

3.3 Keep accurate records of network management tasks.

Keeping accurate records of network management tasks is essential for the efficiency, reliability, and security of the network.

Centralized Management – Implement a centralized logging and documentation system using a network management tool such as ServiceNow, SolarWinds.

Standardize Documentation – Develop standardized procedures for documenting network management tasks such as using consistent formats, templates, and terminology. Use digital tools like spreadsheets for documentation.

Use log – Log every activities and keep details of the record in database. Record all network management activities including routine maintenance, troubleshooting, configuration changes, and incidents. Record device or technology used for the task. Mention important information such as date, time, person responsible, and description of the task.

Categorize Records – Organize records in categories to make it easy for retrieval and analysis. E.g – backups, user account management, security updates, performance monitoring.

Automate Logging – Use automated tools for log activities such as using network monitoring tools, backup software, and configuration management tools which already have logging features.

Regularly review and update records – Review the log and documentation for update and accuracy. Highlight any changes on the network activities. Take note of all the actions taken after incidents.