Information Systems Documentation

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# Introduction

## Overview

This is a good location to place a brief overview of the I.T. Infrastructure. For instance: Acme Co. consists of a campus of three (3) buildings (Administration, Manufacturing and Warehouse) covering 10 acres. The buildings are connected via single-mode fiber with microwave links serving as backups between the buildings. There are 75 users, 50 desktops, 5 laptops and 6 servers on one Microsoft domain and 5 IPv4 subnets. Additionally, there is one manufacturing IPv6 subnet in the manufacturing building, which networks the manufacturing machines. The campus is located at 123 Some Street North, Somewhere, NC.

## Identified Concerns and Stated Needs

|  |  |
| --- | --- |
| Topic | Issue |
|  |  |
|  |  |

## Current Status and Issues

|  |  |
| --- | --- |
| Topic | Issue |
|  |  |
|  |  |

## Technical Recommendations

|  |  |
| --- | --- |
| Topic | Narrative and Recommendations |
|  |  |
|  |  |

## Locations List

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Location # | Name | Contact Name | Phone | Address | Time Zone |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Notes

# Location, Building and Contact Information

## Locations

[Copy the table below for each location]

|  |  |
| --- | --- |
| Location Name |  |
| Address |  |
| City, State, Zip |  |
| Contact Name |  |
| Contact Email |  |
| Contact Phone |  |

### Location Maps

## Buildings

[Copy the table below for each building]

|  |  |
| --- | --- |
| Building Name |  |
| Address |  |
| City, State Zip |  |
| Contact Name |  |
| Contact Phone |  |
| Contact Email |  |
| Access Hours |  |
| Secured? (Yes/No) |  |
| Building UPS? (Yes/No) |  |
| Building Generator? (Yes/No) |  |

### Building Floor Plans

# Infrastructure

## Cabling

### Copper

|  |  |
| --- | --- |
| Manufacturer |  |
| Cable Sheathing Type (Plenum / Non-Plenum) |  |
| Cable Sheathing Color(s) |  |
| Category of Cable (CAT3, CAT4, CAT5, CAT6, etc.) |  |
| Total Number of Data Runs at This Location |  |

### Fiber

|  |  |
| --- | --- |
| Manufacturer |  |
| Number of Pairs |  |
| Cable Type |  |
| Total Number of Data Runs at This Location |  |

## Wireless

**Total Number of Access Points:**

|  |  |
| --- | --- |
| Access Point # | |
| Name |  |
| IP Address |  |
| MAC Address |  |
| SSID |  |
| Channel |  |
| Speed |  |
| Security |  |
| Password |  |
| Location |  |

## Patch Panels

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Patch Panel # | Location | Manufacturer | Model | # Ports |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Racks

|  |  |
| --- | --- |
| Rack Name |  |
| Rack Location |  |
| Rack Manufacturer |  |
| Model Number |  |
| Date of Purchase |  |
| Warranty Expiration |  |
| Service / Support # |  |
| Contact Name |  |
| Wall Mount or Free Standing |  |
| Open Frame or Closed Frame |  |
| Number of Posts |  |
| Height (in U’s) |  |
| Mounted / Bolted to Floor? (Yes/No) |  |
| Rack Height (in U’s) |  |
| Cooling System |  |
| Power |  |
| Cable Management |  |
| Number of Shelves |  |
| Pull-Out KVM? |  |
| Other |  |

### Rack Diagrams

## Uninterruptible Power Supplies (UPS)

|  |  |
| --- | --- |
| Location |  |
| Manufacturer |  |
| Model |  |
| Power Output |  |
| IP Address |  |
| Username |  |
| Password |  |

## Power Distribution Units

|  |  |
| --- | --- |
| Location |  |
| Manufacturer |  |
| Model |  |
| Capacity |  |
| # of Outlets |  |

## Audio / Visual Conferencing

|  |  |
| --- | --- |
| Location |  |
| Manufacturer |  |
| Model |  |
| Type |  |
| IP Address |  |
| Username |  |
| Password |  |

## Environmental Monitoring

|  |  |
| --- | --- |
| Location |  |
| Manufacturer |  |
| Model |  |
| IP Address |  |
| Management Interface |  |

## Distribution Facilities

|  |  |
| --- | --- |
| Facility Name |  |
| Building |  |
| Location in Building |  |
| Connections to Other DF in Building |  |
| Connection Type |  |
| Connection Speed |  |
| Power |  |
| Cable Management |  |
| **HVAC** | |
| How to Operate |  |
| Service Number |  |

### Distribution Facility Diagrams

# Security Equipment

## Cameras

|  |  |
| --- | --- |
| Manufacturer |  |
| Model |  |
| IP Address |  |
| Username |  |
| Password |  |
| Location |  |
| Resolution |  |
| PTZ? (Yes/No) |  |
| Administration Server |  |
| Username |  |
| Password |  |

## Door/Gate Access Control

|  |  |
| --- | --- |
| Access Controller | |
| Manufacturer |  |
| Model |  |
| Hostname |  |
| IP Address |  |
| MAC Address |  |
| Username |  |
| Password |  |
| Location |  |

|  |  |
| --- | --- |
| Control Panel | |
| Location |  |
| IP Address |  |
| Doors/Gates Controlled |  |

# Telephone System(s)

# Network

## Network Schemas

### Public Network

|  |  |  |
| --- | --- | --- |
| Domain Name |  | |
| Public IP Address |  | |
| Public MAC Address |  | |
| IP Type | Static | Dynamic |
| Default Gateway |  | |
| Netmask |  | |
| Available IP Addresses |  | |
| IP Addresses in Use |  | |
| DNS Server 1 |  | |
| DNS Server 2 |  | |
| Forward Zones |  | |
| Reverse Zones |  | |

### Private Networks

|  |  |
| --- | --- |
| IP Subnet | Netmask |
|  |  |
|  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| Domain or Workgroup |  | |
| DHCP | Enabled | Disabled |
| IP Addresses Assigned Via |  |  |
| Default Gateway |  | |
| Netmask |  | |
| DNS Server 1 |  | |
| DNS Server 2 |  | |
| DHCP Scope(s) |  | |
| DHCP Reservations |  | |

### Internet Service Provisioning

|  |  |
| --- | --- |
| Provider |  |
| Speed Up/Down |  |
| Type (Fiber/Cable/DSL) |  |
| Branch/Location |  |
| Connection Identifier |  |
| Support Contact Number |  |
| Contract Number |  |

## Network Topology Diagrams

## Network Equipment Information

|  |  |
| --- | --- |
| Network Equipment Counts | |
| Routers |  |
| Switches |  |
| Modems |  |

# Servers

## Server List

For detailed server information refer to Appendix 14.2 Server Sheets

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Hostname | IP Address | Admin Username | Admin Password | OS | Role(s) |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Server Topology Diagrams

## Server Operating Systems

|  |  |
| --- | --- |
| Server Counts | |
| Windows Server 2003 |  |
| Windows Server 2008 |  |
| Windows Server 2008 R2 |  |
| Windows Server 2012 |  |
| Windows Server 2012 R2 |  |
| MAC OS X Server |  |
| Linux/Unix Server |  |
| Total Servers |  |

# Email Server(s)

None

Off-Site

On-Site

|  |  |
| --- | --- |
| Hostname |  |
| IP Address |  |
| MAC Address |  |
| Email Server Software |  |
| Organization Name |  |
| Site Name |  |
| Service Account |  |
| Connectors |  |
| Private Information Store |  |
| Public Information Store |  |
| Information Store Logs |  |
| Directory Service |  |
| Directory Service Logs |  |
| Message Transfer Agent |  |
| Internet Mail Services File |  |
| Key Management Server Files |  |
| Message Tracking |  |
| Connectivity Log |  |
| Send Protocol(s) |  |
| Receive Protocol(s) |  |

# Printers

## Printer List

For detailed printer information refer to Appendix 14.3 Printer Sheets

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Hostname | IP Address | Location | Mgmt. Interface | Username | Password |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# PCs and Laptops

|  |  |
| --- | --- |
| Totals | |
| Total Number of PCs |  |
| Total Number of Laptops |  |

|  |  |
| --- | --- |
| PCs by Manufacturer and Model | |
| Manufacturer |  |
| Model |  |
| Total |  |

|  |  |
| --- | --- |
| PCs by Operating System | |
| Windows 7 |  |
| Windows 8 |  |
| Windows 10 |  |
| Red Hat Linux |  |
| Ubuntu Linux |  |
| Other Linux |  |
| Mac OS X |  |
| Other |  |

|  |  |
| --- | --- |
| Laptops by Manufacturer and Model | |
| Manufacturer |  |
| Model |  |
| Total |  |

|  |  |
| --- | --- |
| Laptops by Operating System | |
| Windows 7 |  |
| Windows 8 |  |
| Windows 10 |  |
| Red Hat Linux |  |
| Ubuntu Linux |  |
| Other Linux |  |
| Mac OS X |  |
| Other |  |

# Other/Miscellaneous Equipment

|  |  |  |  |
| --- | --- | --- | --- |
| *Make and Model* | *IP Address* | *Username* | *Password* |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
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# Software License Assignments

|  |  |  |
| --- | --- | --- |
| Software | License | Assigned To |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Appendices

## Network Equipment Sheets

### Network Device:

|  |  |
| --- | --- |
| Name |  |
| Type (Router/Switch/Modem) |  |
| Location |  |
| Manufacturer |  |
| Model |  |
| Serial Number |  |
| Warranty Expiration |  |
| Support Number |  |
| External IP Address |  |
| External MAC Address |  |
| Internal IP Address(es) |  |
| Internal MAC Address(es) |  |
| Management Interface IP |  |
| Management Interface Access Protocol |  |
| Management Interface Username |  |
| Management Interface Password |  |

#### Notes

## Server Sheets

Use one sheet per server, copy one of the server sheets and paste it into its own page for each server.

### Server Name:

|  |  |
| --- | --- |
| Hostname |  |
| **Location** |  |
| **IP Address(es)** |  |
| **MAC Address(es)** |  |
| **Domain** |  |
| **Manufacturer** |  |
| **Model** |  |
| **Serial Number** |  |
| **Operating System** |  |
| **CPU** |  |
| **Memory** |  |
| **Hard Drive(s)** |  |
| **Hard Drive Partition(s)** |  |
| **Role(s)** |  |
| **Virtual/Physical** |  |
| **Admin/Root Username** |  |
| **Admin/Root Password** |  |
| **iDRAC/iLO? (Yes/No)** |  |
| **iDRAC/iLO IP Address** |  |
| **iDRAC/iLO MAC Address** |  |
| **iDRAC/iLO Username** |  |
| **iDRAC/iLO Password** |  |

#### Notes

## Printer Sheets

Use one sheet per printer; copy one of the printer sheets and paste it into its own page for each printer.

### Printer Name:

|  |  |
| --- | --- |
| Hostname |  |
| IP Address |  |
| MAC Address |  |
| DHCP? (Yes/No) |  |
| Manufacturer |  |
| Model |  |
| Location |  |
| Type (B&W/COLOR/MFC, etc.) |  |

#### Notes

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