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<E-PENDAFTARAN TEMUJANJI JPN>

# Operations & Maintenance (O&M) Manual

Version 1.0

06/03/2020

Document Number: <document’s configuration item control number>

Contract Number: <current contract number of company maintaining document>

XLC Template Revision History

Table 1 - XLC Template Revision History

| Version Number | Date | Author/Owner | Description of Change |
| --- | --- | --- | --- |
| 1.0 | 06/03/2020 | Syarikat ABC | Baseline Version |

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## Introduction

Sistem E-Temujanji dibangunkan untuk membantu pengguna mendaftar temu janji secara atas talian dan juga membantu pembangun memperoleh maklumat dengan teratur dan sistematik.

### System Manual Identification

JPN – Jabatan Pendaftaran Negara

## Referenced Documents

Instructions: Provide identifying information for all documents used to arrive at and/or referenced within the O&M Manual (e.g., related and/or companion documents, prerequisite documents, relevant technical documentation, etc.). At a minimum, the current Version Description Document (VDD) should be identified as a referenced, companion document.

Table 3 - Referenced Documents

| Document Name | Document Number and/or URL | Issuance Date |
| --- | --- | --- |
| <Document Name> | <Document Location and/or URL> | <MM/DD/YYYY> |

## System Overview

Sistem E-Temujanji dibangunkan untuk mewujudkan Pangkalan Data yang lebih efisen dan teratur. Sistem ini membantu pengguna untuk mendaftar temu janji secara atas talian dan maklumat yang diperoleh disusun secara sistematik dan bilangan slot temujanji juga akan dipenuhi mengikut kapasiti/had yang telah ditetapkan dalam suatu masa.

### Functional System Overview

Pengguna perlu log masuk sebelum menggunakan sistem seterusnya pengguna dapat mendaftar temujanji berdasarkan kekosongan perkhidmatan JPN

#### Application/System Dependency

Instructions: Provide any dependencies of the application/system and the impact.

Table 4 - Application/System Dependency

| Dependent Application/System | Function | Impact (If Application is Down) |
| --- | --- | --- |
| Server | Link to Database | Losing data |

### Physical System Overview

Operasi Teknikal JPN bertanggungjawab memastikan fail sandaran diterima selepas pelaksanaan dalam tempoh lima (5) mengikut hari perniagaan. Operasi Teknikal JPN bertanggungjawab untuk peningkatan melalui saluran yang ditetapkan apabila perlu. Mengenal pasti operasi sistem software yang perlu dikemaskini. Memastikan permanent file dan pangkalan data dan dokumentasi yang berkepentingan selamat dan sentiasa dikemaskini dari masa ke masa.

#### Physical Architecture

Rajah 1 menunjukkan aliran yang akan dijalankan oleh system :

#### 

Rajah 1

#### System Software to Hardware Specifications

Instructions: Provide table to identify ALL servers in the Physical Production Architecture. For each server identified, the Server Name, OS, Primary Function and whether the server is dedicated should be provided. Virtual Server information should also be provided if applicable. Please note if any servers are owned/operated by a different company, i.e. ATT, etc.

Table 5 - Software-to-Hardware Matrix

| Item | Server 1 | Server 2 | Server 3 | Server 4 | Server 5 |
| --- | --- | --- | --- | --- | --- |
| Server Name/Type | xampp | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Rack/Zone | - | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Internet Protocol (IP) Address | https://mytemujanji.jpn.gov.my/ | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Infrastructure Zone | - | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Primary Function | temujanji | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Dedicated | server | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Software Type | System Software | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Software Name/Version | E-Temujanji Pendaftaran JPN / 1.0 | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Environment | Organization | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Volume Manager (Local) | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Volume Manager (Storage Area Network (SAN)) | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Redundant Array of Independent Disks (RAID) Level (Local) | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Central Processing Unit (CPU) | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Memory | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Primary Hard Disk | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| Operating System (OS) | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |
| System | <Server 1 data> | <Server 2 data> | <Server 3 data> | <Server 4 data> | <Server 5 data> |

##### Special Server Conditions (If Applicable)

Table 6 - Application Special Server Table

| Server | Condition | Server Name | OS | Primary Function | Dedicated |
| --- | --- | --- | --- | --- | --- |
| <Server> | <Condition> | <Server Name> | <OS> | <Primary Function> | <Dedicated> |

#### System Firewall Specifications

Table 7 - Firewall Information

| Firewall | Originating Server | Destination Server | Port |
| --- | --- | --- | --- |
| HTTPS | <Originating Server> | <Destination Server> | TCP 8443 |

### System User Overview

Instructions: Provide a number reference for the estimated/actual amount of users per application. Also provide the impact for users if the production environment is unavailable or in the event of processing malfunctions.

#### Estimated Users

100 pengguna dalam suatu masa

#### Peak Processing Time

10:00 am to 5:00 pm

#### Hours of Operation

8:00 am to 8:00 pm (12 hours)

#### User Impact for System Failure

Pertindihan data temujanji berlaku terhadap system, pengguna juga berkemungkinan gagal melaksanakan pendaftaran temujanji

### Processing Overview

Sistem akan sentiasa dikemaskini dan sandaran data akan dilaksanakan setiap lima (5) hari bagi membangunkan pengkalan data dan sistem yang efektif.

#### Data Flow Diagram

#### Data Sources

Instructions: Provide information that is applicable to the transfer of data. Describe if data is extracted from system files. Fill out the table below completely.

Table 8 - Data Sources

| System Name | Full Name | Function | Input Source | Environment |
| --- | --- | --- | --- | --- |
| <System Name> | <Full Name> | <Function> | <Input Source> | <Environment> |

#### Data Refresh/System Updates

Instructions: Provide information that is applicable to how the application data is updated or “refreshed” to reflect the most recent data. Identify Data Structures / Specific areas to be refreshed. Indicate if updates are automated, if they provide alerts if not executed properly, and the schedule for the refreshes, if this applies to the system. Fill out the table below. Provide information that is applicable to how the application data is updated or “refreshed” to reflect the most recent data. Identify Data Structures / Specific areas to be refreshed. Indicate if updates are automated, if they provide alerts if not executed properly, and the schedule for the refreshes, if this applies to the system. Fill out the table below.

Table 9 - Database Refresh Schedule

| System (Platform) | Server/Address | Schedule | Specifications | Update Mechanism |
| --- | --- | --- | --- | --- |
| browse | https://mytemujanji.jpn.gov.my/ | every 3 month | Organize Database | Size of Database |

#### Reporting Requirements

Hubungi pembangun syarikat ABC melalui emel atau talian

#### Service Level Agreements (SLAs)

Dasar ini terpakai kepada semua aset kod sumber dan pangkalan data yang menyokong, atau perlu untuk menyokong. Termasuk sistem pendaftaran JPN, tetapi tidak terhad kepada kod sumber sebenar, spesifikasi teknikal, dokumen keperluan perniagaan, dokumentasi program, nota pelepasan (*release notes*) dan sebarang dokumentasi sokongan lain yang diperlukan.

### Security and Privacy Overview

JPN akan mengambil tindakan yang sesuai untuk meminimumkan risiko kepada sistem JPN akibat daripada kehilangan versi kod sumber dan dokumentasi yang berkaitan. JPN juga akan mengambil tindakan untuk memastikan bahawa kod sumber JPN dan dokumentasi yang berkaitan berada pada JPN sekiranya JPN membatalkan hubungannya dengan rakan pembangunan kod sumbernya.

Keperluan Pengurusan Kod Sumber:

* Semua kontrak JPN hendaklah termasuk peruntukan yang kod sumber yang dibangunkan untuk JPN adalah "Kerja yang dibuat dibayar" dengan JPN mengekalkan semua hak dan tajuk kepada kod sumber dan dokumentasi yang berkaitan. JPN akan menghendaki semua rakan perniagaan dikontrak untuk berkembang kod sumber kepada:
* Memanfaatkan dan mengekalkan sistem pengurusan kod sumber standard industri mengikuti amalan terbaik industri untuk kawalan dan perubahan kod sumber pengurusan.
* Mengekalkan penyelarasan semua elemen perubahan program dalam "*packaged elevation*" yang sama pada tahap yang diperlukan untuk penyerahan yang diselaraskan dan *back out* sekiranya berlaku kesilapan atau kegagalan pengeluaran. Elemen sedemikian termasuk, tetapi tidak terhad kepada siaran, cawangan kod, dll.
* Mengekalkan semua dokumentasi yang perlu dikaitkan atau dilampirkan pada aset / pakej kod sumber yang sesuai. Dokumentasi sedemikian termasuk, tetapi tidak terhad kepada spesifikasi teknikal, keperluan perniagaan, arahan elevasi program dan nota pelepasan.
* Mengekalkan kawalan versi(*version control*) ke atas aset kod sumber untuk menyokong pemulihan daripada versi terdahulu
* Mengekalkan pengasingan tanggungjawab yang sesuai antara pemaju dan fungsi pustakawan kod sumber pada tahap yang diperlukan untuk melindungi kod sumber daripada perubahan yang tidak dibenarkan
* Mengekalkan kawalan versi yang sesuai antara pengeluaran, pengujian dan pembangunan perpustakaan.
* Mengurus *deployment* yang selaras dengan Dasar Pengurusan Perubahan JPN, yang memerlukan kelulusan bertulis JPN sebelum mana-mana kod sumber dikeluarkan untuk proses pengeluaran kod.
* Selain itu melindungi kod sumber daripada kerugian yang tidak diingini oleh:
* Memastikan bahawa pengeluaran, pembangunan dan pengujian perpustakaan tidak boleh diubah tanpa kelulusan yang sesuai
* Memastikan bahawa salinan sandaran sistem (*system backup*) pengurusan kod sumber adalah diambil setiap hari dan dihantar ke penyimpanan terlindung di luar tapak
* Menyediakan JPN dengan salinan sandaran penuh (*full backup*) dan boleh diperolehi dari perpustakaan kod sumber dan dokumentasi berkaitan yang dinyatakan di dalam polisi ini dalam media dan format yang dipersetujui. Kekerapan penyandar (*backup*) ini akan diselaraskan dengan kebenaran jadual deployment dan hendaklah diberikan kepada rakan kongsi dalam tempoh lima (5) hari perniagaan selepas penggunaan.
* Menyediakan JPN dengan statistik yang dipersetujui untuk setiap fail sandaran untuk memudahkan penyusunan; statistik yang akan dipersetujui bersama berasaskan keupayaan.
* JPN akan mengekalkan fail sandaran kod sumber sebagai sandaran sekunder untuk rakan kongsi JPN. JPN hendaklah:
  + Mengekalkan log semua sandaran yang diterima untuk memasukkan tarikh yang diterima, maklumat versi, tarikh *deployement*, dan merujuk kepada tiket pengurusan perubahan HSX nombor dikekalkan dalam sistem pengurusan perubahannya.
  + Labelkan semua media untuk memudahkan pengenalan. Setidaknya termasuk tarikh yang diterima, tarikh penempatan dan nombor pengurusan perubahan.
  + Kekalkan fail sandaran kod sumber untuk semua siaran utama untuk satu (1) tahun. Selain itu, mengekalkan versi semasa termasuk tambahan tiga (3) versi terdahulu fail sandaran kod sumber.
  + Menyusun semula statistik sandaran yang disediakan dengan fail yang diterima dan melakukan perbandingan peringkat tinggi ke fail sebelumnya yang diterima.
  + Menyimpan fail sandaran di luar tapak.

## O&M Roles and Responsibilities

Instructions: Identify the functions and owners for the roles identified in the table below.

Table 10 - Roles and Responsibilities

| Role | Function | Organization/Functional Area |
| --- | --- | --- |
| Application Software Installation(s) | platform | browse |
| Application(s) Administration | Database | Organiz data |
| Server Hardware/OS Maintenance Administration | version | System software |
| Desktop/Client Administration | platform | browse |
| Backup & Recovery | server | database |
| Scripts (Scheduled execution) | update | versioning |
| Infrastructure Support (LAN/WAN) | connection | device |

## Operation Procedures

### Operations Sequence

Ia adalah tanggungjawab Operasi Teknikal JPN untuk memastikan bahawa fail sandaran diterima selepas pelaksanaan dalam tempoh lima (5) mengikut hari perniagaan. Operasi Teknikal JPN bertanggungjawab untuk peningkatan melalui saluran yang ditetapkan apabila perlu.

Adalah menjadi tanggungjawab rakan pembangunan kod sumber untuk menubuhkan dan mengekalkan kawalan pengurusan kod sumber, sistem pengurusan kod sumber dan sesuai pengasingan tanggungjawab mengikut dasar ini.

JPN tidak sedang membangunkan kod sumber dan tidak juga merancang untuk membangunkan kod sumber di JPN masa depan yang boleh dijangka. Sekiranya JPN bercadang untuk membangunkan kod sumber di dalam masa depan, maka JPN akan memastikan bahawa dasar ini disemak semula untuk menghendaki JPN untuk memenuhi keperluan dasar ini pada tahap yang sama yang diperlukan oleh rakan kongsi perniagaan yang dikontrak membangunkan kod sumber.

### Operations Procedures

Instructions: Provide detailed instructions for each identified state and mode of operation. If applicable, provide detailed information needed to execute system runs or to perform manual operations. Address any associated security and privacy considerations, procedures for taking check points, and procedures for monitoring, deleting, and prioritizing print jobs. For each identified run, provide the information described in the following sub-paragraphs, as appropriate and applicable.

### Production Control Procedures

Instructions: Provide detailed instructions for each identified state and mode of operation. If applicable, provide detailed information needed to execute system runs or to perform manual operations. Address any associated security and privacy considerations, procedures for taking check points, and procedures for monitoring, deleting, and prioritizing print jobs. For each identified run, provide the information described in the following sub-paragraphs, as appropriate and applicable.

### Input/Output Procedures

Instructions: Describe the input and output media (e.g., form, magnetic disk) relevant to the identified modes of operation and provide procedures for reading and writing on these media. Briefly describe the operating system control language, and list procedures for interactive messages and replies. Describe all operator job control inputs (e.g., for initiating/starting the run, selecting run execution options, activating an online or transaction-based system, and running the system through remote devices, if appropriate). Identify the report names/identifiers, distribution requirements, and any identifying numbers expected to be output from the run. Describe reports to be produced from the system run by other than standard means.

### Diagnostic and Problem Handling Procedures

Instructions: Describe the diagnostic or error-detection features of the system software, the purpose of the diagnostic features, and the setup and execution procedures for any software diagnostic procedures. Identify potential problems that may occur in any step of operation. Identify the error codes and messages or other indications that accompany those potential problems, and describe the automatic and manual procedures to be followed for each occurrence.

### Backup Procedures

Instructions: Describe procedures for regularly scheduled backups of the entire network, including program and data storage. Describe procedures for creating, storing, maintaining, and securing backups and associated logs. Describe daily and weekly backup schedules and procedures, including cartridge labeling, tracking, and rotation instructions. Describe the location, schedule, and procedures for off-site storage.

### Restart/Recovery Procedures

Instructions: Provide procedures for restart/recovery in the event of a system failure. Describe any other applicable procedures or measures to ensure continuity of operations in the event of emergencies (e.g., procedures for switch over to a redundant computer system).

### Monitoring Procedures

Instructions: Describe tools and procedures for monitoring system usage, performance, and activity during operations. Identify the hours of peak demand. Describe available indicators, interpretation of those indicators, and routine and special monitoring procedures to be followed. Provide instructions for conducting and documenting troubleshooting activities. Include procedures for the setup and monitoring of the operating system and application audit trails. Describe any licensing agreements and procedures for ensuring that all licenses are current.

### Maintenance Procedures

Instructions: Describe procedures for maintaining the file system. Provide system maintenance schedules, as appropriate. Describe procedures for installing and testing system updates and for moving /installing the system updates to the operational environment. Include procedures for creating and updating maintenance reports.

## Data and Database Administration

### Data Administration Procedures

Data keluar masuk system akan dilaksanakan dan dikemaskini oleh Operasi Teknikal JPN

### Database Administration Procedures

Instructions: Describe who provides database access and the procedures for granting access. Identify the person(s) responsible for making changes to the database, adding/deleting groups and users to the database, setting permissions for users of the database, re-indexing the database after changes have been made, packing/compressing the database, database reporting, and performing database backups/restores. Provide the procedures necessary for adding/deleting database groups and users; for setting permissions; for re-indexing the database after changes have been made; for packing/compressing the database; for data entry, modifying, and deleting information from the database, and for performing backups/restores of the database. Identify the database reports that are to be generated, including the timeframes, due dates, distribution, and storage of the reports.

Table 11 - Database Administration Team

| DBA | Organization | Primary Location | Office Phone | Cell Phone | Email |
| --- | --- | --- | --- | --- | --- |
| Adelia Aminah | IT | Johor Bahru, Johor | 07-3885900 | 011-56763787 | [*adeliaaminah@gmail.com*](mailto:adeliaaminah@gmail.com) |
| Helena Alyn | IT | Johor Bahru, Johor | 07-6657339 | 011-9806787 | helenanalyn@gmail.com |
| Syed Danial | IT | Johor Bahru, Johor | 07-4552383 | 012-56563543 | syedanial03@gmail.com |
| Nur Farahin | IT | Johor Bahru, Johor | 07-9907955 | 019-64340998 | *farahin04@gmail.com* |
| Wanida Azeera | IT | Johor Bahru, Johor | 07-0309093 | 012-98980789 | [*wanidazeera09@gmail.com*](mailto:wanidazeera09@gmail.com) |

## Configuration Management

*-Rujuk manual pengguna*

Appendix 8-A: Software Licensing

Instructions: Describe any specific Software Licensing/Embedded Software for the application. Indicate the governance of the usage or redistribution of copyright protected software. Describe software license grants an end-user permission to use one or more copies of software in ways where such a use would otherwise constitute infringement of the software publisher's exclusive rights under copyright law.( i.e. COTS, Software metering, Copyright licenses, Open-source license, etc.).

Table 12 - Embedded Software

| Item | Details |
| --- | --- |
| Software | E-Temujanji Pendaftaran JPN |
| Version | 1.0 |
| Type of License | <Type of License> |
| Number of Licenses | <Number of Licenses> |
| Responsible Party | <Responsible Party> |
| Proof of License | <Proof of License> |
| License Custodial Agent | <License Custodial Agent> |
| Operational Support Responsibility | <Operational Support Responsibility> |
| Contact Information and Credentials | <Contact Information and Credentials> |

Appendix 8-B: Service Desk Scripts

Instructions: This section provides steps at a quick glance that the Service Desk is to follow whenever processing calls for this application. The top section is all of the information that should be obtained from the user. The table should contain the scenarios with corresponding steps. Contact information for the application is mandatory.

<Name of a Given Application> Quick Reference Guide

USER LOGS CALL WITH THE APPROPRIATE SERVICE DESK CMS IT SERVICE DESK REPORTING A {APPLICATION NAME} PROBLEM

1. Service Desk opens a Remedy ticket and gathers the following information from caller:

* Caller name
* Caller phone number
* Caller organization
* Caller email
* User ID
* Application subsystem (list possible subsystems, if applicable)
* Extent of problem (individual desktop, multiple desktops at site, entire site)
* Problem description
* Last screen/tab/navigation activity before problem occurred

Table 13 - Problem-Solving Scenarios

| If User Reports: | Then… |
| --- | --- |
| User reports the problem that happened and contact the developer | Reports accepted by company and developer noted about the problems and provide a better performance system |

Table 14 - Application Support Contacts

| Application Support Contact | Timeframe(s) for Support |
| --- | --- |
| System Emergency | 3 Days |
| Non-Emergency | 5 Days |

Table 15 - IT Support Responsibilities

| Responsibilities | Lead/1st Contact | Lead/2nd Contact | Backup/2nd Contact | Backup/3rd Contact |
| --- | --- | --- | --- | --- |
| CMS IT Service Desk | [CMS IT Service Desk](mailto:CMS_IT_Service_Desk@cms.hhs.gov) ([CMS\_IT\_Service\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov))  or  07-8889090 | ABC@hsxsepa.org | N/A | N/A |
| Tier 1 | Adelia Aminah  (a[deliaaminah@gmail.com](mailto:deliaaminah@gmail.com)) | Helena Alyn  (helenanalyn@gmail.com) | Syed Danial  ([syedanial03@gmail.com](mailto:syedanial03@gmail.com)) | Nur Farahin  (farahin04@gmail.com) |

Appendix 8-C: Service Desk FAQ

Instructions: This section is a placeholder reserved for creating and maintaining a self-serve FAQ effort related to different support topics. The self-serve FAQ area is where users can find answers to common topics that users can themselves troubleshoot and fix.

Appendix 8-D: Disaster Recovery Procedures

Instructions: As promulgated under the legislative requirements set forth in the Federal Information Security Management Act (FISMA) of 2002 and the guidelines established by the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-34, titled "Contingency Planning Guide for Information Technology Systems" dated June 2002, the completion of a Centers for Medicare & Medicaid Services (CMS) Information Security (IS) Contingency Plan (CP) applies to all CMS applications except where an application is included as part of a General Support System (GSS) CP and/or GSS Disaster Recovery Plan (DRP). The Business Owner of every application within the CMS enterprise is required to ensure that an IS CP is implemented and maintained to reduce risks to reasonable and appropriate levels and to comply with business continuity priorities, applicable laws, regulations, and policies.

The CMS IS CP documents the strategies, personnel, procedures, and resources that the application/system Business Owner and System Developer/Maintainer uses to respond to any short or long term interruption to their supported application/system. The IS CP will aid the Business Owner and System Developer/Maintainer to quickly determine the appropriate actions to be taken due to an interruption or disaster. An interruption can include key parts of a system being unavailable (e.g., email notification or file transfer capability only) and/or the entire application/system being destroyed.

The recovery functions outlined in the IS CP should include temporary manual processing, recovery and operation on an alternate system, or relocation and recovery at an alternate site. The Business Owner and/or System Developer/Maintainer are responsible for coordinating with the Infrastructure Support/Data Center personnel to ensure the recovery and restoration activities are performed in accordance with the requirements of the application. The IS CP should be referenced within the Operations & Maintenance Manual as a vital record (and vice versa) to aid in the recovery of the application/system.

1. Justification for recovery after a disaster

* Justification should explain the cost(s), tangible and intangible, to the organization of not having the application
* If the application is deemed mission critical, define the Recovery Time Objective (RTO) (how long can the application be offline before there’s a negative impact on the organization)

1. Disaster recovery steps

* Is there any redundancy/resiliency built into the application? If so, what is it? If not, why?
* What physical/logical resources are required for recovery?
* What is the backup strategy (when are backups executed? Full/incremental? When should media be shipped to DR storage facility)?

1. Process for validating proper functionality of application and data integrity after recovery
2. Process for dealing with lost data (data lost between last backup and the time the event occurs)
3. Process for dealing with backlogged data (data that is received while application is being restored)
4. Technical resources responsible for executing the recovery

PROCEDURES FOR CONTINUED OPERATIONS IN THE EVENT OF AN EMERGENCY

1. Interim processing (how will processing be conducted while application is being recovered)

Appendix 8-E: Application Validation Procedures

Instructions: This section is a placeholder reserved for documenting procedures for the validation of an application.

Appendix 8-F: Server Start-up and Shutdown Procedures: Scripts (Optional)

Instructions: This section is a placeholder reserved for documenting procedures for start-ups and shutdowns of servers.

Appendix 8-G: Server Build Documentation (Optional)

Instructions: This section is a placeholder reserved for documenting procedures for server builds.

Appendix 8-H: Contact List

Table 16 - Contact List

| Contact Sequence | Contact Name | Organization | Application | Phone | Cell/Pager | Email |
| --- | --- | --- | --- | --- | --- | --- |
| 1st Level | CMS IT Service Desk | CMS | CMS Help Desk | 410-786-2580 | 443-248-3237 | [CMS IT Service Desk](mailto:CMS_IT_Service_Desk@cms.hhs.gov) ([CMS\_IT\_Service\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov)) |
| 2nd Level | <First Name Last Name> | <Organization> | <Application> | <XXX-XXX-XXXX> | <XXX-XXX-XXXX> | <Email address> |
| 3rd Level | <First Name Last Name> | <Organization> | <Application> | <XXX-XXX-XXXX> | <XXX-XXX-XXXX> | <Email address> |
| CMS GTLs | <First Name Last Name> | <Organization> | <Application> | <XXX-XXX-XXXX> | <XXX-XXX-XXXX> | <Email address> |
| CMS Business Owners | <First Name Last Name> | <Organization> | <Application> | <XXX-XXX-XXXX> | <XXX-XXX-XXXX> | <Email address> |
| Developers | <First Name Last Name> | <Organization> | <Application> | <XXX-XXX-XXXX> | <XXX-XXX-XXXX> | <Email address> |

Appendix 8-I: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the document. List the acronyms in alphabetical order using a tabular format as depicted below.

Table 17 - Acronyms

| Acronym | Literal Translation |
| --- | --- |
| <Acronym> | <Literal Translation> |
| <Acronym> | <Literal Translation> |
| <Acronym> | <Literal Translation> |
| <Acronym> | <Literal Translation> |
| <Acronym> | <Literal Translation> |

Appendix 8-J: Glossary

Instructions: Provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Terms are to be listed in alphabetical order.

Table 18 - Glossary

| Term | Acronym | Definition |
| --- | --- | --- |
| <Term> | <Acronym> | <Definition> |
| <Term> | <Acronym> | <Definition> |
| <Term> | <Acronym> | <Definition> |
| <Term> | <Acronym> | <Definition> |
| <Term> | <Acronym> | <Definition> |

Approvals

The undersigned acknowledge that they have reviewed the O&M Manual and agree with the information presented within this document. Changes to this O&M Manual will be coordinated with, and approved by, the undersigned, or their designated representatives.

Instructions: List the individuals whose signatures are desired. Examples of such individuals are Business Owner, Project Manager (if identified), and any appropriate stakeholders. Add additional lines for signature as necessary.

Table 19 - Approvals

| Document Approved By | Date Approved |
| --- | --- |
| Name: <Name>, <Job Title> - <Company> | Date |
| Name: <Name>, <Job Title> - <Company> | Date |
| Name: <Name>, <Job Title> - <Company> | Date |
| Name: <Name>, <Job Title> - <Company> | Date |