

# COS 497: Capstone II

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## Administrator Manual Template

(Adapted from Susan Mitchell)

### General Instructions

1. Provide a cover page that includes the document name, product name, customer name, team name, team member names, and the current date. You may include your team logo.
2. Number the pages of the document.
3. Number and label all figures. Refer to the figures by number in the text.
4. All sections should have an introductory sentence or two.
5. Do not use vague words and phrases such as may, might, could, possibly, assumed to be, some, a little, and a lot. Use strong, definite words and phrases such as shall, will, will not, can, and cannot. Words such as “should” can be used sparingly to show suggestions.
6. Watch your spelling, punctuation, and grammar. It is a reflection on your professionalism.

Be sure that your document is

- Complete - No information is missing
- Clear - Every sentence's meaning must be clear to all parties
- Consistent – The writing style and notation is consistent throughout the document and the document does not contradict itself
- Verifiable - All requirements and other facts stated are verifiable

Remember that you are required to do a team review of this document.

Notes:

- Use technical, domain-specific prose targeted to the anticipated audience (*i.e.*, the system administrator).
- Do **not** assume your audience has already read any of your technical documents (*e.g.*, SRS, SDD), but reference particular sections of those documents when warranted.
- You may reuse as much of any of your previous manuals as you wish.
- It is difficult to give paragraph estimates for Sections 3 and 4, as all products are unique. That is, there may be more or less to say about a particular product. Just be as thorough as you can for your product.

When you think you are done with the Administrator Manual, ask yourself, "Could someone who was not part of the development of this product install and maintain it?"

[Put product name here]  
Administrator Manual

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# **1. Introduction**

## **1.1 Purpose of This Document**

State the purpose of the document and indicate the intended readership. Briefly summarize the content. [One substantial paragraph]

## **References**

Provide a list of all applicable and referenced documents and other media (e.g., the Sommerville text, documents provided by the customer, documents provided by your instructor, websites) that were used in the creation of this document. As a minimum, you should reference your SRS and SDD. See the Writing Resources on Blackboard for the appropriate formats for references.

# **2. System Overview**

## **2.1 Background**

Start with a system overview from the perspective of a system administrator. What will he/she do with the system and why? Note that the system administrator is not just the administrator role from your SRS (if you have one). He/she is the person who is charged with overseeing the system, from installation through day-to-day operation through maintenance (e.g., backups, crash/error recovery). [One to two paragraphs]

## **2.2 Hardware and Software Requirements**

Discuss the hardware and software required for the installation and use of the system.

# **3. Administrative Procedures**

[Note: These sections are required. However, you may have other information that a system administrator must be aware of. If so, simply add more sections beginning with Section 3.5.]

## **3.1 Installation**

Discuss the system installation procedure.

### **3.2 Routine Tasks**

Discuss any routine tasks that must be performed such as creating and maintaining user accounts.

### **3.3 Periodic Administration**

Discuss any tasks to be performed periodically such as system backups and the cleaning up of user accounts.

### **3.4 User Support**

Discuss any user support that will be provided (e.g., online help, contact information).

## **4. Troubleshooting**

### **4.1 Dealing with Error Messages and Failures**

Provide tips on how to deal with serious error messages and failures.

### **4.2 Known Bugs and Limitations**

Provide specific information (e.g., code location, description of the bug, why the bug could not be fixed) on any known bugs and/or limitations of the system. Present specifics in the context that they are likely to affect end-user and/or administrator tasks and activities. Discuss how to deal with these bugs and limitations. Note that points may be deducted if known bugs surface in your product demo but are not discussed in this section.

## **Appendix A – Team Review Sign-off**

Place on a separate page. Provide a brief paragraph stating that all members of the team have reviewed the document and agree on its content and format. Provide lines for typed names, signatures, dates, and comments for each team member. The comment areas are to be used to state any minor points regarding the document that members may not agree with. Note that there cannot be any major points of contention.

## **Appendix B – Document Contributions**

Identify how each member contributed to the creation of this document. Include what sections each member worked on and an estimate of the percentage of work they contributed. Remember that each team member must contribute to the writing (includes diagrams) for each document produced.