

Document No. ISMS/COM/001	IT Operations Operator and Fault Logs	
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1. Approval and Authorisation

Completion of the following signature blocks signifies the review and approval of this Process (signed copy held in safe)

Name	Job Title	Signature	Date
Authored by:- <Name>	Network/Systems Supervisor		
Approved by:- <Name>	Information Security Officer		
Authorised by:- <Name>	Director of Finance & IT		

2. Change History

Version	Date	Reason
Draft 1.0		First draft for comments
Version 1.0		First Version

3. Contents

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4. Definitions in this report

Trust	XXXXX NHS Trust
BILLY	Name of the Trust Network System
First Line Support	First level (Initial) user support
Second Line support	Second level technical support
Third Line Support	Specialist maintenance support
RAC	Remote Access Control
SLA	Service Level Agreement
MS NT	Microsoft Operating system
Netware	Novel network operating system

5. Documents Referred

ISMS/HLP/001	Helpdesk Procedures
ISMS/ACU/001	Monitoring System Access and Use - Section 16 – Monitoring Fault Logs
ISMS/ACU/001	Monitoring System Access and Use - Appendix 1- Details of Site 1 servers

6. Operator and Fault Logs

IT Operations staff are responsible for resolving faults related to the Trust network services on two levels; first line and second line support.

Third line support and maintenance are carried out by the third party contracts. Operator Logs on the third party support are kept with contractors with a unique reference number assigned to a specific fault/task.

IT Operations will check third party Operator Logs periodically. Logs are sent to the IT Operations when they are requested for random check.

6.1 External Operators

At present third level support are provided by the following companies:

British Telecom – for voice and data communication. Logs are recorded by email and fax. reference number xxxxxxxxx

XXX – for network and data cabling. Logs are recorded on hard copies. Reference number xxxxxxxxxx

BTN – for Secure server maintenance. Logs are recorded on hard copies. Reference number xxxxxxxxxx

UUNET – for provision of the Internet service pack. Logs are recorded with the UUNet helpdesk. Reference number xxxxxxxxxx

XXXXX - for out of warranty maintenance of PCs/Laptops. Logs are recorded on hard copies. Reference number xxxxxxxxxx

HP – for hardware maintenance of printers. Logs are recorded on hard copies. Reference number xxxxxxxxxxxx

XXXXXXXXXX – for 3rd level software support. Logs are recorded electronically and in hard copies. Reference number xxxxxxxxxxxxxx

XXXXXX – for facilities and maintenance of the computer room. Logs are recorded on hard copies. Reference number xxxxxxxx

6.2 Internal Operators

IT Operation staff maintain a log of their activities on the Helpdesk software. Each operator completes a log with a unique number for each event. E.g. **Log bb1905**.

Maintenance of the operator logs is the responsibility of the Helpdesk manager

The IT Operations manager checks logs weekly and a report summary is presented to the Director of Finance & IT.

Monitoring of the operator logs and their performance provide assessment to review the service level agreement.

IT Operations manager will review service performance quarterly with each of its internal customers.

IT Operations agrees service standards annually with its internal customers using service level agreement. SLA deliverables are:

- response time
- system availability
- service enhancements

6.3 Errors and corrective actions

When faults are reported, the Helpdesk always requests for system errors to be added where applicable. Operators refer to technical manuals for the specific system errors and they take corrective actions

7. Maintenance of Logs

Electronic copies of the Helpdesk logs are archived for at least 12 months.

There is a procedure to follow for all servers shutdown/startup when equipment maintenance is needed – **shutdown/startup procedure**.

A privileged password is always used to maintain the Helpdesk Logs. This operation helps the Administrator to accurately monitor faults resolution by the support staff. Reference **HlpdRpt Report**.

Special care is taken when using privileged utilities. section **use of systems utilities**.

Major system maintenance and software reviews are carried out outside normal working hours to reduce downtime.

8. Audit of Logs - regular checks

IT Operations is subject to ongoing and detailed audit of its fault logs through Helpdesk. IT Operations will be continually monitoring operator logs, system maintenance and third party support to improve its service level agreement. Frequency of review will be determined by the availability of staff involved. In general following period applies:

- Daily: Helpdesk logs
- Weekly: Helpdesk summary
- Monthly: Privileged Logs
- Quarterly:
- Annually: Third party logs

9. Staff involved

Table shows the level of responsibilities and actions taken by different members of IT Operations staff in terms of resolution, edit, maintenance, production and auditing of Logs and reports

Initials	Full name	Responsibilities	Logs/Reports	Location

10. System Shutdown/Startup Procedure

The list below should be used whenever a complete system closedown is required for all systems located in the computer room at Site 1

This procedure must not be used in combination with Remote Control Access.

1. **Shutdown** – follow the list from 1 to the end.
 - For all NT servers, use *Start, Shutdown* and select *Shutdown*.
 - For Netware Servers type *down* followed by *exit* at the console.

Where there is a note “On restart”:

- wait for the machine to shut down before continuing.
- Wait 20 seconds between all other machines.

Do not switch off until shutdown is complete.

2. **Startup** – follow the list from the end to 1.
 - All servers will restart following power up.
 - Wait 1 minute after powering up one machine before starting the next unless instructed otherwise.

Sequence	Machine Name	NT	Netware	Notes
1.				
2.				
3.				
4.				
5.				
6.				
7.				On restart - wait for this to fully restart before continuing
8.				On restart - wait for this to fully restart before continuing
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				Further action may be required following reboot.
17.				
18.				On restart - wait for this to fully restart before continuing
19.				
20.				

Sequence	Machine Name	NT	Netware	Notes
21.				On restart - wait for this to fully restart before continuing
22.				On restart - wait for this to fully restart before continuing
23.				On restart - wait for this to fully restart before continuing
24.				On restart - wait for this to fully restart before continuing
25.				On restart - wait for this to fully restart before continuing
26.				
27.				
28.				
29.				On restart - wait for this to fully restart before continuing
30.				On restart - wait for this to fully restart before continuing
31.				(On top shelf)
32.				(In cabinet)
33.				(next to cabinet)
34.				(in cabinet)
35.				(in cabinets and on shelves) – power down. On restart – wait for these to fully restart before continuing

11. Use of systems utilities

It is important to restrict and control the use of system utility programs in the Trust's network. This will prevent the system utilities to override system and application controls

The Trust uses the following controls:

- Use of authentication procedures for system utility
- Segregation of system utilities from application software
- Limitation of the use of system utilities to the minimum practical number of trusted, authorised users
- Authorisation for ad hoc use of systems utilities
- Limitation of availability of system utilities, e.g. for the duration of an authorised change
- Logging of all use of system utilities
- Defining and documenting of authorisation levels for system utilities
- Removal of all unnecessary software based utilities and system software

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Log bb1905 – Operator Log

Log bb1905 represents full detail of an operator log with the Trust's Helpdesk responding to a fault logged by an internal customer. A reference number represents a Log made to an external operator, HP, third line support for maintenance.

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13. Report HlpdRpt – Fault Logging report

Report shows the review of faults identified by an operator within a timescales for fault resolutions being consistent with the SLA with internal customers.

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