

## **Servers**

- RAID 1 (mirroring), 0+1 (striping and mirroring) or 5 (parity) on all disks in all servers
- Bare-metal restore CD or tape create semi-annually and tested
- Backups created nightly and tested semi-annually
- Dual power supplies
- All servers connected to UPSes
- UPSes tested semi-annually
- Spare server or same-day replacement available
- Hardware under warranty
- Two support vendors available and capable
- New purchases made heading toward a single platform
- Monitoring software installed and configured to notify admin
- Dual NICs configured for failover

## **Networking**

- Spare switches, firewalls, routers, modems or same-day replacement available
- All configuration settings documented or saved to disk
- Bare-metal reconfig tested semi-annually
- Backup route to the Internet available and routable
- Hardware under warranty

## **Backups**

- Tapes rotated daily, weekly, monthly with archives (Tower of Hanoi)
- Tapes stored offsite with same-day return if needed
- Tape incept date and write life recorded and limited to manufacturer specs
- Backups tested after each script/software change and full test semi-annually on different hardware

## **Testing machine**

- Same hardware platform as primary servers
- Same OS level and software as primary servers
- Bare metal restore tested semi-annually
- Used for testing recovery and support procedures; regularly erased and restored

## **Planned downtime**

- Semi-annual 2-3 days planned and communicated to user community
- OS and software patches tested on test machine prior to planned downtime
- Full backup of primary system performed and test restored prior to maintenance
- Maintenance scripted
- Rollback scripted
- Rollback conditions or time planned
- Alternate date for cancelled or postponed maintenance

***Data center***

- Contact list posted and staff trained
- Escalation and shift sheet posted
- Environmental monitor connected to monitoring software
- Servers connected to monitoring software
- UPSes connected to monitoring software
- Support site available offsite and staff trained
- System log maintained off site
- Architecture plan for all components
- All install media and license data for all server components centralized

<b>Server name</b>	_____
<b>Brand and model</b>	_____
<b>Serial number, service or asset tag</b>	_____
<b>IP Address</b>	_____
<b>Function(s)</b>	_____
<b>Operating system and revision level</b>	_____
<b>Number and type of physical disks</b>	_____
<b>RAID level</b>	_____
<b>Tape drive type, vendor and model</b>	_____
<b>Warranty expires</b>	_____
<b>Support vendor</b>	_____
<b>Support terms</b>	_____
<b>Testing server name</b>	_____
<b>Next planned maintenance date</b>	_____
<b>Changes planned</b>	_____
<b>Next planned maintenance date</b>	_____
<b>Changes planned</b>	_____
<b>Tape test restore date</b>	_____
<b>Results</b>	_____
<b>Tape test restore date</b>	_____
<b>Results</b>	_____
<b>Tape test restore date</b>	_____
<b>Results</b>	_____
<b>Tape test restore date</b>	_____
<b>Results</b>	_____
<b>Bare metal restore test date</b>	_____
<b>Results</b>	_____
<b>Bare metal restore test date</b>	_____
<b>Results</b>	_____

## Example

<b>Server name</b>	WINSTON
<b>Brand and model</b>	Dell PowerEdge 2950
<b>Serial number, service or asset tag</b>	EFX6789
<b>IP Address</b>	10.7.2.34
<b>Function(s)</b>	Production Progress DB server
<b>Operating system and revision level</b>	RedHat Linux 4
<b>Number and type of physical disks</b>	6 SCSI
<b>RAID level</b>	0+1
<b>Tape drive type, vendor and model</b>	VXA-2, Exabyte, 12345
<b>Warranty expires</b>	9/12/2008
<b>Support vendor</b>	Dell
<b>Support terms</b>	Same business day, 4 HR, 7 days/week
<b>Testing server name</b>	ROMMELL
<b>Next planned maintenance date</b>	11/20/2006
<b>Changes planned</b>	Apply all RH4 service packs as of 10/15/2006
<b>Next planned maintenance date</b>	5/14/2007
<b>Changes planned</b>	Apply all RH4 service packs as of 4/14/2007 Upgrade to Progress 10.1B
<b>Tape test restore date</b>	2/1/2006
<b>Results</b>	Good
<b>Tape test restore date</b>	6/4/2006
<b>Results</b>	Had to tweak compression settings
<b>Tape test restore date</b>	9/3/2006
<b>Results</b>	Good
<b>Tape test restore date</b>	12/1/2006
<b>Results</b>	(planned)
<b>Bare metal restore test date</b>	6/4/2006
<b>Results</b>	Good
<b>Bare metal restore test date</b>	12/1/2006
<b>Results</b>	(planned)