



## **System Description**

**For**

**[SYSTEM NAME]**

**Document Version: [x.x]**

**Date: [dd/mm/yy]**

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# 1 Document Management

## General Guidance

- 1) Development services write a draft System Description Document by filling in the relevant parts of the Document Template.
- 2) Development Services send the draft document to Application Management for review.
- 3) Development services and Application Management hold a handover meeting to discuss any further additions or changes.
- 4) Development services complete any additions and/or changes agreed at the handover meeting.
- 5) Development services handover the System Description Document to Application Management.
- 6) Any further refinements to the document are completed by Applications Management.
- 7) Applications Management will provide final sign-off and from that point will take responsibility for keeping the document up-to-date.
- 8) Until the System Description Document template is converted to a wiki template, Applications Management will add the System Description Document to the insite Tech Collab wiki.

## 1.1 Contributors

Please provide details of all contributors to this document

Role	Unit	Name
Production Management Support Coordinator		
Systems Analyst Designer		
Technical Architect		
Project Manager		
Project Sponsor		
Business Analyst		
Other document contributors		

## 1.2 Version Control

Please document all changes made to this document since initial distribution.

Date	Version	Author	Section	Amendment

## 2 OVERVIEW

*A brief description of what this system is about from a business perspective taken from the ToR/Brief or BRD.*

### 2.1 Service Description

*High level description of what this service does (a list of the major components).*

*This should include business processes and components used to deliver the business process, and where possible with flow diagram describing the process*

### 2.2 Data Model

*This section should be used to provide an diagram or list of data dependencies and relationships. (e.g. Active Directory, SOA etc.)*

### 2.3 Reporting

*Reporting should cover the following:*

- *Is the reporting provided within the application or via a dedicated BI solution?*
  - *If the University based BI Suite (Webi/Explorer) is used state Universe, Folder and access restriction details*
- *Is reporting performed directly against the transactional database or is data extracted on a regular basis*
  - *If extracted on a regular basis provide details of the extract process (e.g. frequency, automation, aggregation, dta transformation)*
- *State what the user population for reporting is*
- *State what automated jobs are used to provide reporting including error reporting*

### 2.4 Technology

*A brief description of the underlying technology and versions used by the application, e.g. Coldfusion, Java, PL/SQL, PHP,.Also include frameworks and methodologies used (e.g. Struts, Mach II)*

## 2.5 Development Tools

*This section should be used to document:*

- *any specific development tools, compilers or suggested IDEs that are used for the application.*
- *Describe how software source control is performed (e.g. SVN)*
- *Is automated deployment used?*
- *Include how to build the local environment for debugging and any debugging tools that would be useful.*

## 2.6 Interfaces and services

- List all interfaces (incoming, outgoing)
- How are interfaces setup (on demand, push, pull, nightly)?
- Are there any web services or APIs the application provides?

## 2.7 Access, Authentication and Authorisation

- *How to access the application*
  - *Web based (provide url)*
  - *Bespoke access such as client server – provide client requirements*
- *Details how authentication works*
- *Details how authorisation works*

## 2.8 Delivery

*State if the application is delivered via a Portal or embedded/part of a wider application (e.g. MyEd)*

## 3 Support details

### 3.1 Third Party

Relevant details of any 3rd Party involvement (company name, primary contact name, primary contact telephone number). State if parts of the function is delivered by different parties.

*Where available provide software or source code download information and where technical information by the supplier can be found. Information regarding frequency of updates and upgrade process should be described.*

*This information may not be available by developers and may need to be added by support staff.*

### 3.2 Documentation

*A link to any documentation such as user, technical or supplier documentation.*

### 3.3 Standard tasks

- *Describe any tasks which are required for the delivery of the application which are not automated and require manual intervention*
- *Describe tasks which are required to be performed on regular basis as part of business cycles, such as annual data roll overs, data clean-up, manual data extracts*

### 3.4 Troubleshooting Guide

*These pages should provided details of any advice that can be given to troubleshoot the service. The sort of questions that could be answered by the text in these pages include:*

- *Known accessibility issues (e.g. known browser incompatibilities)*
- *Where to look to find error messages.*
- *Are there any special debugging instructions?*
- *If certain errors can be predicted (for example data related errors that have been encountered in development and test phases, which it is anticipated may occur again in live) then what are the likely causes?*
- *Is there a script that can be used to identify the offending data item? How would the error be fixed?*
- *List of known problems that have not been fixed in this version*
- *For scheduled tasks that have failed, can they be run manually and if so how? Are there implications of running during the day? Is there any clean up work that has to be done before retrying? Where possible, this would include step by step instructions*

## 4 Related Projects or Major Support Work

The following table lists previous projects or major pieces of support work that have been carried out on this service:

Project / Major Support Work	Analyst	Developer	Description
<i>Project short code + title Or Cms call number + title</i>	<i>FirstName FamilyName</i>	<i>FirstName FamilyName</i>	<i>A short high level description of the work so that it can be readily identified.</i>
<i>NB: these should be linked to the appropriate url</i>			

## 5

## 6 Document Sign Off

*Please add other sign off roles where required:*

<b>Production Management Coordinator</b>	<i>Name</i>	<i>Date</i>
<b>Project Manager</b>	<i>Name</i>	<i>Date</i>
<b>Project Sponsor</b>	<i>Name</i>	<i>Date</i>
<b>Business Analyst</b>	<i>Name</i>	<i>Date</i>
<b>Systems Analyst Designer</b>	<i>Name</i>	<i>Date</i>
<b>Technical Architect</b>	<i>Name</i>	<i>Date</i>