Application Dependency Mapping Project Procedures

1. Determine list of contacts & contact information, and establish lines of communication
   * Project contacts
     1. Project owner/initiator
     2. Project team members
     3. Direct reports
     4. Invested parties (eg. Heads of departments, managers, team leaders etc)
   * Technical resources
     1. Change reviewer/change board
     2. System Infrastructure
     3. Network Infrastructure
     4. Support / Helpdesk
2. Ensure that Project owner has contacted all relevant invested parties (eg. Project team, application owners/SMEs, technical resources etc) to ensure the visibility of the project throughout the business.
3. Establish technical resource relationship
   * Project owner/team should contact all relevant technical resources on the behalf of the company, and request the following:
     1. Administrator User credentials (for team)
     2. Administrator User credentials (for software services)
     3. Remote access to environment (eg. Citrix, terminal servers)
     4. Complete list of all virtual machines/services
     5. Network diagrams / detailed network zone information
     6. Virtual Machine creation (possibly, multiple VMs) for remote monitoring and project services, with access to entire network (eg. PRTG network monitor, central file repository)
     7. Firewall exclusions for monitoring services (eg. PRTG, SumoLogic)
   * Technical resources should outline best and immediate points of contact for any technical questions and issues encountered
     1. Should be expected to have a short SLA for speed of remediation
4. Determine list of applications for investigation
   * Request all known information about application/s from project contacts, including:
     1. Application Name
     2. Application Owner (Department)
     3. Application SME/s (technical owner)
     4. Application Brief
5. Confirmation of technical items
   * Confirm remote access availability
   * Confirm user credentials
   * Confirm administrative access to servers and services
   * Confirm delivery of network documentation
   * Confirm delivery of server documentation
6. Initial setup of monitoring platform and supplementary files
   * Installation of PRTG Probe
     1. Add PRTG sensors for servers, which information should have been provided in section 3
   * Set up of central file repository
     1. SumoLogic
     2. SYDI
     3. CurrPorts
     4. Installation/Uninstall Scripts
     5. Documents
     6. Collections folders
7. Contact application owners
   * Introductions
     1. Of project
     2. Of working team of engineers
     3. Of procedures that may be involved in application discovery
   * Confirm with Application Owners/SMEs:
     1. Book time/s for initial meetings to discuss applications in depth
     2. Who the support team for the application are (introductions if necessary)
     3. Best point of contact for application questions
     4. Timeframes for monitoring windows (if necessary)
   * Gather requirements
     1. All documentation for necessary application/s
     2. Determine whether particular servers or applications need specific or unique credentials to access
8. Information gathering
   * Log into servers, as per list provided by Application Owner/ SME
     1. Ensure that administrative access has been granted to user and service accounts
     2. Ensure that server can access central file repository
     3. Ensure that server can communicate externally to SumoLogic
     4. Ensure that server can communicate to the PRTG probe (via WMI)
   * Once connection to the server has been establish, and all avenues of communication have been successfully confirmed
     1. Create necessary PRTG sensors for server eg
        1. CPU
        2. RAM
        3. Network Card/s
        4. Ping
     2. Run necessary scripts
        1. SYDI
        2. Install of CurrPorts and SumoLogic
        3. CurrPorts Task Scheduler script
   * Confirm all monitoring and documentation is up and running
     1. Check SumoLogic for data from server
     2. Check PRTG for data from sensors
     3. Check central file repository for:
        1. SYDI documentation results
        2. CurrPorts HTML/CSV results
9. Data Compilation