Section 1 – Systems List and Controls (SLAC)

The Systems List and Controls (SLAC) database tracks System data, such as Server identification, backups, outages, audits, software, and hardware. SLAC operates with the use of Internet Explorer (IE) and is accessed by typing SLAC in the Address line and pressing <Enter> or clicking Go.

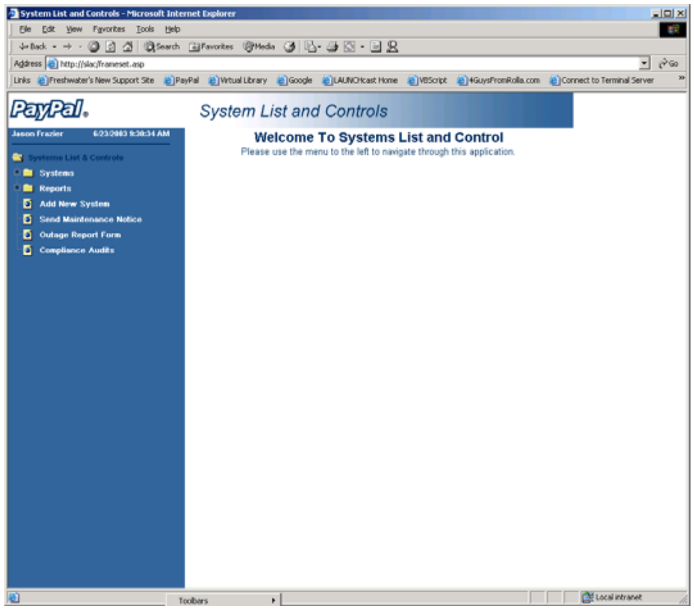
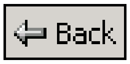
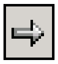


Figure 1-1. SLAC Welcome Screen

1.1 Buttons and Tabs

Review	Review tab displays information previously entered into the System.
New	New tab enters new information into the System.
Edit	Edit tab changes information previously entered into the System.
Change	Change tab requests a change to the System.
History	History tab displays a list of historical changes.
	Selection button makes a selection from a pre-determined dialog box.
?	Help button display a field help message.
Reset	Reset button clears the open dialog box.
Save	Save button saves the information in the open dialog box.

	Send button transmits the data to the selected recipients.
	Cancel button closes the open dialog box without saving changes.
	Back button returns you to the last screen that you viewed.
	Forward button takes you to the previously viewed screen accesses from the Back button.
	View button displays the data associated with the current selection.
	Print button prints the associated data with the current selection.

1.2 Navigation

Use the folder structure SLAC Navigation Bar to navigate to the desired dialog box. The folders display when you click the $\boxed{+}$ and are hidden when you click $\boxed{-}$. Refer to Figure 1-2. Navigation structure is distributed on a System basis in which each Server, Application, Procedure, Outage, Logs, and Schedules are a member of an entire System.

Systems – Entire parent folder that houses all Systems.

System – Group of interacting or related Servers that create a whole. The currently displayed System displays the font in blue. Refer to Section 1.3, Add New System, on page 1-3.

Server – Single computer or node located within the System.

For example:

System: FAX
Servers: Fax1
Fax2
Kofax1
Kofax2

Applications – Applications associated with the system that are critical to production tasks.

Procedures – Step-by-step Procedures associated with functions required by the System, such as how to reboot a Server.

Outages – Outages that have occurred on the System, such as when a Server crashes.

Logs – Historical data reports relating to the System, such as when an Application was upgraded.

Schedules – Scheduled events, such as maintenance, planned on the System.

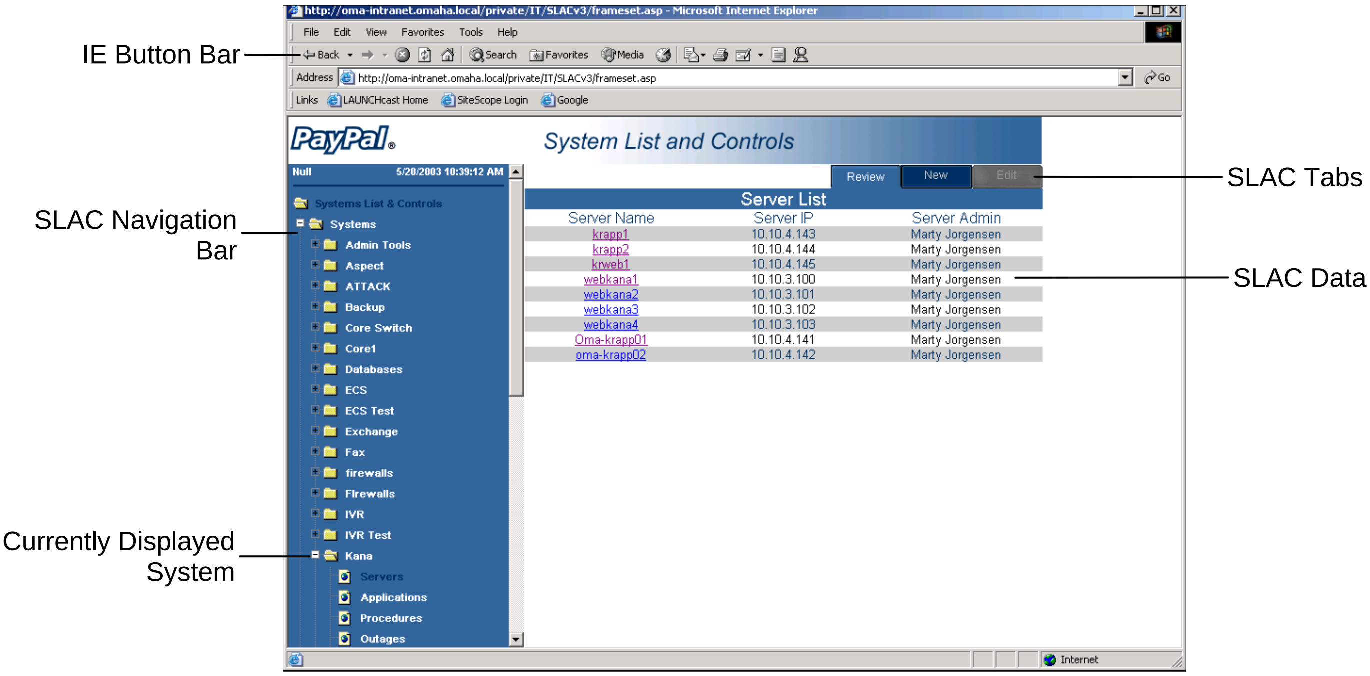


Figure 1-2. Navigation

1.3 Add New System

Click Add New System to add a new System within the SLAC Navigating Bar.

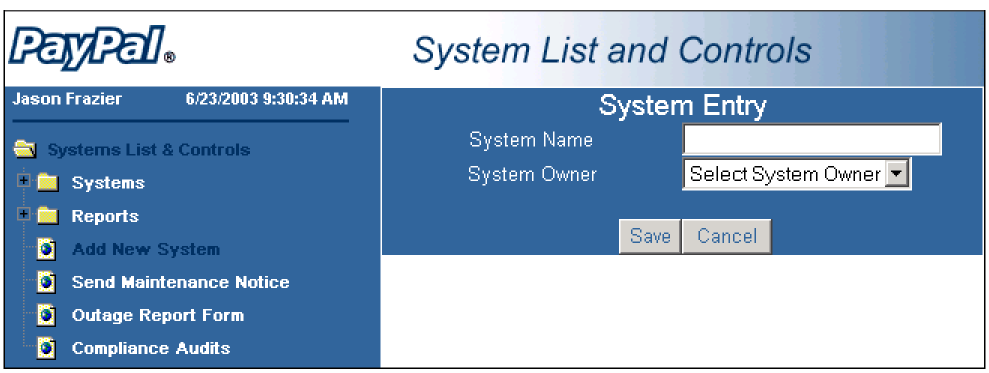


Figure 1-3. Add New System

System Name – Name of the System being entered.

System Owner – Person responsible for the System.

1.4 Servers

Click Systems > System Name > Servers and click the Review, New, or Edit tab to view, add, or alter the list of active Server groups associated with the System. Each Server associated with the System's Server group displays in the Server Name list.

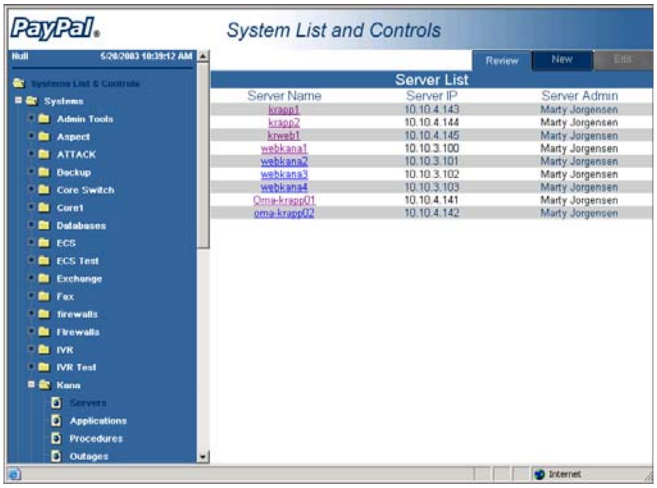


Figure 1-4. Servers List

Click on a Server Name, click the New tab, or click the Edit tab to view the Server Form detailing the Server's hardware configuration, capacity, and capability.

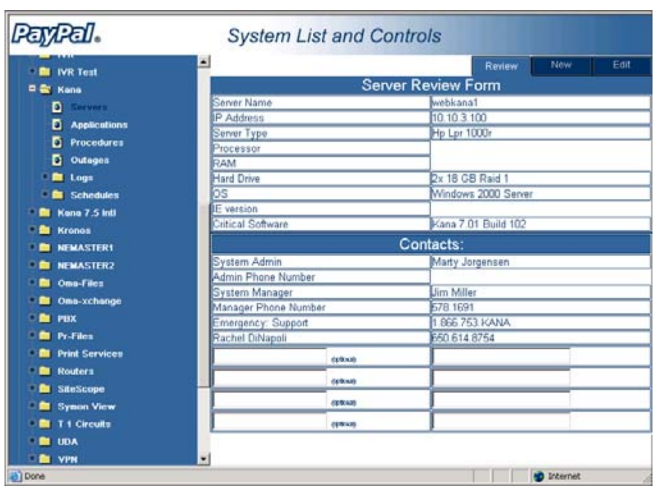


Figure 1-5. Server Form – Review, New, Edit

Server Name – Server's network name.

IP Address – Internet Protocol address of the Server.

Server Type – Manufacture of the Server.

Processor – Processor speed.

RAM – Amount of Random Access Memory.

Hard Drive – Type and size of hard drive.

OS – Installed Operating System.

IE version – Installed version of Internet Explorer.

Critical Software – Critical software installed on the Server.

System Admin – Servers Administrator's name (Server Admin).

Admin Phone Number – Servers Administrator's telephone number.

System Manager – Servers Manager's name.

Manager Phone Number – Servers Manager's telephone number.

Optional User Name – Enter the name of additional support personnel and their phone numbers in the Optional fields. For example: Technical Support.

1.5 Applications

Click Systems > System Name > Applications and click the Review, New, Change, or Edit tab to view, add, or alter the applications installed on the System's Servers. A list of all applications display.

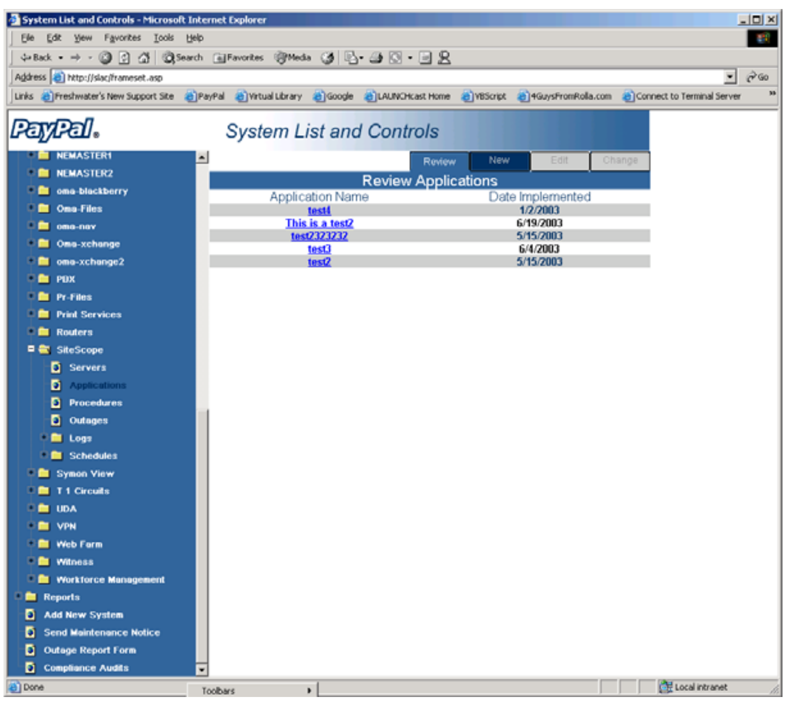


Figure 1-6. Review Applications

Click the Application Name, click the New tab, or click the Edit tab to display detailed information concerning the listing.

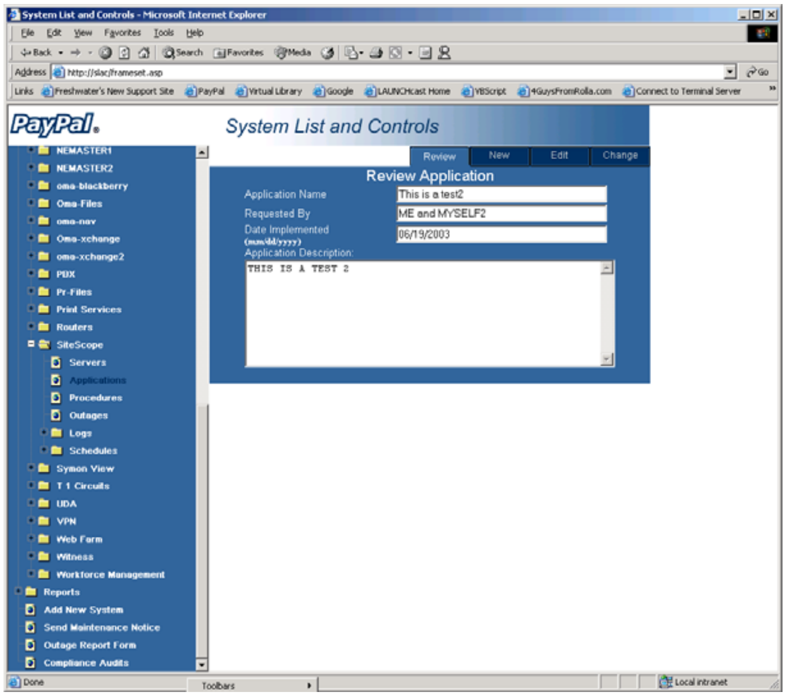


Figure 1-7. Applications – Review, New, Edit, or Change

Applications Name – Name of the application being requested.

Requested By – Person who requested the application.

Date Implemented (mm/dd/yyyy) – Date the application was implemented.

Application Description – Description of the application being implemented.

1.5.1 Request Application Change

Click Systems > System Name > Applications and click the Change tab to request a change to an existing application, such as an upgraded version or patch.

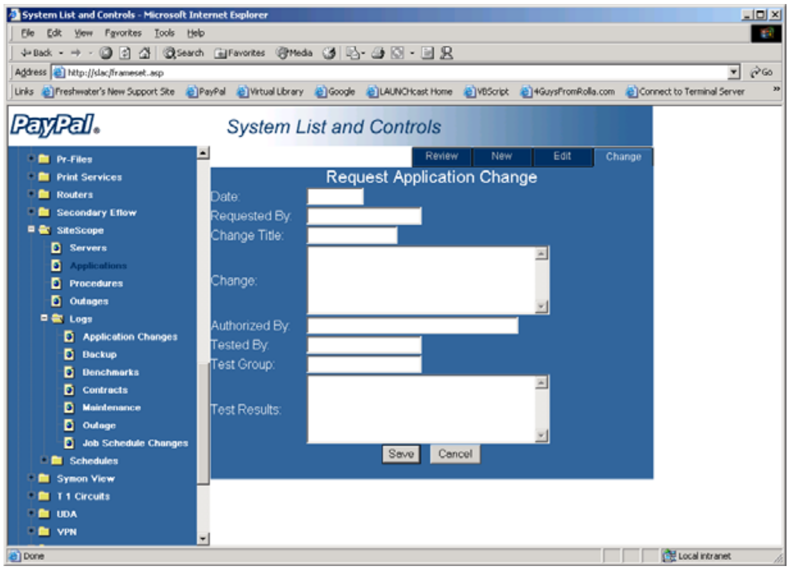


Figure 1-8. Request Application or Change

Date – Date the addition or change was requested.

Requested By – Person who requested the addition or change.

Change Title – Name of the application to add or change.

Change – Description of the addition or change being requested.

Authorized By – Person who authorized the addition or change.

Tested By – Person who tested the addition or change.

Test Group – Group of people who tested the addition or change.

Test Results – Results of the tests.

1.5.2 Application Logs

Select Systems > System Name > Logs > Application and click the Review, History, or Change tab to view or alter to view the historical Application Log report.

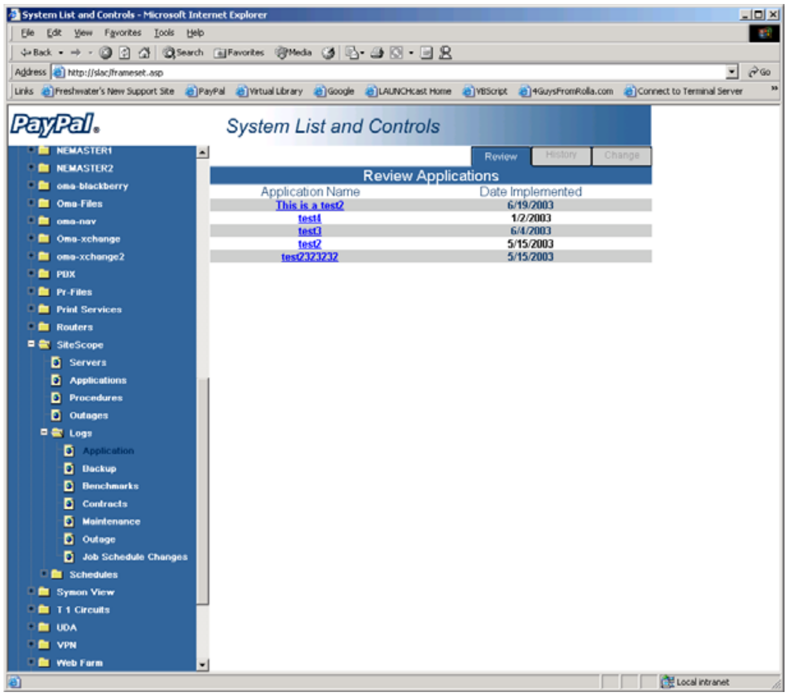


Figure 1-9. Application Logs

Click on the Application Name to view details concerning that application or click the History tab to display a report detailing all application events.

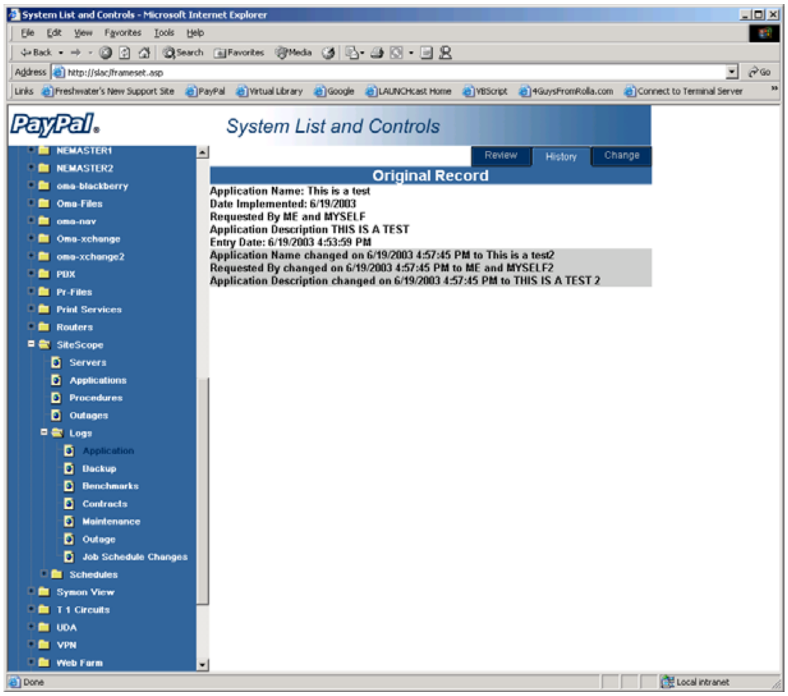


Figure 1-10. Application History Log

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

Application Name – Name of the application.

Date Implemented – Date the change occurred.

Requested By – Person who requested the change.

Application Description – Description of the application.

Entry Date – Date the log was entered.

1.5.2.1 Application Log Change

Select Systems > System Name > Logs > Application and click the Change tab to alter the history detailing application additions and changes.

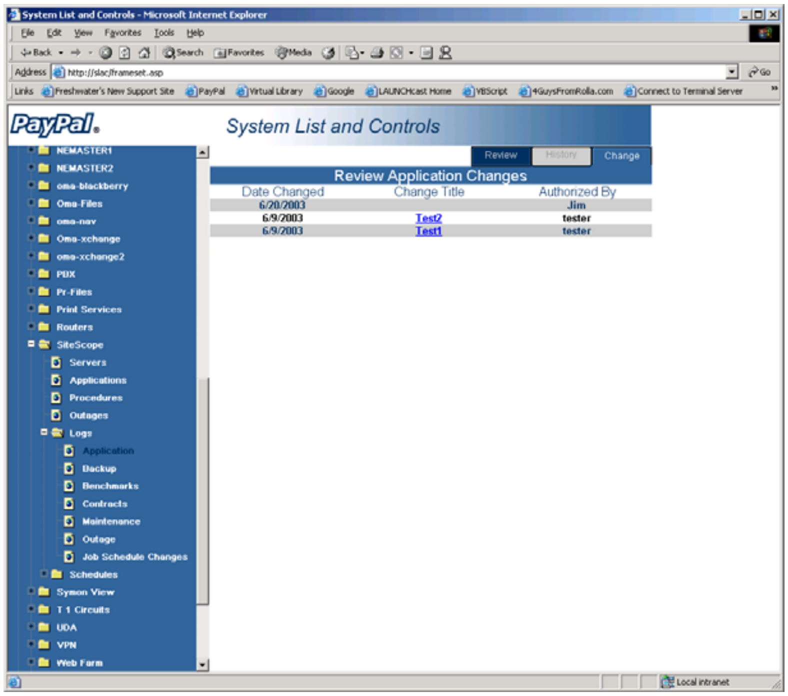


Figure 1-11. Review Application Changes

Date Changed – Date the addition or change was implemented.

Change Title – Name of the application to add or change. Click the Change Title to view details concerning the application addition or change. Refer to Section 1.5.1, Request Application Change, on page 1-7.

Authorized By – Person who authorized the addition or change.

1.6 Procedures

Click Systems > System Name > Procedures and click the Review, New, or Edit tab to view, add, or alter procedures that were performed on the Servers.

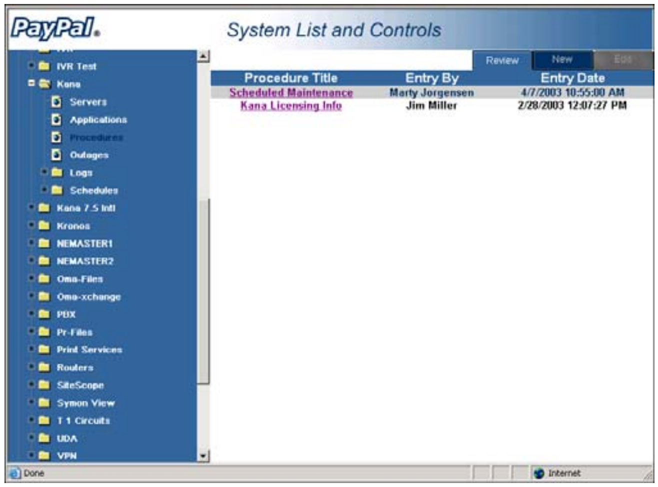


Figure 1-12. Procedures

Procedure Title – Name of the procedure. Click to display procedure details.

Entry By – Person who performed the procedure.

Entry Date – Date the person performed the procedure.

Click the Procedure Title, click the New tab, or click the Edit tab to view the Procedure Review form.

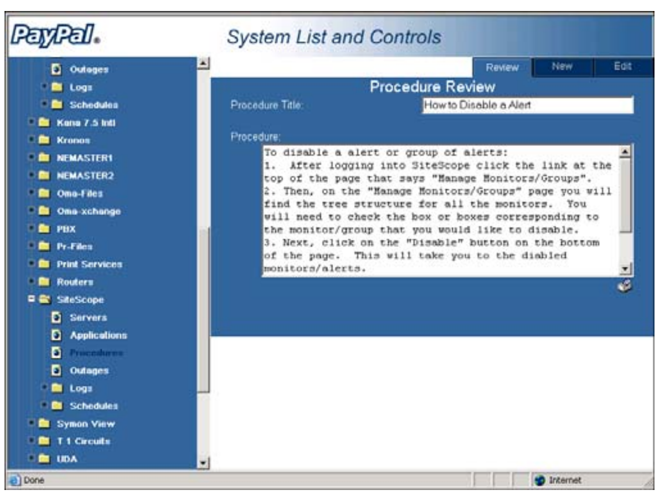


Figure 1-13. Procedure Form – Review, New, or Edit

Procedure Title – Title of the procedure.

Procedure – The complete procedure entered in step-by-step format.

 – Click the Print button to print the Procedure Review form.

1.7 Outages

Click Systems > System Name > Outages and click the Review, New, or Edit tab to view, add, or alter Outages that have occurred on the Servers. Outages occur when a System is functioning incorrectly or the System down.

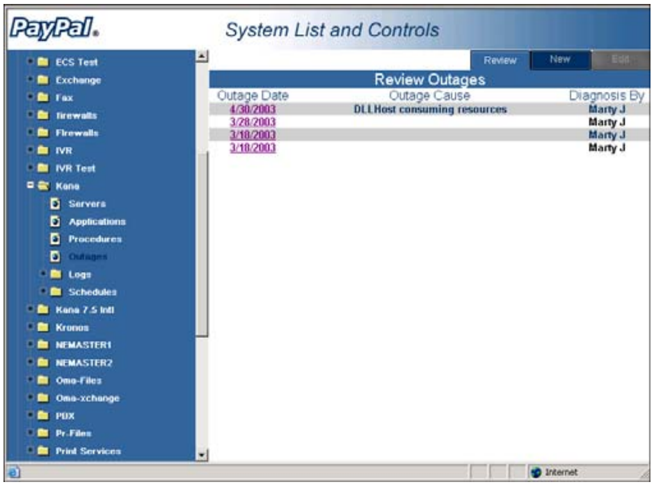


Figure 1-14. Review Outages

Outage Date – Date the outage occurred. Click to display detailed outage data.

Outage Cause – Reason the outage occurred.

Diagnosis By – Person who diagnosed the outage.

1.7.1 Outage Log Form (Outage Report Form)

You can add a new outage report in two ways:

- ♦ Click Systems > System Name > Outages and click the **New** tab.
- ♦ Click **Outage Report Form** on the SLAC Navigation Bar.

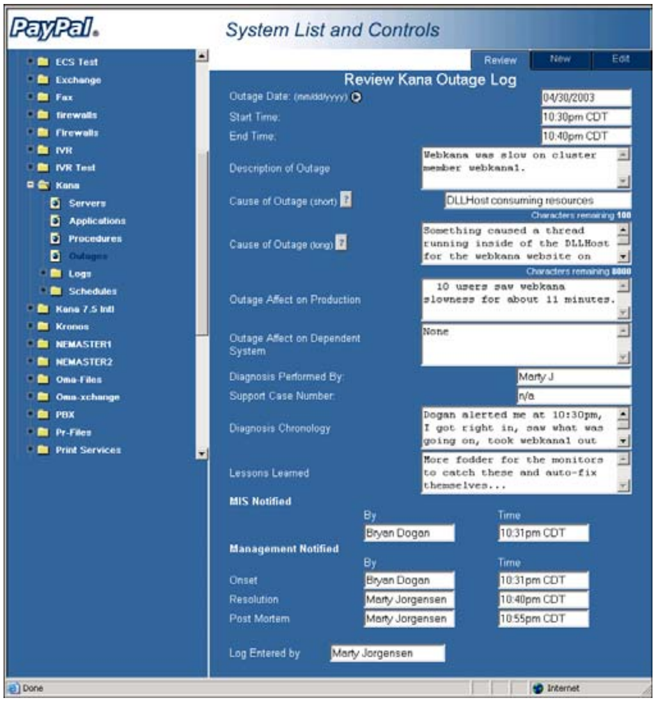


Figure 1-15. Outage Log (Outage Report Form) – Review, New, and Edit

System Name – Select the name of the System to enter an Outage Log specific to that System (Outage Report Form only).

Outage Date (mm/dd/yyyy) – Date the outage occurred. Click the button for a calendar dialog box. Refer to Section 1.13.2.1, Calendar – Start Date and End Date, on page 1-25.

Start Time – Time the outage began.

End Time – Time the outage ended.

Description of Outage (Short) – Short description of why the outage occurred.

Cause of Outage (Long) – Long description of why the outage occurred.

Outage Affect on Production – Any affect the outage had on production.

Outage Affect on Dependent System – Any affect the outage had on Systems dependent on this System.

Diagnosis Performed By – Person who performed the diagnosis.

Support Case Number – Case number if technical support was contacted.

Diagnosis Chronology – List of events occurring during the outage.

Lessons Learned – Any lessons learned because of this outage.

MIS Notified By – Person who contacted MIS.

MIS Notified Time – Time MIS was notified of the outage.

Onset By – Person who notified management at the beginning of the outage.

Onset Time – Time management was notified of the outage.

Resolution By – Person who notified management of the resolution.

Resolution Time – Time management was notified of the resolution.

Post Mortem By – Person who entered the Post Mortem report, which is a short description of the outage.

Post Mortem Time – Time the Post Mortem report was entered.

Log Entered by – Person who entered the outage log information into this System (Systems > System Name > Outages > New only).

1.7.2 Outages Search – Reports

Click Reports > Outages to search for Outages by date or Systems.

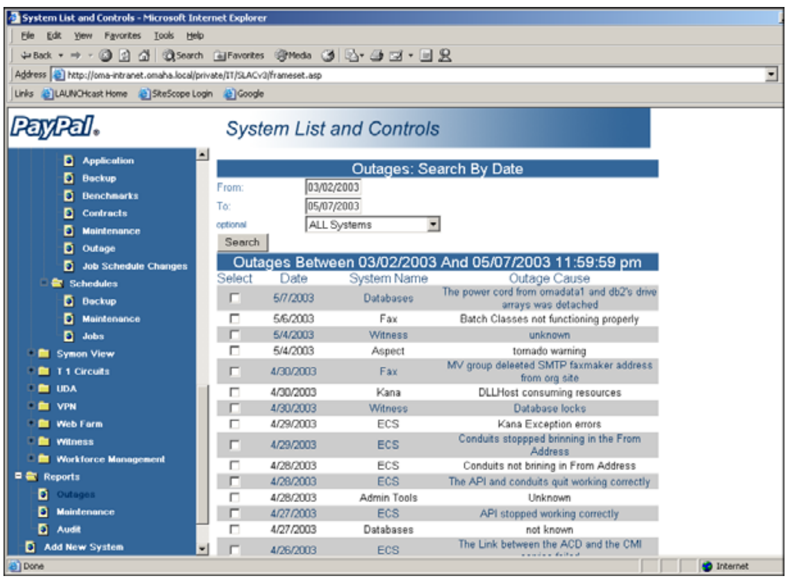


Figure 1-16. Outages – Search and Reports

From – Starting date of this search.

To – Ending date of this search.

Optional – Which Systems to include in this search. The default is All Systems.

Search – Click Search to perform the requested search.

Select – After a Search, check the Select boxes and click View to display a printer friendly version of the Outage Report.

View – After a Search, check the Select boxes and click View to display a printer friendly version of the Outage Report. Refer to Figure 1-17. Outages View Report.

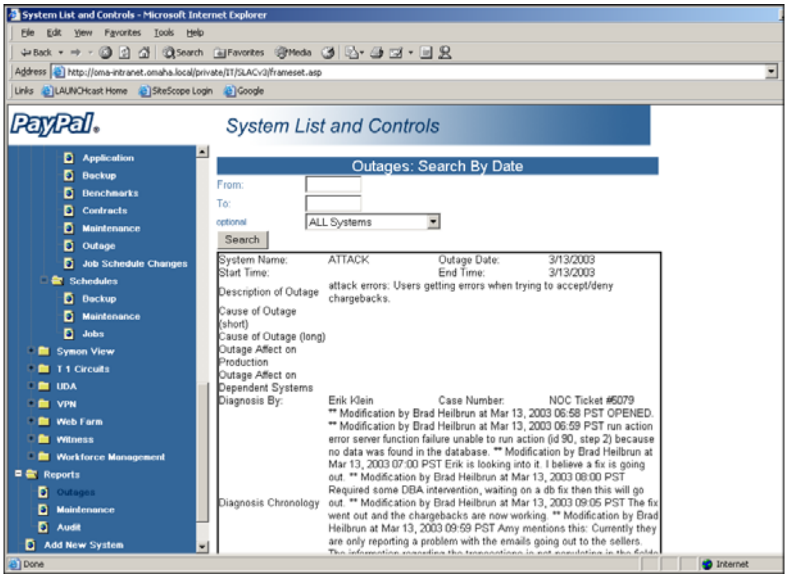


Figure 1-17. Outages View Report

1.7.3 Outage Logs

Select Click Systems > System Name > Logs > Outage to view the historical Outage Log report.

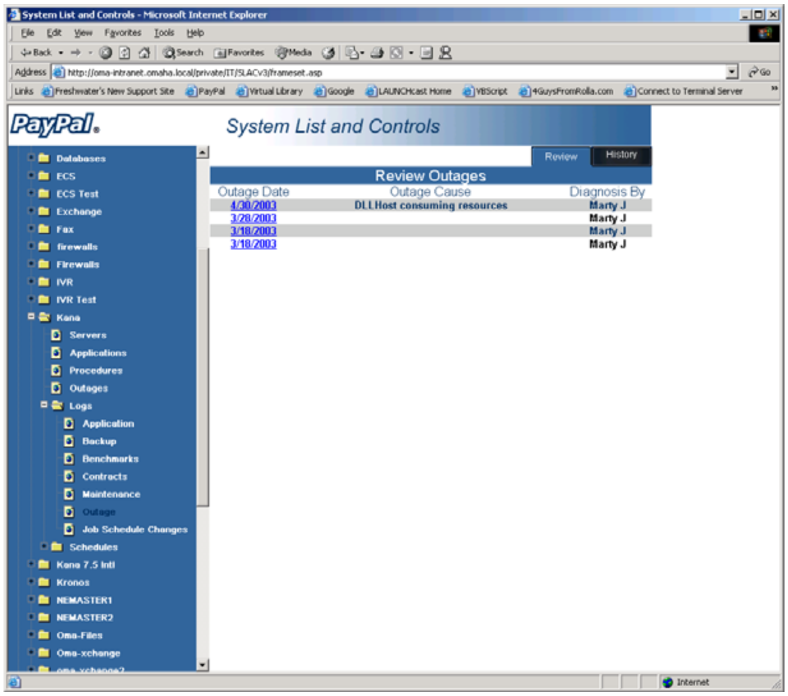


Figure 1-18. Outage Logs

Outage Date – Date the outage occurred.

Outage Cause – What caused the outage.

Diagnosis By – Who diagnosed the outage.

History – Click to view detailed history concerning the outage. Refer to Figure 1-19. Outage History.

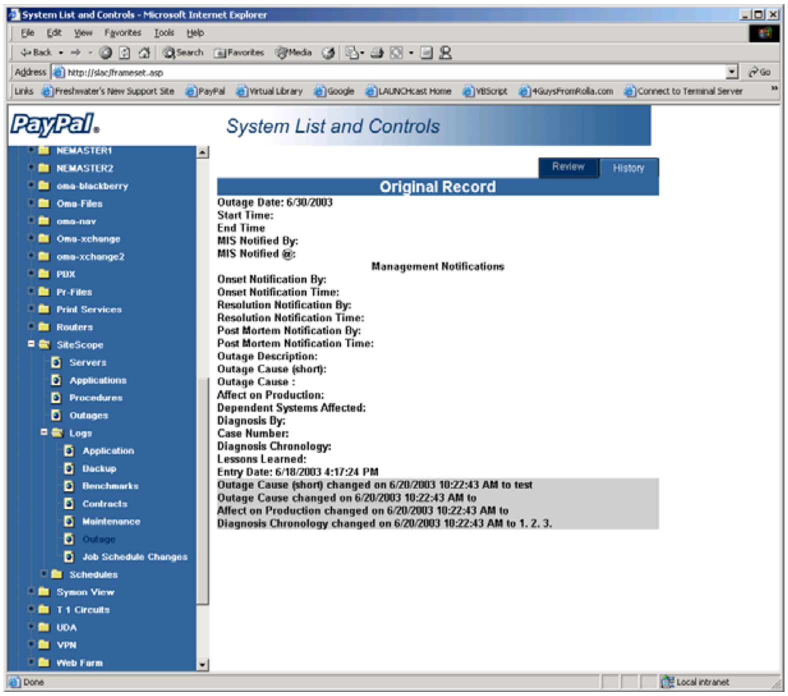


Figure 1-19. Outage History

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

Outage Date (mm/dd/yyyy) – Date the outage occurred.

Start Time – Time the outage began.

End Time – Time the outage ended.

MIS Notified by – Who notified MIS.

MIS Notified @ – Time MIS was notified.

Onset Notification By – Person who notified management at the beginning of the outage.

Onset Notification Time – Time management was notified of the outage.

Resolution Notification By – Person who notified management of the resolution.

Resolution Notification Time – Time management was notified of the resolution.

Post Mortem Notification By – Person who entered the Post Mortem report, which is a short description of the outage.

Post Mortem Notification Time – Time the Post Mortem report was entered.

Outage Description – Description of why the outage occurred.

Outage Cause (short) – Short description of what caused the outage.

Outage Cause – Long description of what caused the outage.

Affect on Production – Any affect the outage had on production.

Dependent System Affected – Any affect the outage had on Systems dependent on this System.

Diagnosis By – Person who performed the diagnosis.

Case Number – Case number if technical support was contacted.

Diagnosis Chronology – Chronological order of what occurred.

Entry Date – Date outage log information was entered into this System.

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

1.8 Logs

Logs display a historical record of each change made within the System. Logs include:

- **Application –** Refer to Section 1.5.2, Application Logs, on page 1-8.
- **Backup** – Refer to Section 1.9, Backup Logs, on page 1-18.
- **Benchmarks** – Refer to Section 1.10, Benchmarks Logs, on page 1-19.
- **Contracts –** Refer to Section 1.11, Contracts Logs, on page 1-22.
- **Maintenance –** Refer to Section 1.13.4, Maintenance Logs, on page 1-28
- **Outage** – Refer to Section 1.7.3, Outage Logs, on page 1-16.
- **Job Schedule Changes** – Refer to Section 1.14.1, Scheduled Job Changes Logs, on page 1-33.

1.9 Backup Logs

Not implemented at this time.

1.10 Benchmarks Logs

Select Systems > System Name > Logs > Benchmark to view the historical Benchmark Log report detailing what Benchmarks have or will be performed on this System.

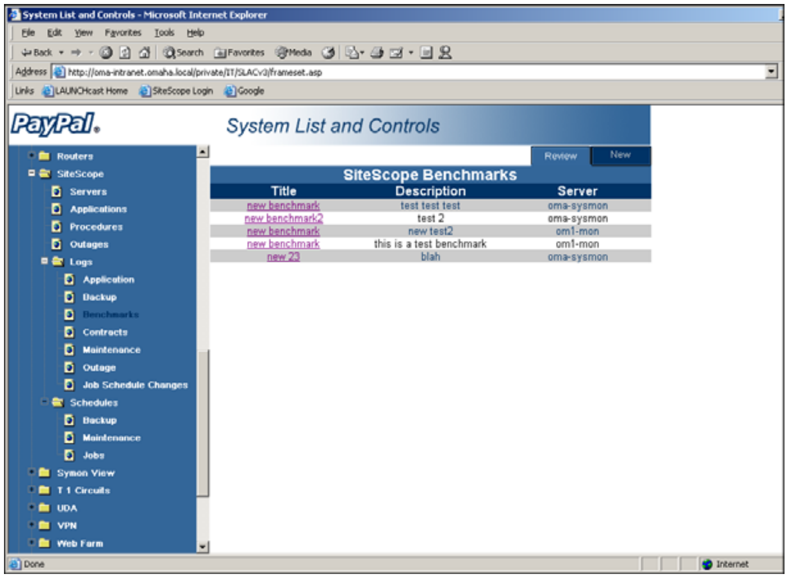


Figure 1-20. Benchmarks Review and New

New – Click to add a new Benchmark.

Title – Click to review current Benchmark or add new results to an existing Benchmark.

Description – Description of the Benchmark.

Server – Server associated with the Benchmark.

1.10.1 Entering a New Benchmark

Systems > System Name > Logs > Benchmark and click the New tab to enter a new Benchmark.

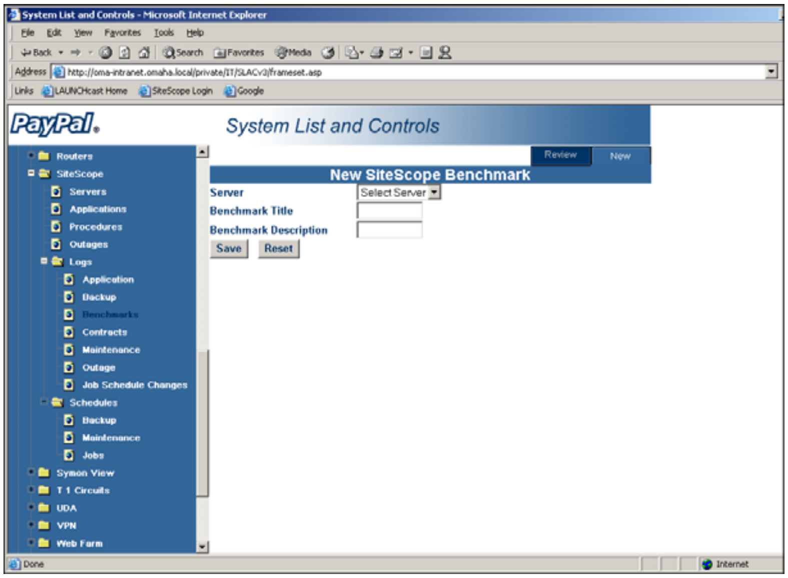


Figure 1-21. New Benchmark

Server – Server associated with the Benchmark.

Benchmark Title – Name of the Benchmark.

Benchmark Description – Description of the Benchmark.

1.10.2 Reviewing or Editing an Existing Benchmark

Systems > System Name > Logs > Benchmark and click the Title of the existing Benchmark. You can review the Benchmark or you can add new results to the Benchmark.

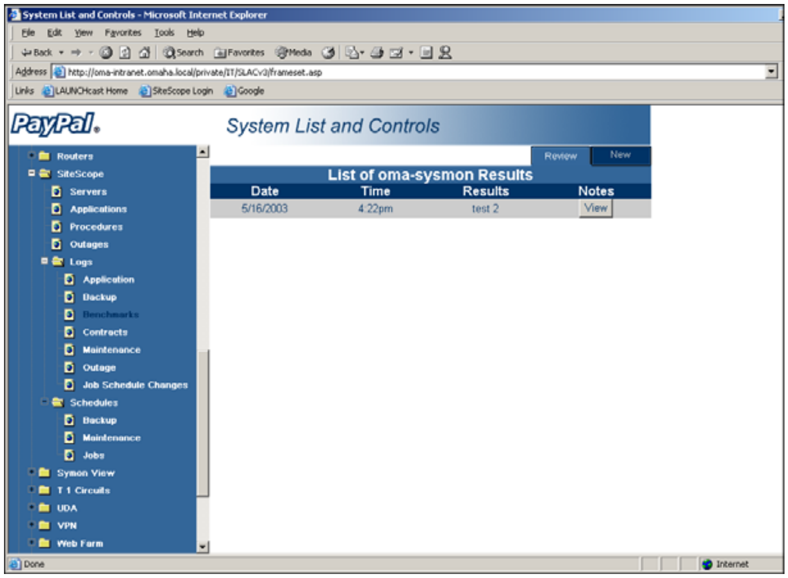


Figure 1-22. List of Results – Benchmark

Date – Date the Benchmark was completed.

Time – Time the Benchmark was completed.

Results – Results of the Benchmark.

Notes (View) – Click View to display any Notes associated with the Benchmark.

New – Click the New tab to add new results associated with the Benchmark. Refer to Figure 1-23.

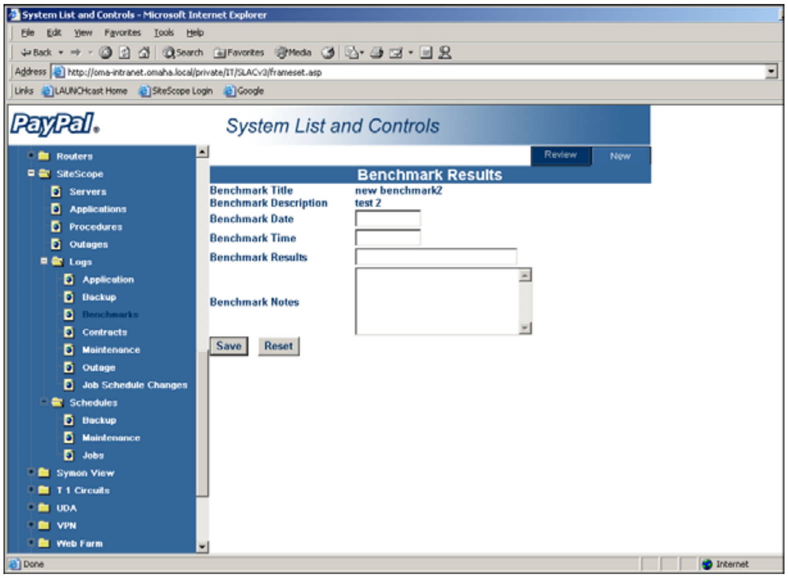


Figure 1-23. Benchmark Results – New Results

Benchmark Title – Name of the Benchmark.

Benchmark Description – Description of the Benchmark.

Benchmark Date – Date the Benchmark was entered.

Benchmark Time – Time the Benchmark was entered.

Benchmark Results – Results of the Benchmark.

Benchmark Notes – Notes associated with the Benchmark.

1.11 Contracts Logs

Not implemented at this time.

1.12 Backup Schedules

Not implemented at this time.

1.13 Maintenance

This section details how to add, edit, and view maintenance procedures associated with this System.

1.13.1 Maintenance Schedules

Systems > System Name > Schedules > Maintenance to display a list of upcoming System maintenance events that are scheduled for this System.

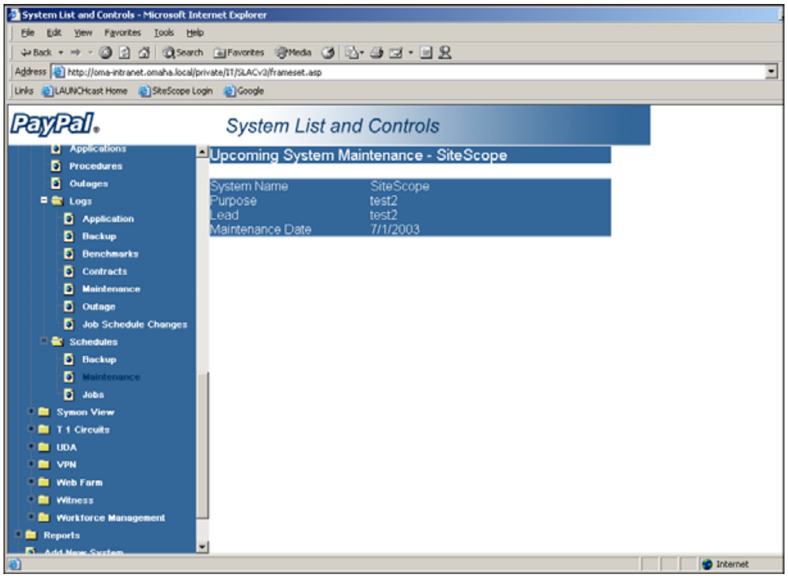


Figure 1-24. Upcoming System Maintenance

System Name – Name of the System where the maintenance is to take place.

Purpose – Purpose of the maintenance.

Lead – Person in charge of the maintenance.

Maintenance Date – Date the maintenance is or was scheduled.

1.13.2 Send Maintenance Notice

Click Send Maintenance Notice in the main SLAC Navigation Bar to notify users of future System maintenance that may affect their Systems.

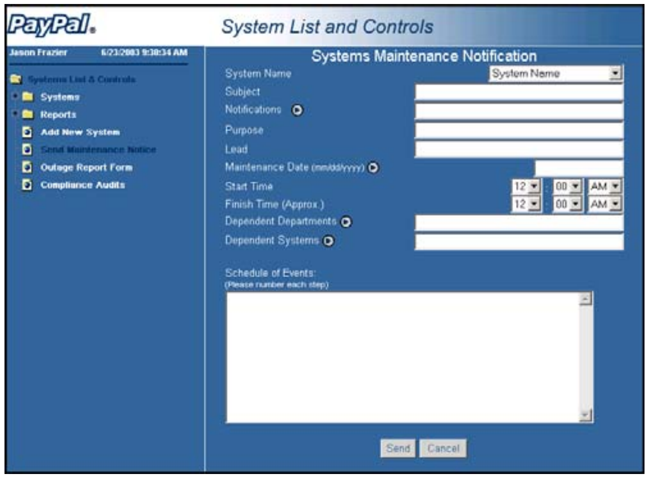


Figure 1-25. Send Maintenance Notice

System Name – Name of the System having maintenance performed.

Subject – Subject of the maintenance.

Notification – Who will be notified. Click the button to select from a list of available users. Refer to Notifications on page 1-25.

Purpose – Reason for the maintenance.

Lead – Person in charge of the maintenance.

Maintenance Date – Date the maintenance will take place. Click the button to select from a calendar. Refer to Calendar – Start Date and End Date on page 1-25.

Start Time – Time the maintenance will start.

Finish Time – Time the maintenance will be completed.

Dependent Departments – Departments that are dependent on this System. Click the button to select from a list of available Departments. Refer to Dependent Departments on page 1-26.

Dependent Systems – Systems that are dependent on this System. Click the button to select from a list of available Systems. Refer to Dependent Systems on page 1-26.

Schedule of Events – Schedule of maintenance events as numbered steps.

1.13.2.1 Calendar – Start Date and End Date

The button next to date fields displays a calendar in which to select dates.

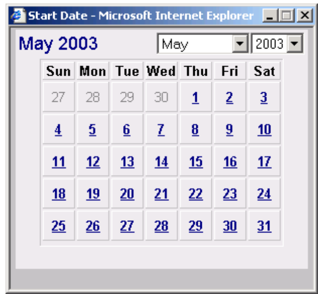


Figure 1-26. Calendar

1. Use the drop-down list boxes to select the **Month** and **Year**.
2. Click the **day** of the month.
3. Click the to close the dialog box

1.13.2.2 Notifications

The button next to Notifications in the System Maintenance Notification displays a list of users to notify. Place a check mark next to each user you desire to notify. Click the to close the dialog box.

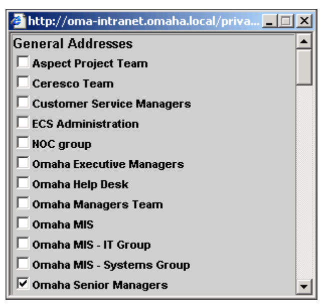


Figure 1-27. Notifications

1.13.2.3 Dependent Departments

The button next to Dependent Departments in the System Maintenance Notification displays a list of Departments that are dependent on this Server. Select the Department checkbox and click to close the dialog box and add the Dependent Departments to the text box.

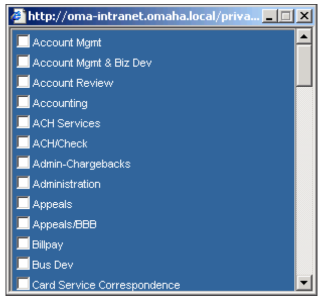


Figure 1-28. Dependant Departments

1.13.2.4 Dependent Systems

The button next to Dependent Systems in the System Maintenance Notification displays a list of Systems that are dependent on this Server. Select the Systems checkbox and click to close the dialog box and add the Dependent Systems to the text box.

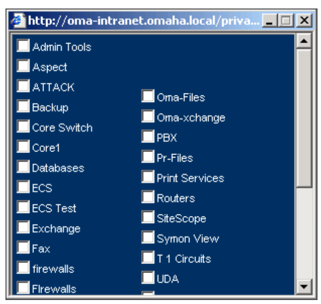


Figure 1-29. Dependant Systems

1.13.3 Maintenance Search – Reports

Click Reports > Maintenance to search for maintenance records by date or System.

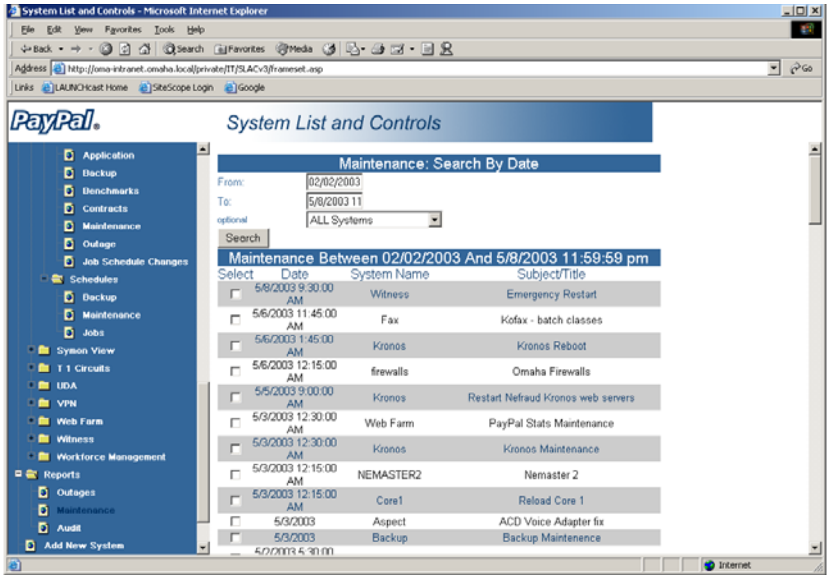


Figure 1-30. Maintenance – Search by Date

From – Starting date of this search.

To – Ending date of this search.

Optional – Which Systems to include in this search. The default is All Systems.

Search – Click Search to perform the requested search.

Select – After a Search, select the Select checkboxes and click View to display a printer friendly version of the Maintenance Report.

View – After a Search, check the Select boxes and click View to display a printer friendly version of the Maintenance Report.

1.13.4 Maintenance Logs

Systems > System Name > Logs > Maintenance to view maintenance history related to the System.

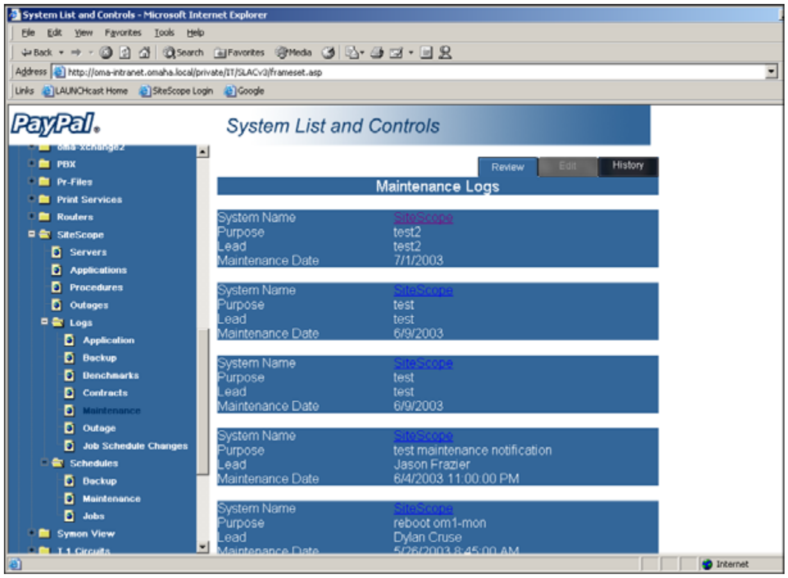


Figure 1-31. Maintenance Logs

System Name – Name of the System where the maintenance is to take place. Click to view the details concerning the maintenance.

Purpose – Purpose of the maintenance.

Lead – Person in charge of the maintenance.

Maintenance Date – Date the maintenance is or was scheduled.

Edit – Click to edit the maintenance notification. Refer to Section 1.13.4.1, Editing Maintenance Logs, on page 1-29

History – Click to view detailed history of the maintenance. Refer to Section 1.13.4.2, Maintenance Logs History, on page 1-30.

1.13.4.1 *Editing Maintenance Logs*

Systems > System Name > Logs > Maintenance and click Edit to alter an existing maintenance log.

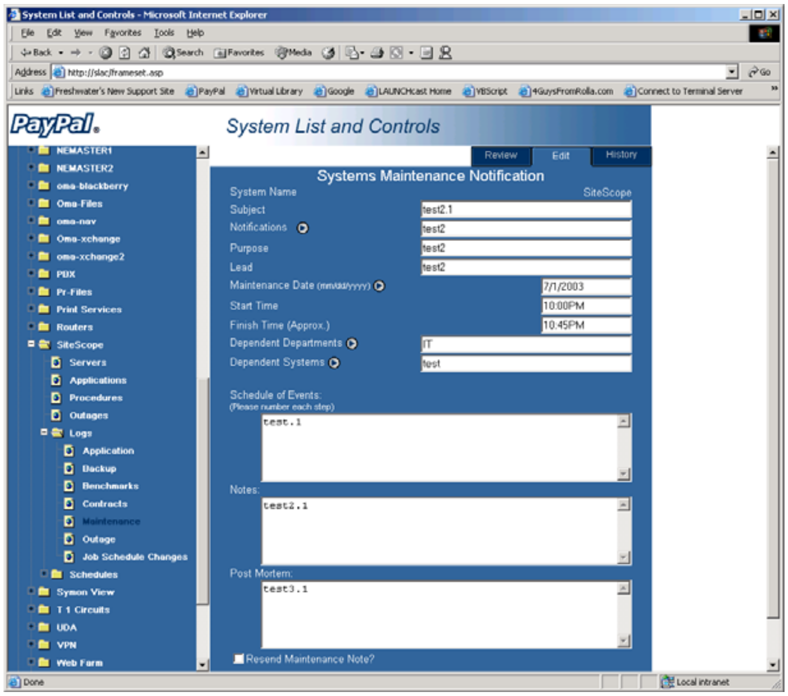


Figure 1-32. Edit Maintenance Logs

System Name – Name of the System having maintenance performed.

Subject – Subject of the maintenance.

Notification – Who will be notified. Click the button to select from a list of available users. Refer to Notifications on page 1-25.

Purpose – Reason for the maintenance.

Lead – Person in charge of the maintenance.

Maintenance Date – Date the maintenance will take place. Click the button to select from a calendar. Refer to Calendar – Start Date and End Date on page 1-25.

Start Time – Time the maintenance will start.

Finish Time – Time the maintenance will be completed.

Dependent Departments – Departments that are dependent on the System. Click the button to select from a list of available Departments. Refer to Dependent Departments on page 1-26.

Dependent Systems – Systems that are dependent on the System. Click the button to select from a list of available Systems. Refer to Dependent Systems on page 1-26.

Schedule of Events – Schedule of maintenance events as numbered steps.

Notes – Notes related to the maintenance event.

Post Mortem – Details concerning the maintenance procedure after it occurs.

Resend Maintenance Note – Select this checkbox and click Save to save the data and send the maintenance note to the selected e-mail addresses in the “Notifications” field.

1.13.4.2 Maintenance Logs History

Systems > System Name > Logs > Maintenance and click History to view the history regarding an existing maintenance log.

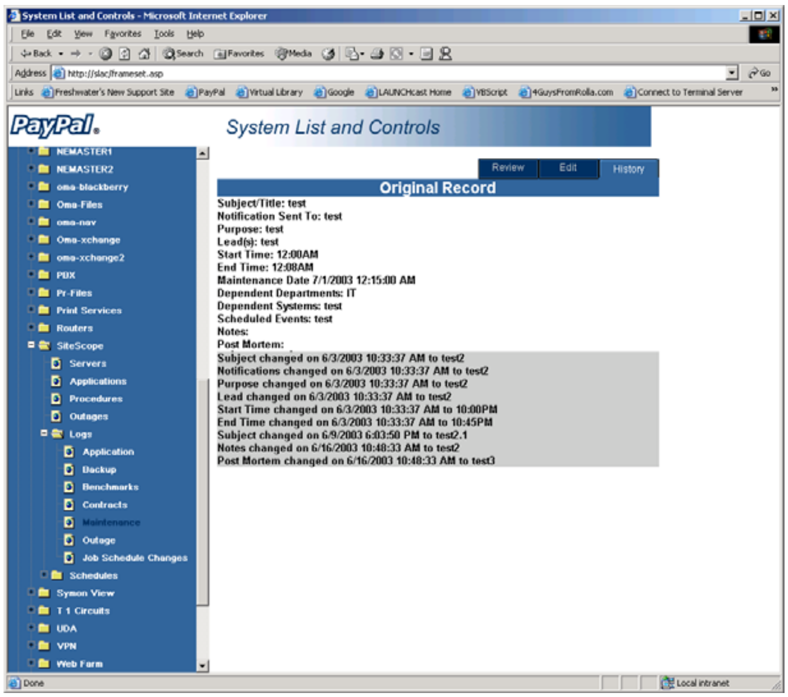


Figure 1-33. Maintenance Log History

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

Subject/Title – Subject or Title of the maintenance.

Notification Sent to – Who was notified of the maintenance.

Purpose – Purpose of the maintenance.

Lead(s) – Persons in charge of the maintenance.

Start Time – Time the maintenance started.

Finish Time – Time the maintenance completed.

Maintenance Date – Date the maintenance occurred.

Dependent Departments – Departments that were dependent on the System. Refer to Section 1.13.2.3, Dependent Departments, on page 1-26.

Dependent Systems – Systems that were dependent on the System. Refer to Section 1.13.2.4, Dependent Systems, on page 1-26.

Schedule of Events – Schedule of maintenance events as numbered steps.

Notes – Notes related to the maintenance event.

Post Mortem – Details concerning the maintenance procedure after it occurs.

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

1.14 Job Schedules

Select Systems > System Name > Schedules > Jobs to schedule a job task.

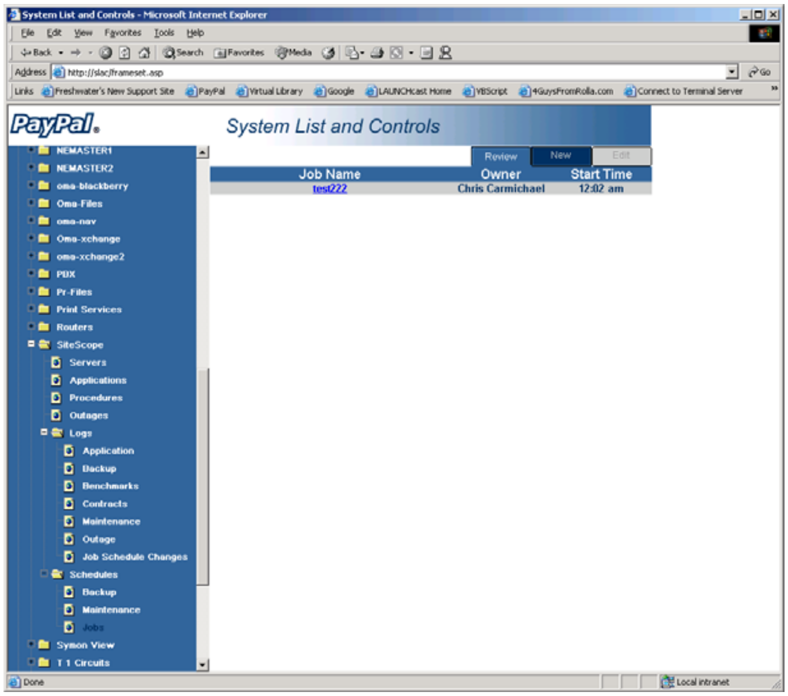


Figure 1-34. Job Schedules

Click on the Job Name to view details concerning that job task, click New to add a new job, or click Edit to alter a job.

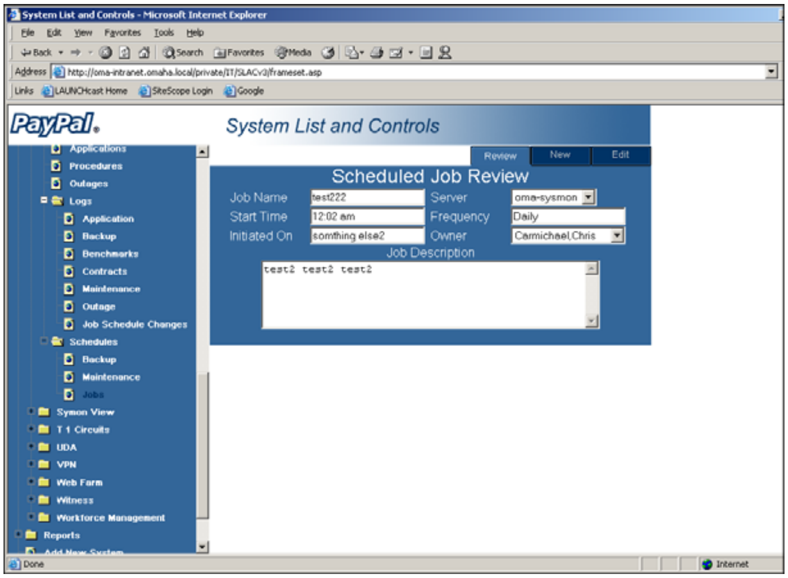


Figure 1-35. Scheduled Jobs

Job Name – Name of the job.

Server – Server associated with the job task.

Start Time – Time when the job is to run.

Frequency – How often the job task will occur.

Initiated On – Date on which the job task was entered.

Owner – Person who owns the job task.

Job Description – A detailed description of the job task.

1.14.1 Scheduled Job Changes Logs

Select Systems > System Name > Logs > Scheduled Job Changes to review a job task or view history associated with the entire System.

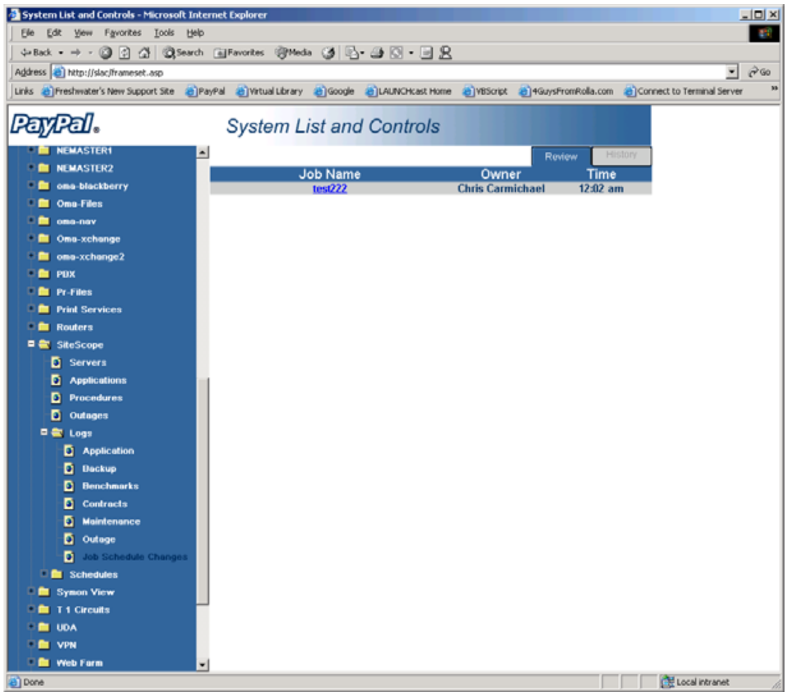


Figure 1-36. Job Schedule Changes Logs

Job Name – Name of the job. Click on the Job Name to view details concerning that job task. Refer to Section 1.14, Job Schedules, on page 1-31.

Owner – Person who owns the job task.

Time – Time when the job is to run.

History – Click to view the job task history of the entire System.

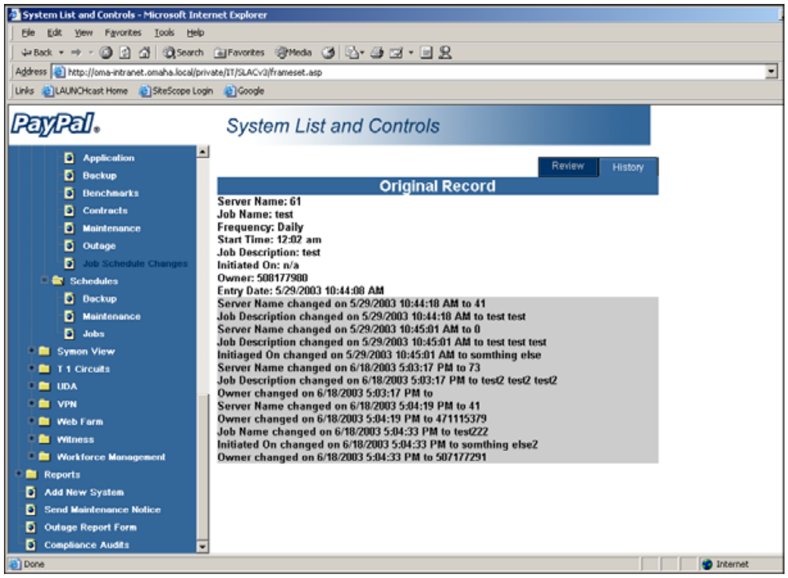


Figure 1-37. Job Schedule Changes – Maintenance History

The Original Record displays in white at the top of the screen and the changes display in gray after the Original Record.

Server Name – Server associated with the job task.

Job Name – Name of the job.

Frequency – How often the job task will occur.

Start Time – Time when the job is to run.

Job Description – A detailed description of the job task.

Initiated On – Date on which the job task was entered.

Owner – Person who owns the job task.

Entry Date – Date the entry occurred.

1.14.2 Schedules Backup

Not yet implemented.

1.15 Compliance Audits

Select Compliance Audits from the main SLAC Navigation Bar to use the Compliance Audit Entry Form to enter information on audits performed on System.

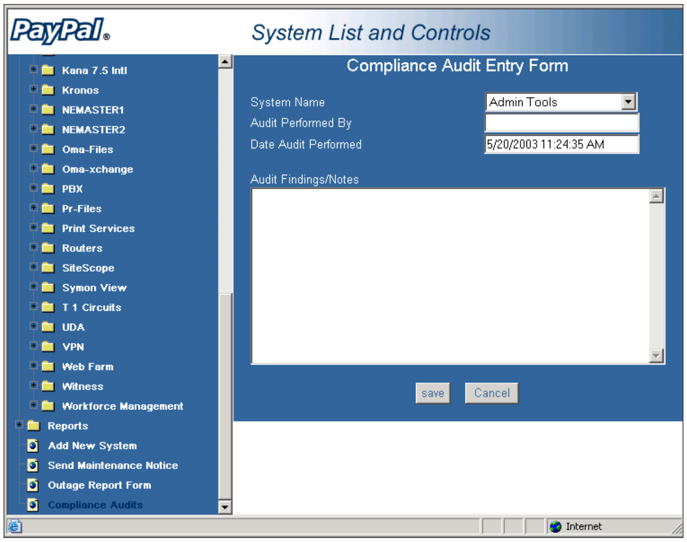


Figure 1-38. Compliance Audits

System Name – Name of the System on which the audit is to be performed.

Audit Performed By – Person who performed the audit.

Date Audit Performed – Date the audit was performed.

Audit Finding/Notes – Any findings or notes associated with the audit.

1.15.1 Audit Search – Reports

Click Reports > Audit to search for audit records by date, System or Server.

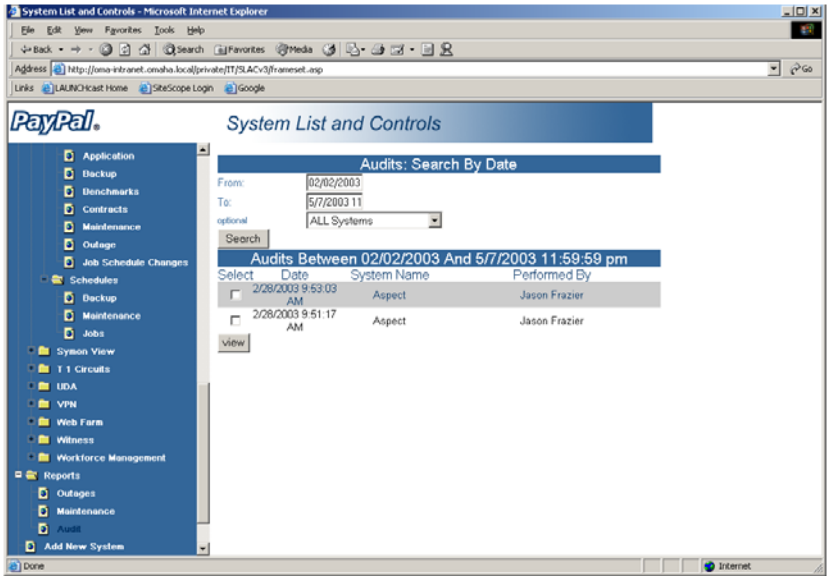


Figure 1-39. Audits

From – Starting date of this search.

To – Ending date of this search.

Optional – Which Systems to include in this search. The default is All Systems.

Search – Click Search to perform the requested search.

Select – After a Search, check the Select boxes and click View to display a printer friendly version of the Audit Report.

View – After a Search, check the Select boxes and click View to display a printer friendly version of the Audit Report.