

System Administrators Guidelines

Hours of Operation

From 8AM to 5PM Monday through Friday at least one member of the system administration staff should be available for assistance. The system administrators' supervisor should be notified of planned absences whenever possible. As a courtesy, the Branch Chiefs should be made aware of these absences as well.

Visitation Policy

Due to the severe staff shortage, the system administrators need to remain focused on their tasks as assigned by their supervisor. Problems and requests for assistance by MDL developers shall be conveyed via e-mail to the greatest extent possible. Requests for assistance with non-system administrative tasks or topics (e.g., programming problems or questions) may be declined at their discretion. (The mdl_developers listserver is the appropriate forum for these kinds of questions.)

When the staffing shortage is resolved, we expect to implement a limited open-door policy and these guidelines will be updated to reflect the new visitation rules.

Trouble Tickets

The System Administrators shall respond to requestors' messages indicating acknowledgment of the problem, and if appropriate, estimated turn around time and the trouble ticket tracking number. If requester has a problem with any aspect of the trouble ticket, they should inform their Branch Chief. The Branch Chiefs, if unable to resolve the situation themselves, then should inform the system administrators' supervisor. When the problem is resolved, the System Administrators shall inform the requester that the problem was fixed and the ticket closed.

System Changes

The System Administrators shall notify the users when performing any system maintenance that might affect users (e.g., moving filesystems/directory locations, machine re-boots). When applicable, an opportunity shall be provided for users to voice their concerns before the action is performed. The System Administrators shall notify the users when the maintenance effort is completed.

Briefings by system administrator(s) on future changes to the computer network and/or its components shall be done monthly at the MDL Staff meeting.

Training

System administrators should provide training sessions for new, important or misunderstood topics when circumstances and resources permit them.