

# Chapter 30

## Operational Procedures

# Episode 30.01

Episode title: Documents You Need to Know

Objective: 4.1 Given a scenario, implement best practices associated with documentation and support systems information management.

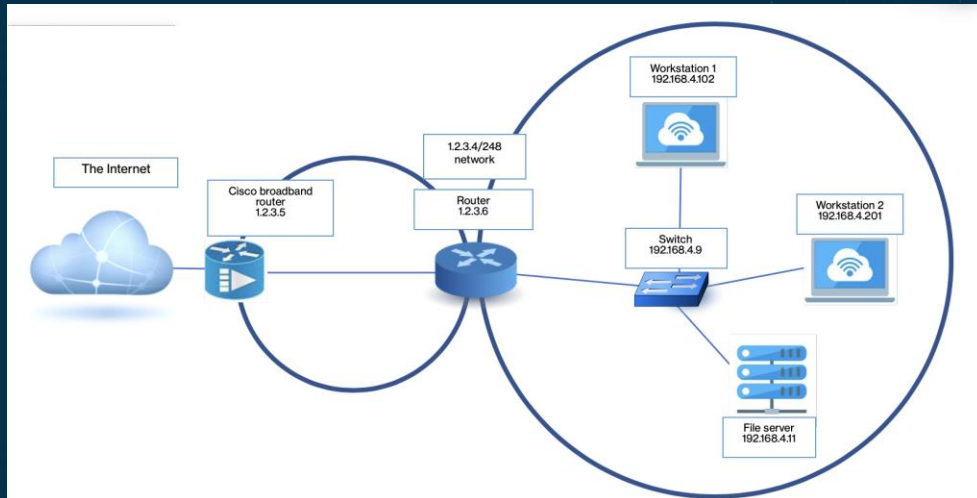
# L3s

- 033 - Objective term - Network topology diagrams
- 115 - Logical diagram
- 135 - Physical diagram
- 3.02 - Microsoft Knowledge Base
- 4.07 - Regulatory and compliance policy
- 4.27 - Laws
- 4.37 - Industry standards
- 4.39 - Best practices
- 5.05 - Traditions
- 5.18 - Commonsense
- 5.57 - Objective term - Policies or standard operating procedures (SOPs)
- 6.06 - Objective term - Acceptable use policy (AUP)
- 6.46 - Objective term - Password policy
- 7.39 - Objective term - Inventory management (includes inventory lists, database of items, procurement life cycle, warranty information, and assigned users)
- 8.08 - Objective term - Asset tags

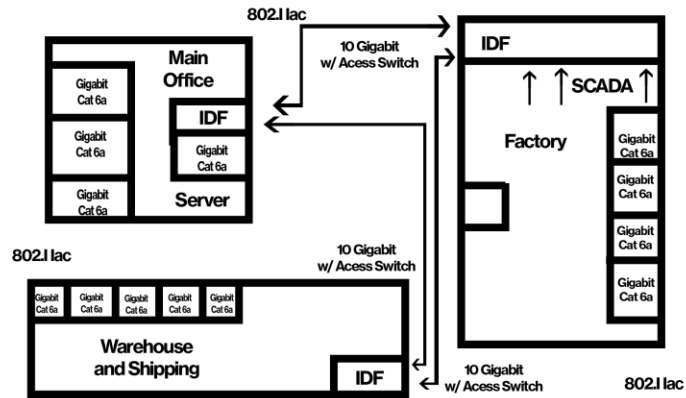
## L3s

- Configuration Management Database (CMDB)
- Configuration Items (CIs)
- Custom software
- Installing in-house developed custom software
- New user/onboarding checklist
- Offboarding checklist
- Service level agreement (SLA)
- External SLA

# Logical Diagram



# Physical Diagram



# Episode 30.02

Episode title: Data you need to know

Objective:

Regulated Data

- Data retention requirements; Acceptable Use Policy;

Regulatory and business compliance requirements

- Splash screens;

## L3s

OBJ – Regulated Data

Within governments, regulatory bodies, trade associations, and other rule-making bodies - variety of requirements for retention of data

OBJ – Data retention requirements

OBJ – Splash screen

HIPAA requires these documents be retained for at least six years

GLBA requires these documents be retained for six years

Customer invoices and payment records must be retained for 5 years

(AUPs) – acceptable use policies

Some regulations require proof of compliance



## Retention of Data

Within governments, regulatory bodies, trade associations, and other rule-making bodies - variety of requirements for retention of data

## Data Retention Rules

### HIPAA

- Protects PII and medical data
- Retain records for 6 years

### GLBA

- Protects private customer data
- Retain for 6 years

## Data Retention Rules

### SOX

- Accounts receivable/payable & tax returns: 7 years
- Customer invoices & payment records: 5 years

### PCI-DSS

- Log files: retain 1 year
- No credit card data (account numbers, names, or identifiers) may be stored

## Acceptable Use Policy

Outlines what users, customers, or employees can and can't do while using the applicable systems



## Compliance

Process that an organization adheres to and outlines the rules and regulations in a particular guideline.

## Splash Screen

Any page that displays legal disclaimers, privacy policies, or user agreement policies



# Episode 30.03

Episode title: Change Management

Objective: Documented business processes, Backup plan, Sandbox testing, Responsible staff members, Change management  
Change type, Standard change, Normal change, Emergency change, Date and time of change, Change freeze, Maintenance windows, Implementation, Peer review

## L3s

- Objective term - Change management
- Objective term - Change board
- Objective term - Document business practice (and submit request form)
- Objective term - Purpose of the change
- Objective term - Scope of the change (including responsible staff member, date, time, details, etc.)



## L3s

- Objective term - Risk analysis of affected systems/resources (including the level of risk involved)
- Plan for change
- Objective term - End-user acceptance
- Objective term - Backout/rollback plan
- Document changes
- Lessons learned

## L3s

- OBJ - Data backup plan
- OBJ – Sandbox
- OBJ – Responsible individual
- OBJ – Emergency change
- OBJ – Standard change
- OBJ – Normal change
- OBJ – Change freeze
- OBJ – Maintenance windows
- OBJ – Peer review

# Change Management

Can be urgent

- **Three types**
  - Emergency change
  - Standard Change
  - Normal Change

# Change Management

## Emergency Change

- Response to a crisis
- Still required review and approval

## Standard Change

- Routine change
  - Correct processing problems
  - Apply new decision criteria
  - Update or fix

## Normal Change

- No special approval or application process
  - Reviewed, analyzed, and approved before application

## Peer Review

Provides feedback

- **Example of peer review**
  - Formal review
  - A conversation
  - A survey
  - A written critique

# Episode 30.06

Episode Ticketing System  
title:

Objective: 4.1 Given a scenario, implement best practices associated with documentation and support systems information management.

## L3s

- Objective term - Ticketing systems
- osTicket (<https://osticket.com/>)
- Objective term - Clear, concise, written communication (with problem description, progress notes, and resolution)
- Objective term - Priority/category/severity level
- Objective term - Grinding noise from hard drive
- Objective term - Escalation
- Objective term - Tickets need to include user and device information