Perceptive Reach:

Integrated Reach Database System

(IRDS)

System Administration Guide



Department of Veterans Affairs

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Version *0.0*

Revision History

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# Introduction

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## Purpose

## Scope

### Key Service Delivery Areas

## Related Documents and Agreements

### Memorandum of Understanding (MOU)

### Service Level Agreement (SLA)

### Service Level Requirements (SLR)

### Operational Level Agreement (OLA)

### Additional Project Documentation

## Acronyms

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# System Summary

## System Overview and Service Level

## System Development and Maintenance

### Build Management

### Change Management (ChM)

### Configuration Management (CM)

### Network Administration

### Release Management

### Security Management

### Storage Management

# System Description

## System Architecture

## Logical System Description

## Physical System Description

## Environment

### Equipment Environment

### Storage Requirements

### Capacity Planning

## Server Hardware Description

## Server Software Description

### Background Processes

### Job Schedules

## Dependent Systems

# System Administration

## System Start-up and Shut-down

## Remote Desktop Access

## Database Backup and Restoration

### Database Backup Scheduling Procedures

### Performing Manual Database Backups

### Database Restoration Procedures

### Windows Backups

## Disaster Recovery (DR)

## Security/Identity Management

### User Access Control

### Identity Management – Adding a Windows User

### Identity Management -- Adding a SQL Server User

### Switching From Administrator to User in SQL Server

### User Documentation

## User Notifications

## System Monitoring, Reporting, and Tools

### Standard Performance Reports in SSMS

### Availability Management and Monitoring

### Business (Service), Performance, and Capacity Management and Monitoring

### Critical Metrics

## Routine Updates, Extracts, and Purges

## Routine Maintenance

# Source Data Upload Procedures

## NDI

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## SPAN

## VCL

# Source Data Import Procedures

## Procedure for all data sources

## NDI

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## SPAN

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## Error Handling

## SSIS Package Run Verification

## Scheduling an SSIS package

# System Maintenance Procedures

## Responsibilities

## Conventions

## Performance Verification Procedure

## Service Interruptions

### Routine Errors

### Application Error Logs

# System Training

# Continuity of Operations

# Help Desk Support

## Help Desk Procedures and Contact Information

**Tier 1 and Tier 2**

**Tier 3**

**Tier 4**

### Short Term Process

### Long Term Process

## Incident Management Process

## Service Interruptions

Approval Signatures

This section is used to document the initial approval of the IRDS System Maintenance Manual.

All members of the governing IRDS Management Team are required to sign:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: Date:

*xxx, System Owner*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: Date:

*xxxx, Contracting Officer’s Representative*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: Date:

*xxxx VA VHA Program Manager*