Summary: The reporting, identifying and documenting problems on the server operating system supporting the Banner environments will follow the process described in this document.

1.0 Purpose

This document clarifies how server operating system problems are reported, who’s notified and how those problems are handled and documented on the server supporting the Banner environments.

2.0 Scope

This SP&P applies only to problems related to the server operating system supporting the Banner environments.

3.0 Policy

It is the policy of Information Technology Services to maintain the server operating system supporting the Banner environment at release levels supported and advised by the software vendors involved. IT Services will address any reported operating system problems in accordance with vendor recommendations.
If the operating system problem indicates the system should be shutdown and restarted this event will be scheduled according to the criticality of the problem and the Banner system schedule.

4.0 Practice

4.1 Identification and Notification of Server Operating System Problems
   A. The HP-UX System Event Monitor identifies operating system problems.
   B. HP-UX will self-correct operating system problems when possible.
   C. The System Event Monitor will send an email notification to the Unix Administrator.
      1. Email notification will include the operating system error, its description and if the system was able to self-correct.

4.2 Action by Unix Administrator
   A. Unix Administrator will research the reported problem.
      1. If the system is not able to take correction measures the Unix Administrator will reference the vendor operating system manuals and/or contact technical assistance.
   B. Unix Administrator will take action as advised by technical support.
   C. If a shutdown/restart cycle is advised, one will be scheduled in accordance with the criticality of the operating system problem and the Banner system schedule.
      1. Appropriate parties will be notified by ITS.

4.3 Documentation of Operating System Problems
   A. Unix Administrator will open a track in the ITS Help Desk tracking system.
      1. Track opened under HP-UX for OS Problems
   B. Unix Administrator will close track with problem resolution when it is resolved.

5.0 Responsibilities

ITS Unix Administrator responsibilities:
• Determining the criticality of the server operating system problems
• Applying any system fixes
• Documenting these events

Scheduling a downtime is the responsibility of the ITS Unix Administrator, ITS Operations Manager and Banner Director.

Notifying the end user community is the responsibility of ITS Operations.

6.0 Record Maintenance

ITS Unix Administrator will open and close tracks documenting these server operating system problems in the Help desk track system.