

ITS ITEMS THAT SHOULD BE DOCUMENTED

Internet Service Provider

Who is it/account #/contact name/phone #/account username/password/IP addresses.

Website Information

Name of domain/host information/DNS/name registration/username/password.

Email

Host/domain[s]/server address/username/password.

Firewall

Configuration [filters, port blocking, etc.]/username/password/any additional information [by-passing, mapping], where it physically is located.

Physical Site Information

Router, router passwords, service plans, who to call and where to go if there's a problem. If more than one, how are sites networked together?

Cut Sheet

What is connected to what throughout your network and how.

Servers

Names, functions, IP addresses, licensing, username, passwords, software installed, licensing information, warranty information, network printers as appropriate.

Back-Ups

How to/schedule/how to retrieve/what data is backed up/what data is not backed up.

Data Storage Structure

What data is stored where and how is it organized. Also – cheat sheets for basic, likely-to-be-repeated tasks (particularly those relating to business operation software [fiscal, HR, purchasing, etc.]

Software

Keycodes/licensing/locations/functions.

Workstations

How deployed/guidelines/software included and left out/licensing/attached peripherals/specs/OS.

Workstation Tasks

Installation/maintenance/work done/schedule of processes/work order tracking.

Administrative Tasks

Anti-virus scans/maintenance/account management [creation and deletion]/email and spam management/non-standard software installation and tracking.

Vendors

Who/what/contact info/services provided/services not provided/contract status [end date].

Licensing

Server licensing, CAL, OS licensing, standard software licensing, licensing for non-standard software. How is licensing tracked?