NETS Processes and Procedures

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Whenever you plan to make a change that people will notice, or you’re explaining an outage, fill out the Maintenance/Outage Notification Form. This will send an email. To send a follow-up message like “I’m done” or “the outage is over” just “reply all” to the original message.
The contacts page contains all phone numbers, email addresses and street addresses

http://netserver.ucar.edu/nets/internal/contacts.shtml
(It’s under NETS/Contacts)

- Edited by Chris or Eileen
- One place to maintain this data
- Can be downloaded to Blackberry phones
Diagrams are organized into these groups:

- FRGP
- BPoP
- BRAN
- BiSON
- NETS
- NETS base diagrams
- UPoP

(you can start at NETS/Documents/Diagrams)
Device procedures

- Configs are automatically
  - retrieved
  - archived
  - checked (routers and switches)

- Cut-and-paste files are saved

For more information about devices, look in NETS/Devices or NETS/Inventory
Mailing lists

See the Mailing List Archives page at http://netserver.ucar.edu/nets/datacomm/mailing-lists/

(you’ll find it under NETS/Documents)
Meeting Maker

See the Meeting Maker procedures page for hints (it’s under NETS/Documents/Procedures)

- Proposing a meeting
- Creating or updating a banner
- Setting a reminder
- Marking a banner or activity as Private
- Creating a to-do item
- Proxies
  - Schedule meetings as NETS Admin
  - Schedule rooms
  - Use the NETS Change calendar
Nagios

- John and Pete maintain it
- Runs on nagman and fl-nagman
- We collaborate with CPG and DSG
- Do the calling procedures work?
- When ISPs notify us, who should update the NETS Change calendar?
Phone directories

NETS maintains the UCAR Directories:

- White pages
- Yellow pages
- Blue pages
What happens when a new device arrives at UCAR:

- Fixed Asset/PPE tag procedure
- Sensitive Equipment procedure
- Maintenance contract
- Add/remove form
- SCD Computer Room Hardware Installation form

(see NETS/Administrative procedures)
Purchase Requests

See NETS/Forms for the Purchase Requisition form
Procedures/Admin Procedures
Old training presentation
Training presentations

Learn from the old NETS training presentations at
http://netserver.ucar.edu/nets/intro/staff/training.topics.html

Nagios  Cable Management  Emergency Responder
Fabrication tools  Budget  Router redundancy
ReadyTalk  Purchase Orders  Travel
FRGP  UPoP  Home wireless security
Hazardous materials  Grounding  modems
Network security  NetFlow  Cable locating
Wireless  KVM
If you know about it, we have to kill you.
Use the cheat-sheet at
http://netserver.ucar.edu/nets/docs/procs/vacations.shtml

Setting your phone
Setting your email
Setting your Meeting Maker
Sending reminders
Timecards
Web procedures

- Everyone has a [home page](#)
- Broken link checker
- Netserver’s web is copied every night
- To have someone else make changes for you, send an email to wc@ucar.edu
Work Requests

Marla approves them
Automatic history and email thread

See NETS/Procedures page under “ExtraView” for hints about

- Add/Remove form
- NETS Fixed Asset System
- NETS Help Desk
- NETS Problem Classifications
I’m done...

More procedures are documented on the

NETS/Documents/Procedures page

and the

NETS/Documents/Procedures/Administrative procedures page