

AIS Infrastructure Checklist

Application Name _____ **Date** _____

Infrastructure Tasks

- 1. Order or identify existing hardware and software necessary for the application testing, acceptance and production. This will include:
 - Server hardware (shared/new) _____
 - Server operating system _____
 - Application server software _____
 - Digital certificate Yes ____ No ____
 - Other security software as needed (i.e. Security Adapter) _____
 - Integration with monitoring software _____
 - Network port to backbone _____
 - IP address / DNS entry _____
 - ADSM Account _____
 - Environmental requirements (space, electrical, etc.).

 - Cybex console/keyboard control ports/cables _____

- 2. Implement an administrative account and unique password for the server. Document this administrative account and password in the server security list and store in safe area.

- 3. Implement server hardware, operating system software, application server software, web server, digital certificate and other security software.

- 4. Centrally manage installation media and software licenses for all server software and at least one media copy and software license for client software.

- 5. Connect server(s) to the network.

- 6. Implement monitoring software.

- 7. Establish weekly automated TSM backup of application server unless specified differently by the developer.

- 8. Establish mechanism for application developer to request updates to production server.

- 9. Integrate server with Cybex console controls.

- 10. Provide information on the following to the Application Developer: server hardware and software, ADSM backup schedule, monitoring information, location for all code and system documentation, port numbers, IP address/host name, mechanism for integrating production changes and schedule for applying production changes.

- 11. Provide information to AIS Support staff detailing the following:
 - Enterprise Server requirements
 - Any special operational procedures needed for the application.

InfrastructureTasks - Continued

- 12. Maintain a single Hot Spare server for emergency use.
- 13. Provide monitoring information including contact list and guidelines to AIS Support and Consulting and Support Services staff for use during and outside of, normal business hours.
- 14. Sign off on production turnover of web application.

Consulting and Support Services Tasks

- 1. Ensure that personnel are trained to provide first level support for all applications during normal business hours. This includes taking calls, recording problems and escalating those that cannot be solved on first level.
- 2. Monitor all applications supported by AIS during normal business hours.
- 3. Augment application FAQs and answers, as specific issues are uncovered.
- 4. Sign off on production turnover of web application.

AIS SupportTasks

- 1. Ensure that operators are trained to monitor identified applications outside of normal business hours and escalate problems identified as “critical” to third level contacts provided by the Application Developer.
- 2. Provide any database support needed for the web application.
- 3. Sign off on production turnover of web application.