# CMSC 345

### Software Design and Development

# (Adapted from Susan Mitchell)

# Administrator Manual Template

Writing Instructions

Use the materials posted under the Writing Resources button on Blackboard as references for grammar, spelling, punctuation, formatting, and writing style.

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.

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?"

VeriHandy

Administrator Manual

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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.

## 1. Introduction

1.1 Purpose of This Document

This document is designed to help a new administrator of the VeriHandy website in their duties of properly administrating the site. This may include but is not limited to:

* When and how to ban a user
* How to make a user an administrator
* Description of the Admin Panel
* Viewing active users and their reviews
  1. References

It is recommended all administrators have a basic idea of the design of VeriHandy. As such, new administrators should reference these other VeriHandy documents as well, including:

* + System Requirements
  + System Design
  + UI Design

2. **System Overview**

2.1 Background

VeryHandy runs off of a server or computer and uses an internal database to track all of its data. As such, its design starts from the database. The administrator will be responsible for understanding the functionality of this database, how users are added, and how each table of the database is connected. The administrators will then work with the database to maintain quality and satisfaction from the users.

System administrators will mostly interact with the Admin Page of the VeriHandy application. They will see the users and their ratings, as well as currently banned users. The administrator can then interact with the user friendly application to decide the fate of these users who have gotten very poor reviews.

2.2 Hardware and Software Requirements

VeriHandy only requires a computer with a keyboard or some other external device to enter credentials, as well as a stable internet connection through a router/ modem.

The recommended software for this application is google Chrome. If the administrator is developing on new releases, Laravel Homestead, GitHub, GitBash, Vagrant, and Oracle VM VirtualBox are recommended

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**

4.2 Dealing with Error Messages and Failures

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

4.3 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.