emergency calls in the Service Log (Appendix A).*

Responsible Manager:

Days of week:

Time of day:

Phone:

Pager:

Service Vendor:

Contract Number:

Service Level:

Response Time:

Phone:

### Appendix D – Service Log

<b>Date</b>	<b>Task (including: downtime, dependencies, impact...)</b>	<b>Done</b>	<b>Technician</b>	<b>Notes</b>

Service Log

## Appendix E – Reference

Copies of vendor needs analysis, sales configurations, purchase orders, and maintenance contracts should all be inserted here.

Instructions and locations of all hardware, software and application documentation should be inserted here.



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### Webmaster, 1

- Pager, 1
- Phone, 1

HOSTNAME

NOTES

## Notes