

Network Documentation

A network is comprised of complex hardware and software components that must interact effectively together. The Network Guidebook provides you with a clear understanding of how your computers are used and how they are connected to each other and to the outside world.

One of our first steps in serving you, as a new customer, is to create this Network Guidebook that documents your network and desktop systems. The guidebook identifies and documents key roles of servers and other shared devices, computer connections, software applications in use, end-user requirements and much more.

Once we have completed your Network Guidebook, we take time to review it with you. As an ongoing support customer, you will gain a clearer understanding of your network and its features, functions, current uses and possible uses.

For example, it documents:

- Configuration specifications for every computer and primary network components.
- External connection descriptions such as modem phone numbers, router configurations to remote sites or the Internet.
- Software application serial numbers.
- Step-by-step procedures for starting and stopping all servers.
- A comprehensive list of Administrator passwords and users.
- On-going changes to your network and computers, such as new equipment and software.

Your Network Guidebook serves as a handbook for maintaining your network. Additionally, we create a “Leave Behind” document after every visit, detailing all the actions we performed during the visit. The “Leave Behind” documents become a part of the Network Guidebook and a permanent record of your technology support.