System Development and Life-Cycle Management (SDLCM) Methodology

Subject	Type	Standard
Operational Support Guide	**Identifier**	S–6151
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Approval

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A.　PURPOSE

This standard specifies content and format requirements for the Operational Support Guide.

B.　APPLICABILITY

This standard applies to all SDLCM Methodology Project/Tasks (Application Systems) that require operational support. It is used by those persons responsible for developing the Operational Support Guides.

C.　REFERENCE PUBLICATIONS

The following publications contain related information:

- *SDLCM Methodology Handbook*
- SDLCM Methodology Standard S–7052, Integrated Education, Training, and Reference Materials Design Document

D.　STANDARD

The Operational Support Guide provides guidance to operators and system support personnel on how to support users by performing specific tasks in a timely manner. It includes not only servicing users on an event-driven basis, but also performing some tasks periodically.

The following paragraphs describe the content of each section of the Operational Support Guide.

1. INTRODUCTION

1.1 Background

Briefly describe the Project/Task from the point of view of the need for operational support.

1.2 Objectives

Describe the objectives of providing operational support. Examples include supporting users by:

- Mounting and unmounting tapes
- Providing printouts
- Performing periodic backups of files

1.3 Scope

Describe the scope of the activities to be performed by operators.

1.4 Assumptions

Specify any assumptions about the Operational Support Guide.

1.5 Applicable Documents

List all relevant documents associated with the establishment of the Operational Support Guide. Note that documents cited in the text should be listed in the References section at the end of the document.

2. APPROACH

Describe the approach that will be used to achieve the objectives stated in the introduction. For example, if some tasks are to be shared responsibilities among users, state so. If other tasks are the specific domain of support personnel, state so.

3. OPERATIONAL SUPPORT GUIDANCE

Specify activities and roles required to provide operational support to users.

Group activities in terms of:

- Daily disciplines
- Weekly disciplines
- Monthly disciplines
- Ad hoc requests
- Emergency (event-driven) activities

Specify the roles responsible for accomplishing each of the activities.

3.1   Software Inventory

Identify all software files, including databases and data files, that must be installed for the software to operate. Include security and privacy considerations for each file and identification of the software necessary to continue or resume operation in case of an emergency.

3.2   Software Environment

Identify the hardware, software, manual operations, and other resources needed for support personnel to install and run the software. Include, as applicable:

- Computer equipment that must be present, including amount of memory needed, amount of auxiliary storage needed, and peripheral equipment such as printers and other input/output devices
- Communications equipment that must be present
- Other software that must be present, such as operating systems, databases, data files, utilities, and other supporting systems
- Forms, procedures, or other manual operations that must be present
- Other facilities, equipment, or resources that must be present

3.3   Access Control

Present an overview of the access and security features of the software that are visible to support personnel. Include the following items as applicable:

- How and from whom to obtain a password
- How to add, delete, or change passwords
- Security and privacy considerations pertaining to the storage and marking of output reports and other media that the user will generate

3.4   Installation and Setup

Describe any procedures that support personnel must perform to be identified or authorized to access or install software on the equipment, to perform the installation, to configure the software, to delete or overwrite former files or data, and to enter parameters for software operation.

3.5   Related Processing

Identify and describe any related batch, off-line, or background processing performed by the software that is not invoked directly by support personnel and is not described above. Specify any support personnel responsibilities to support this processing.

3.6   Data Backup

Describe procedures for creating and retaining backup data that can be used to replace primary copies of data in event of errors, defects, malfunctions, or accidents.

3.7   Recovery from Errors, Malfunctions, and Emergencies

Present detailed procedures for restart or recovery from errors or malfunctions occurring during processing and for ensuring continuity of operations in the event of emergencies.

ACRONYMS

List and define all acronyms used in the Operational Support Guide.

REFERENCES

List all cited references.