# Network/System Administration Research Survey

My name is Joseph MUTANGANA, a student at Adventist University of Central Africa (AUCA).  
  
Purpose of Interview/Survey:  
I am conducting academic research on general practices in designing, implementing, and maintaining network and system infrastructures. This aims to understand features, policy frameworks, and operational practices supporting IT environments.  
  
Confidentiality Assurance:  
Responses are for academic use only and will be anonymized. Sensitive/proprietary details will be excluded.

## Section 2: Participant Information

1. Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Organization / Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Years of Experience in IT/System Administration:

☐ 0–2 years  
☐ 3–5 years  
☐ 6–10 years  
☐ Over 10 years

## Section 3: Daily Operation Practice

5. How often do you perform system or network maintenance?

☐ Daily  
☐ Weekly  
☐ Monthly  
☐ As needed

6. Which of the following are part of your daily system admin tasks? (check all that apply)

☐ Monitoring network health  
☐ Troubleshooting connectivity issues  
☐ Managing user accounts  
☐ Backing up data  
☐ Updating system software  
☐ Security auditing

7. What are the most common challenges you face in daily operations? How do you resolve them?

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section 4: Infrastructure Setup and Implementation

8. When setting up a new network, what are your main priorities?

☐ Scalability  
☐ Security  
☐ Cost  
☐ Reliability  
☐ Speed/performance  
☐ Simplicity

9. Which of the following configurations are implemented in your organization?

☐ NAT for public/private networks  
☐ Redundant internet links (active/standby)  
☐ VLAN segmentation  
☐ VPN access for remote users  
☐ Active Directory (on-premise)  
☐ Microsoft 365 AD Integration

10. What tools or methods are used for setup and configuration? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section 5: Policy Formulation and Enforcement

11. Password policy requirements include:

☐ Minimum length  
☐ Character complexity  
☐ Expiration period  
☐ Password history restriction  
☐ Multi-factor authentication

12. How is access control implemented?

☐ Role-based access (RBAC)  
☐ Manual account setup  
☐ Automated provisioning  
☐ No formal access policy

13. How do you manage network segmentation (employees vs guests)?

☐ Separate VLANs  
☐ Separate SSIDs  
☐ Firewall rules  
☐ No segmentation

14. How often are data backups performed?

☐ Daily  
☐ Weekly  
☐ Monthly  
☐ Rarely

15. Primary backup method:

☐ On-site storage  
☐ Cloud storage  
☐ Hybrid (both local + cloud)  
☐ External drives

## Section 6: Compliance and Regulatory Considerations

16. How do employees securely access the system remotely?

☐ VPN  
☐ Cloud login (Microsoft 365, Google Workspace)  
☐ Remote Desktop  
☐ No remote access

17. How often does your organization perform security audits or reviews?

☐ Monthly  
☐ Quarterly  
☐ Annually  
☐ Never

18. Rate your organization’s overall system security level (circle one): 1 2 3 4 5

19. Which compliance standards influence your IT operations?

☐ ISO 27001  
☐ GDPR  
☐ National IT standards  
☐ None  
☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Section 7: Future & Feedback

20. What improvements or technologies would you recommend for better system/network administration?

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

21. Would you mind writing a foreword for me? (Yes/No) \_\_\_\_\_\_\_\_

## Section 8: Official Confirmation (Optional)

To validate this research project, my instructor requires a confirmation email from a network or system administrator verifying that the responses represent general practices.  
  
If you agree, please review the template and send it to:  
joshua.kayonga@auca.ac.rw CC: josephmutangana65@gmail.com

Would you like to view the official confirmation email template?  
☐ Yes  
☐ No