**Medinota Tasks**

**Setting up and configuring general Environment**- Apache, general setup with necessary modules  
- MySQL DB – installing, configuring data replication   
- FTP, general setup for transfer of consent files   
- Installing Perl core plus modules needed for Medinota  
- Creating directory structure for Medinota

**Setup new customer**- requesting URL for customer UI  
- requesting DNS entries for customer UI  
- requesting SSL Certificate for customer URL  
- requesting customer user for FTP  
- installing newly created SSL certificate   
- creating directory structure (htdocs/customer)  
- creating new DB for UAT and production environment   
- creating customer DB-user for UAT and prod.  
- creating Apache Config with new Virtual Host for customer URL  
- creating and scheduling scripts for customer interfaces on UI- and DB-server  
- initial load of data in UAT and Prod DB  
- requesting new shared mailbox for customer installation (sending address for double opt-in emails)  
- whitelisting customer IPs for access to Medinota webservice

**Decommission customer**- creating final DB backup  
- creating final backup of customer directory structure  
- removing UAT und prod. DB  
- removing directory structure  
- removing scheduled interface entries in crontab  
- removing entries from Apache config file  
- removing entries from backup-scripts  
 **Daily Tasks**

Monitoring   
- IPs accessing UI due to daily log  
- Apache (Availability, warnings, errors)  
- MySQL (general availability, errors)  
- MySQL data replication between the two DB-Server in Dublin and Frankfurt  
- Checking Medinota interface messages for all customers  
- Backup (is it complete or are files missing due to networking or other technical reasons)  
- System integrity (load, hdd-space, system warnings and errors, network problems…)

Maintenance and Support Tasks  
- copying customer DBs on demand between production and UAT environment  
- creating or changing interface scripts for existing customers  
- rescheduling tasks on demand  
- resolving differences in DB replication  
- resolving differences in backup  
- resolving errors reported by Apache, MySQL, OS-System  
- resolving customer interface problems  
- installing new modules (Perl, Apache) if needed for new Medinota functions  
- requesting new+ replacing outdated SSL-certificates for customers   
- whitelisting additional customer IPs for access to Medinota webservice  
- reconfiguring environment due to server move in EDC  
 (happened twice during last 6 month incl. IP-Change)  
- In Medinota UI : creating or removing new users for customer as requested   
- Checking system availability on customer demand  
- Installing OS Updates