



Standard Operating Procedure Server Access Policy – (company name here)

Approved: xx/xx/2010

Effective: xx/xx/2010

Revised: xx/xx/2010

PURPOSE

In order to ensure the maximum stability and availability of all of our mission-critical systems, all (system name here) servers, housing our (application name here) software is immediately being placed under configuration control (testing phase, demonstration phase, and/or prior to production mode, and post production mode). As such, system access for any reason is going to be controlled and limited to that minimum necessary to operate, maintain, configure, and upgrade. Effective immediately, the following operating procedure will be in effect.

DEFINITIONS

1. System access will be based on three criticality or priority levels. They are:
 - Critical. This is defined as a system-down condition. The system is either non-operational, or damage to hardware, software or data files is actually occurring.
 - High. This is defined as an operational, but degraded condition. This may be identified as slow response time, a part of the system being non-operational, or a subsystem or interface being unavailable.
 - Routine. Everything not covered by the two categories above. This includes, but is not limited to enhancements, software upgrades, and adjustments to hardware or software.
2. **ALL access, except for a high-criticality level, will be scheduled in advance with customer notification, before system / server access is authorized to (company name here).**
3. Requests for system access will include the person requesting access and the date and time period required, a description of the work to be done, potential impacts to the system, an alternate date/time, in case the first time is unavailable, type of access (i.e. – view for investigation or read/write/add), and a pager number to call an immediate halt to the work, if we see service disruptions occurring.
3. Request/Notification Process. Requests will be accepted from the (company name here) Project Manager. The following guidelines will be used for each category of request:
 - Critical Priority. Notification will normally be in response to a Waukesha County generated support call or e-mail. The issue of access may be discussed at the time of the call. If not previously coordinated, the appropriate Waukesha County personnel may be called or paged.
 - High Priority. Notification will normally come to (company name here) via a support call or e-mail. The issue of system access may be discussed at the time of the call. If not previously coordinated, the appropriate Waukesha County personnel may be called or paged.
 - Routine. (company name here) will request access via Email to:
 - (name of county staff and e-mail address here) with copies to:

- (name of county staff and e-mail address here)
- (name of county staff and e-mail address here)
- (name of county staff and e-mail address here)
- (name of county staff and e-mail address here)

All information above should be included in the Email. If a planned outage is involved, before a final schedule is set, Waukesha County will notify its user base, and confirm with (company name here) personnel the availability of that date/time. Phone coordination for the planned outage time should be made, from (company name here) to Waukesha County, at least two hour prior to the scheduled time, to ensure that the event is still taking place.

- Exceptions. Exceptions to this procedure should be minimized. (company name here) is not to have Waukesha County staff paged for routine priorities, unless otherwise authorized by Waukesha County. Routine priorities should be addressed via voice mail or email.

5. List of known servers and function:
 - a. (server name here) – Application Server: /PRDXXXXXX.XXXX_TST
 - b. (server name here) – Development Server: /PRDXXXXXX.XXXX_DEV
 - c. (server name here) – Production Server: /PRDXXXXXX.XXXX_PRD
 - d. (other)

Special note. The following language applies when the application is in development; otherwise, all referenced changes to the database by the vendor will be identified in (all) release notes.

6. Database Changes. Waukesha County requires (company name here) notify Waukesha County of any proposed and/or forthcoming database changes. This provides Waukesha County with the opportunity to perform an impact analysis for views, reports, data extracts, interfaces, etc. it has developed that reference the (name of database(s) here) database. (Company name here) will not implement any new database changes until mutual agreement with Waukesha County has occurred. Database changes covered include the following: new tables, new columns, tables or columns to be deleted, existing tables or columns no longer referenced, unreferenced tables or columns now referenced, changing the definition or use of an existing table or column, and changes to stored procedures and APIs (company name here) has previously provided for Waukesha County to reference.

CHANGES TO THE STANDARD OPERATING PROCEDURE

Periodically, it may be necessary to make changes to this standard operating procedure because of changes in operational requirements of either party. It is understood Waukesha County and (company name here) would mutually agree upon said changes, first. Said changes would be specified in writing as a condition of performing the specified work. Being the 'Customer', Waukesha County would revise this standard operating procedure and reissue to (company name here).