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OPERATIONS SYSTEM ADMINISTRATION PLAN FOR HANDI 2000 BUSINESS MANAGEMENT SYSTEM

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Abstract: The purpose of the Operations System Administration Plan is to develop operational guidelines in support of system administration activities for HANDI 2000 BMS. When a new PassPort/PeopleSoft application is added or during each formal release cycle, each System Administration function must be reviewed to determine what actions are required, such as new definitions, re-initialization, or modification. This OSAP becomes effective as of the document's acceptance. It ...

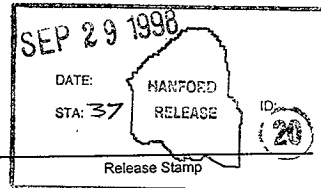
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HNF- 3182 REV 0

Page 1 of 9

OPERATIONS SYSTEM ADMINISTRATION PLAN

FOR

HANDI 2000

BUSINESS MANAGEMENT SYSTEMS

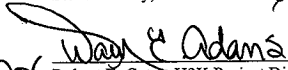
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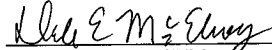
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TABLE OF CONTENTS

1	INTRODUCTION.....	3
1.1	OVERVIEW	3
1.2	PURPOSE	3
1.3	SCOPE	3
1.4	ACRONYM DEFINITIONS.....	3
1.5	REFERENCE	4
2	COMPUTER SERVICES MANAGEMENT	5
2.1	SYSTEMS MANAGEMENT ACTIVITY DESCRIPTION	5
2.2	PRODUCTION CONTROL ACTIVITY DESCRIPTIONS.....	5
3	COMPUTER OPERATIONS.....	6
3.1	COMPUTER OPERATIONS	6
3.2	OPERATIONS SUPPORT.....	6
3.3	ADP ENVIRONMENTAL SYSTEMS	6
4	NETWORK OPERATIONS.....	7
4.1	LAN ADMINISTRATION 300/400/1100 AREAS	7
4.2	CENTRALIZED NETWORK ADMINISTRATION	7
5	SYSTEM ADMINISTRATION FUNCTIONS	8
5.1	PASSPORT SYSTEM ADMINISTRATION FUNCTIONS	8
5.2	PEOPLESFT SYSTEM ADMINISTRATION FUNCTIONS.....	9

1 INTRODUCTION

1.1 OVERVIEW

The Hanford Data Integration 2000 (HANDI 2000) Project will result in an integrated and comprehensive set of functional applications containing core information necessary to support the Project Hanford Management Contract (PHMC). It is based on the Commercial-Off-The-Shelf (COTS) product solution with commercially proven business processes. This includes systems that support finance, supply, chemical management, human resources and payroll activities on the Hanford Site. The PassPort (PP) software is an integrated application for Accounts Payable, Contract Management, Inventory Management, Purchasing, and Material Safety Data Sheets (MSDS). The PeopleSoft (PS) software is an integrated application for General Ledger, Project Costing, Human Resources, Payroll, Benefits, and Training. The implementation of this set of products, as the first deliverable of the HANDI 2000 Project, is referred to as Business Management System (BMS) and MSDS.

1.2 PURPOSE

The purpose of the Operations System Administration Plan (OSAP) is to develop operational guidelines in support of system administration activities for HANDI 2000 BMS. When a new PassPort/PeopleSoft application is added or during each formal release cycle, each System Administration function must be reviewed to determine what actions are required, such as new definitions, re-initialization, or modification. This OSAP becomes effective as of this document's acceptance. It will provide guidance through implementation efforts. As a "living document", it will support the operation and maintenance of the HANDI 2000 systems.

1.3 SCOPE

The OSAP will address the activities performed by the Central Computer Services Management, the Computer Operations, and the Network Operations. In addition, system administration functions will be identified.

1.4 ACRONYM DEFINITIONS

Acronym	Definition
BMS	Business Management System
COTS	Commercial-Off-The-Shelf
HANDI 2000	Hanford Data Integration 2000
HLAN	Hanford Local Area Network
MSDS	Material Safety Data Sheet
NCC	Network Control Center
OSAP	Operations System Administration Plan
PHMC	Project Hanford Management Contract
PP	PassPort
PS	PeopleSoft

HANDI 2000

DOC ITEM: Operations System Administration Plan

DATE: 8/26/98

HNF- 3182 REV 0

Page 4 of 9

1.5 REFERENCE

HNF-2712	Security Administration Plan
HNF-2583	Software Configuration Management Plan
HNF-2584	Region and Database Management Plan
HNF-2639	Release and Upgrade Plan
HNF-2858	Backup and Recovery Plan
HNF-2859	Disaster Recovery Plan
PassPort	System Administration Reference Guide Volumes One and Two
PeopleSoft 7	PeopleBooks Administration Tools and Installation and Administration for Oracle

2 COMPUTER SERVICES MANAGEMENT

The Operations Support Group and the Network Infrastructure Group provide management of computer services. The Operations Support Group provides management of non-Microsoft NT Systems and the Network Infrastructure Group provides management of Microsoft NT Systems. Computer services management is divided into two areas, system management and production control.

2.1 SYSTEMS MANAGEMENT ACTIVITY DESCRIPTION

- Password Administration – Administer and control system passwords; establish computer access. *Reference HNF-2712, Security Administration Plan*
- Stability/Maintenance Management – Establish and administer stability and maintenance programs; provide interface with vendors and support organizations.
- Hardware/Software/Facility Control – Establish and administer change control policies; maintain lock and key control; administer test and acceptance of approved changes.
- Integration Support – Represent Operations in planning new hardware/software services; establish support plans training, procedures, test/acceptance.
- Configuration Change Control Test and Acceptance – Participate in establishing and maintaining control. *Reference HNF-2583, Software Configuration Management Plan*
- Resource Control/Allocation – Coordinate the establishment of Operations performance goals; establish and administer workload management policies/procedures; administer and control of computing resources; coordinate and administer priority processing requirements.
- Performance Monitoring/Management – Monitor performance levels; coordinate required support in case of problems.
- Problem Identification/Resolution – Identify problems, coordinate and track remedial actions; coordinate terminal, telecommunications network, and major system hardware repairs; coordinate job production failure recoveries; coordinate recovery of major service outages.
- Computer Security – Provides security for computer systems. *Reference HNF-2712, Security Administration Plan*
- Documentation/Procedures – Develop, maintain and update user documentation and Operations procedures.

2.2 PRODUCTION CONTROL ACTIVITY DESCRIPTIONS

- Production Application Control – Establishes and administer change control policies; maintain lock and key control programs; job files, libraries; verify change control test and acceptance
- Job Scheduling/Staging – Provide scheduling of user production; coordinate block times for component outages; provide staging of production jobs; monitor production processing.
- Recovery – Provide continuous monitoring of production processing; provide immediate recovery from production system failures. *Reference HNF-2858, Backup and Recovery Plan and HNF-2859, Disaster Recovery Plan*

3 COMPUTER OPERATIONS

Computer operations deal with the physical operations of computer systems. This includes the day to day operating of the computer, operating support and computer environmental systems that provide the proper environment for the computer to function in.

3.1 COMPUTER OPERATIONS

- Training/Qualifications – Coordinate/provide required training for the Computer Operations group. Document/update work station procedures as required.
- Customer Services – Point of contact for customer problems. Notification of hardware/software computer problems.
- Tape Library – Administrative accountability tape data storage devices.

3.2 OPERATIONS SUPPORT

- Document/Procedures – Develop, maintain, and update user documentation as appropriate and Operations procedures

3.3 ADP ENVIRONMENTAL SYSTEMS

- Review Implementation Plans for ADP equipment. Provide environmental and design requirements for ADP facilities along with estimates.
- Coordinate construction projects – Installation and de-installation of computers and communications equipment.
- Resolve environmental and design problems.

4 NETWORK OPERATIONS

The network serves two functions, a connection path for the end user and as a data path for system interface. The network operations areas important to operations system administration are LAN Administration (hardware) and Centralized Network Administration (software).

4.1 LAN ADMINISTRATION 300/400/1100 AREAS

- Installation and maintenance of the hardware and software for the network file servers.
- Installing and removing users from file servers. *Reference HNF-2712, Security Administration Plan*
- Perform backup/recovery requirements of the user and system files. *Reference HNF-2858, Backup and Recovery Plan and HNF-2859, Disaster Recovery Plan*
- File server capacity planning and performance monitoring
- Provides the required engineering of drop cables, printers and interface units relative to location.

4.2 CENTRALIZED NETWORK ADMINISTRATION

- Provide support for the operation of the Network Control Center (NCC) Facility.
- Coordinate administration of the electronic mail system for the HANFORD Site.
- Administer all site wide updates for the Hanford Local Area Network (HLAN) and the changes/moves for the HLAN user community.
- Administer the LAN for the 700 Area.
- Coordinate property management for Network Operations.

5 SYSTEM ADMINISTRATION FUNCTIONS

This section describes the system administration functions to be performed at the application level. The two applications included in the Handi2000 system are PeopleSoft and Passport.

5.1 PASSPORT SYSTEM ADMINISTRATION FUNCTIONS

This section contains the PassPort System Administration Checklist. For process details, reference the *PassPort System Administration Reference Guide Volumes One and Two*

- Setting Up Printers
 - ☐ Define Host and Local printers
 - ☐ Develop procedures to maintain
 - Maintain Data Dictionary
 - ☐ Based on input from Business Process Improvement, modify data dictionary text definitions as required
 - ☐ Develop procedures to maintain
- GLOBAL CODE TABLE MAINTENANCE
- ☐ Based on Data Mapping Scheme, assist in updating the coded values data
 - ☐ Develop procedures to maintain
- User Access And User Preferences
 - ☐ Identify all users who should have access to PassPort and establish their base preferences (e.g., default printers, crews, facilities). Included should be IDs for training, system test, and ongoing application support.
 - ☐ Develop procedures to maintain (access requests and deletions, profile modifications)
 - Facility Definitions
 - ☐ Establish the facilities, their levels and preferences
 - ☐ Develop procedures to maintain
 - Preferences
 - ☐ Based on process to tailor PassPort Product, identify and establish Preference settings
 - ☐ Develop procedures to maintain Preferences
 - Specify Text Management For X291
 - ☐ Determine if OLE, Text only or both OLE and Text entry provided on PassPort applications which use panel X291 for text entry
 - ☐ Establish X291 functionality
 - Generic Routing
 - ☐ Based on New Business Procedures, identify and establish AAA route lists and Alert Groups
 - ☐ Develop procedure to maintain Route Lists and Alert Groups
 - Security

- ☐ Establish the Security Definitions and Profiles
 - ☐ Test Security
 - ☐ Develop procedures to maintain profiles: delete, create and update security profiles, groups and events
- Application Code Table Maintenance
 - ☐ Based on Data Mapping Scheme, assist in updating the application code data
 - ☐ Develop procedures to maintain

5.2 PEOPLESOFT SYSTEM ADMINISTRATION FUNCTIONS

Reference PeopleSoft 7 PeopleBooks Administration Tools and Installation and Administration for Oracle

5.2.1 PEOPLESOFT ADMINISTRATION TOOLS

- The Configuration Manager tool uses a dialog box set up the various workstation environment settings that are stored in the Windows registry.
- PeopleTools Utilities covers the myriad of panels and tools found in the Utilities window. These run the gamut from robust tracing tools to individual switches that enable multiple job, and company support.
- Workflow Administrator is used to set up and maintain Workflow roles and processes.
- Performance Tuning is used to tune the various components of the PeopleSoft system, and uses the powerful PeopleTools tracing utilities.
- PeopleSoft Security provide access to components that work together to protect data.
- Security Administrator controls who can log onto the system and the windows and panels they have access to.
- Object Security controls access to the database objects that make up the applications.
- Data Integrity Tools use Data Designer, DDDAUDIT, and SYSAUDIT to check the integrity of the PeopleSoft database objects.
- Data Mover enables the import and export data across multiple database platforms.
- Import Manager is used to import data into your PeopleSoft tables.
- Mass Change is used to create SQL processes, which supplement application functionality.
- Transaction Set Editor is a series of batch COBOL modules that perform high-volume editing of the application transaction tables.
- Upgrades pertain to the system components involved, how the system tracks object history, and more.
- Workflow Reports are generated using the Workflow Administrator.
- Application Updates use Data Mover and Application Designer to do this.