

Documentation

Systems Administration

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In the first session we observed that a key responsibility of sysadmins is to know the states of their systems. Since most of us do not have perfect memories, nor can we read minds, it's important to document this.

DOCUMENT REPOSITORIES

We need some tools to access our documentation. We will use a wikik.

- ▶ It is accessible over the Internet from anywhere from which we will work.
- ▶ It is accessible on a wide range of devices.
- ▶ It doesn't have a lot of dependencies.
- ▶ It automatically tracks metadata.

WHAT GOES ON OUR WIKI

- ▶ Step-by-step procedures for tasks that are, or may be done repeatedly.
- ▶ A list of all the machines with information about each one.
- ▶ A page with team members, contact information, and an on-call schedule.
- ▶ For each service we deploy, a section in the Ops Doc format:
 1. Overview
 2. Build (We can omit this one.)
 3. Deploy
 4. Common Tasks
 5. Pager Playbook
 6. Disaster Recovery Plan
 7. Service Level Agreement (SLA)

We won't have a lot of information to put in these to begin, but get the framework in place and add the specific information over time.

SECURITY CONSIDERATIONS

Our wiki is password protected, so we can put information that is not public, but do not put any security sensitive information on it.