



# ICT Systems Documentation Procedure

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<b>Related Policy</b>	ICT Security Policy
<b>Responsible Officer</b>	ICT Security Manager
<b>Approved by</b>	Chief Information Officer
<b>Approved and commenced</b>	July, 2014
<b>Review by</b>	July, 2017
<b>Responsible Organisational Unit</b>	Information Technology Services

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## 1 Objective

This Procedure is designed to ensure that all systems maintained and operated by IT Services (ITS) are comprehensively and accurately documented and that this information is readily available to staff as and when it is required.

## 2 Scope

All ICT Services, Facilities and Infrastructure maintained and operated by IT Services; and covers all staff responsible for the development and management of ICT Services, Facilities and Infrastructure items.

## 3 Procedure

Step	Details	Responsibility
1.	The following information must be recorded for every system maintained and operated by IT Services:	ICT Officers

System Overview:

- What the system accomplishes or provides;
- Who commissioned the system;
- Who are the primary users of the system;
- How has the system developed over time; and
- Impacts on the organisation should the system fail.

Incident Management:

- How issues are logged;
- The person/s responsible for monitoring issues;
- The person/s responsible for reporting issues; and
- How issue severities are determined and assigned.

Skills Required:

- The hard and soft skills required to support the system; and
- Recommended certifications.

Tools Required:

- Software required to support the system;
- The location of media relating to the system;
- The system's install processes, keys, registration requirements, etc;
- All system requirements (OS, patches, etc);
- All hardware required to support the system (including spares);
- Where the hardware is located; and
- What procedures (if any) are required to use the hardware.

Regular Procedures / Activities:

- All regular scheduled activities (daily, weekly, fortnightly, etc);
- The purpose of each scheduled activity;
- A procedure detailing how each scheduled activity is accomplished;
- The outputs of each scheduled activity;
- The staff involved in carrying out scheduled activities; and
- Dependencies and other systems on which scheduled activities rely.

Move to Live Procedures:

- Details of separate development, test, development and production environments (if applicable);
- How changes or upgrades are tested; and
- How changes are progressed from development to test and from test to production.

Other Documentation:

- Where supporting documentation is stored;
- Who has access to the documentation; and
- How this supporting documentation is maintained.

Tips & Tricks:

- Details of actions or settings that make the system more stable;
  - Configuration settings that improve system performance;
  - Information detailing undocumented features;
  - Reporting; and
- General support information.

## 4 Definitions and Acronyms

**ICT** Information and Communication Technologies

**ICT Facilities** All computers, terminals, telephones, end host devices, licences, centrally managed data, computing laboratories, video conference rooms, and software owned or leased by the University.

<b>ICT Infrastructure</b>	All electronic communication devices, networks, data storage, hardware, and network connections to external resources such as AARNet and the Internet.
<b>ICT Officer</b>	The University of Tasmania staff authorised by a College, Faculty, Institute, School and/or Chief Information Officer to maintain and/or administer ICT Services, Facilities, Infrastructure, user level accounts and passwords.
<b>ICT Security Manager</b>	The ITS appointed representative responsible for ICT security.
<b>ICT Services</b>	All systems supporting interaction, information provision, information storage, or communications provision and the ICT Facilities on which they operate.
<b>ITS</b>	Information Technology Services
<b>University</b>	The University of Tasmania

## 5 Supporting Documentation

- ICT Security Policy
- ICT Services and Facilities Use Policy
- ICT Access Control Policy

## 6 Versioning

<b>Former Version</b>	ICT System Documentation Procedure 1.0, approved May, 2010; reviewed May, 2014.
<b>Current Version</b>	ICT System Documentation Procedure; minor amendments to update terms/references; approved by Responsible Officer, Chief Information Officer, August, 2014. Amended in December 2016 to incorporate Colleges.