# Operations readiness – Keeping Machete running

The Day Worker Center order provisioning database (Machete) is critical to providing good customer service to Employers. Machete is a complex system that relies on multiple services, some that reside on the Machete server, with others external to Machete, such as network connectivity. As with all complex systems, Machete requires some maintenance to prevent service outages.

The contracts with the current Machete developer (Savage Learning, LLC) do not include operational support. Through 2011, Savage has provided operational service for free. However, Savage has identified that it can no longer do so. Casa needs to identify an alternative resource to take ownership of the operational support of Machete. Operational support includes the follow duties:

* Installing new versions of Machete
* Evaluating new versions of Machete and verifying that new versions meet specifications
* Ensuring schedule backups complete without errors
* Installing new application & security updates from Microsoft
* Ensuring business continuity during expansion of Casa Latina facilities

Installing new versions of Machete

Installing new versions of Machete is a manual process requiring Administrator access to the Machete server. This server contains sensitive and confidential data on all of Casa Latina’s employers, Center workers, and orders. Installing new versions of Machete should be performed by an employee or agent of Casa who is responsible for the installation and resolving any errors that may arise during such installation.

* + Requires basic knowledge of Windows Server 2008
  + Requires basic knowledge of Internet Information Services (IIS -- the web server)
  + Requires basic knowledge of Microsoft SQL Server (The database)
  + Requires ability to search documentation, read documentation, and apply information contained in documentation to problems or issues

Evaluate new versions of Machete and verify that new versions meet specifications

When new versions of Machete are created under contract with 3rd parties, there is a limited time to identify errors in the program (bugs), incomplete functionality, or incorrect functionality. It is in Casa’s best interest to evaluate programs and program improvements delivered under contract prior acceptance of payment for such improvements.

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Ensure scheduled backups complete without errors

Machete stores all data in the Microsoft SQL Server instance on Casa Latina premises, and the server is Casa Latina property. Casa Latina is responsible for ensuring that backups complete and are adequately protected (copied to a different server and/or copied off-site).

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  + Requires basic knowledge of Microsoft SQL Server (The database)
  + Requires ability to search documentation, read documentation, and apply information contained in documentation to problems or issues

Installing new application & security updates from Microsoft

Security is an on-going concern for all organizations, Casa included. Microsoft makes periodic security updates to Windows, IIS, MS-SQL Server, and other components that Machete relies on. Although uncommon, it is possible for any security update to interrupt the normal operation of any component that Machete relies on. At the same time, not performing security updates could leave sensitive customer data vulnerable to theft. Such theft could have little impact, or it could destroy the goodwill that Casa has built with the Seattle community in order to employ workers.

Casa needs a skilled resource to be responsible for ensuring that security updates are performed and that after such updates, Machete still functions normally.

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  + Requires basic knowledge of Internet Information Services (IIS -- the web server)
  + Requires basic knowledge of Microsoft SQL Server (The database)
  + Requires ability to search documentation, read documentation, and apply information contained in documentation to problems or issues

Ensuring business continuity during expansion of Casa Latina facilities

Casa is planning changes to the location of its servers as part of its facilities expansion. Any changes to the physical location of equipment, changes to networking configuration, changes to wiring, and changes to equipment can cause an interruption in Machete service. Casa is responsible for ensuring that changes to its environment do not cause outages and needs a resource to address any problems that occur during the move.

* + Requires basic knowledge of Windows Server 2008
  + Requires basic knowledge of Internet Information Services (IIS -- the web server)
  + Requires basic knowledge of Microsoft SQL Server (The database)
  + Requires ability to search documentation, read documentation, and apply information contained in documentation to problems or issues