

ITS Application Administrator:

(Application Administration is accomplished remotely via a VPN connection. If a remote connection is unavailable, console access will be required)

Application software installation / configuration

- Content Server
- Continuity of Your Assets (CYA)
- Fast Index Server
- Site Caching Services Source
- Site Caching Services Target
- Web Server
 - Apache Tomcat
 - SSL
 - WebTop
 - Documentum Admin
 - Brava! Enterprise
 - MS Office Suite
- Document Transition Server (DTS)
 - MS Office Suite
- Oracle RDBMS Server

Agency Repository Configuration

- Creation of Repository
 - Add SAN Storage
 - Create File System
 - Build Oracle Table Spaces
 - Build Repository
 - Create Super User Account
- FAST Index Agent Configuration
- DTS Agent Configuration
- Creating/Setting/Scheduling Jobs
 - Best Practice Documentum Administration Jobs
 - Best Practice CYA job configuration
- CYA Recovery Administration training

On – Going Support (Per ITS ITIL Change Management Policies)

- Incident Management
 - Level 2 Service Desk Support
 - Level 3 ECM Support (Troubleshooting)
 - Level 4 Vendor Management
 - Best Practices Consulting
 - 24/7/365 On-call Support
- Problem Management
 - Project Management
 - Vendor Management
 - Customer Communications

- Configuration Management
 - Asset Management
 - Road Map Management
- Release / Change Management
 - Documentum Service Packs/Hot Fix Releases
 - Install / Test / Troubleshoot in QA environment
 - Customer communication / coordination
 - Off hours installation / testing / troubleshooting in Production environment
 - OS Service Pack / Security Patch Releases
 - Install / Test / Troubleshoot in QA environment
 - Customer communication / coordination
 - Install / Test / Troubleshoot in Production environment
- Capacity Planning
 - Monitoring File system usage
 - Storage Management
 - Monitoring server performance
 - Plan/Implement server scaling
- Backups / Disaster Recovery
 - Monitoring/Verification of Backups
 - Restoration of backups
 - RDBMS
 - File System
 - Bi-annual Disaster Recovery testing
- Usage Reporting

Agency Repository Administrator:

- Access Control
 - Creation/Implementation of:
 - Groups
 - Roles
 - Users
 - Permission Sets
- Work Flows
 - Creation of Workflows
- Lifecycles
 - Creation of Lifecycles
- Jobs/Methods
 - Implementation/Scheduling of all Jobs
 - Creation of custom Jobs/Method
- Custom Document Types

- Creation on custom document types that are build of the dm_document object
- Level 1 Support
 - Provides initial support for all Repository related issues, such as:
 - General how to questions
 - Connectivity
 - Access control issues
 - Creation of new objects
 - Any support that does not appear to be related to a documentum bug or a system error
 - Interacts with Level 2 support
- End User Communication
 - Application administrators will communicate known outages etc, with the Repository administrator. The Repository administrator is responsible for end user communication