UNIVERSITY OF LIMERICK

COMPUTER SOCIETY

PROTOCOLS FOR ADMINISTRATION OF SKYNET CLUSTER

This document will be made with the intention of laying out a series of protocols and rules that will be followed during the training of new administrators and the integration of new services. Also some guidelines for how administration is represented on the committee will be laid out.

PROCESS FOR INDUCTION OF NEW ADMINISTRATORS

This will outline the formal process of an application to become an administrator. This does not outline the training requirements but merely the minimum steps that must be followed by all parties during the entire process.

The following are the steps that must be followed for the induction of a new administrator:

1. If a society member approaches a committee member with a request to join the administration team, this request shall be brought forth, either through email or at a meeting, to the current committee.
2. The committee will then have one week to either decide to pass the request onto the administration team or decline the request. Should the request be declined, the applicant will be notified.
3. After passing the request onto the administration team the administration team will contact the applicant via email (The Society Committee will be Cc'd for records) with the steps they wish them to follow in order to join the team.
4. The formal training of the applicant will then commence.

Should the administration team wish to dismiss the applicant at any time during this process, the committee will be notified and all parties will be formally informed via email.

At any point during this process the committee can request an update with a response given in up to one week.

PROCESS FOR ADDITION OF NEW SERVICES

Before addition of a service to the server, said service will be notified to committee. This service will then be given a priority and the date in which it should be ready by. When adding new services the following steps should be followed:

1. The service will be outlined, given a priority and a required date. This information will be sent to the Skynet administrator team with Society Committee Cc'd for records.
2. An estimated timeline will then be established and all parties involved will be notified via email.
3. The Senior Systems Administrator will be asked to present an update at committee meetings where possible on the status of the service, complications that may affect delivery date and additional support where required.
4. Should the estimated timeline be affected at any point the administration team will contact committee, either by email or at a meeting, to estimate a new estimated timeline.

Should the service implementation be delayed long term, the committee will be sent the reasoning behind this in order to make alternative arrangements.

COMMITTEE REQUIREMENTS OF THE ADMINISTRATION TEAM

The following items should be implemented for the Administration Team as part of this agreement:
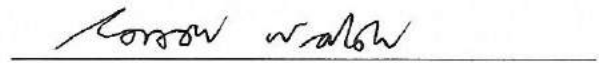
1. The Administration Team must consist of a minimum of three administrators.
2. This team will be led by the Senior Systems Administrator who must have served at least a year as a fully qualified administrator on the Skynet cluster.
3. Each new administrator must have been properly inducted and trained.
4. At least two members of the Administration Team must be current University of Limerick Students. This is to ensure that there are always new administrators being trained, this will ensure continuity of service and the future of the Skynet cluster. Both the Society Committee and Administration Team should work together to ensure that where possible this clause is adhered to, but may not be possible due to student interest.
5. The Administration Team and the Society Committee should meet at least once a semester to discuss possible improvements that could be made to the Skynet Cluster.
6. All emails sent to "root@skynet.ie" should be acknowledged within three working days.

7. By the end of 2018 all problems/upgrades to the Skynet cluster should be handled through a publicly accessible online ticketing system. This will be so that our members always know the status of the Skynet cluster and can report problems as necessary because currently messages about the server are sent through several different platforms to many different people and this process must be centralised.
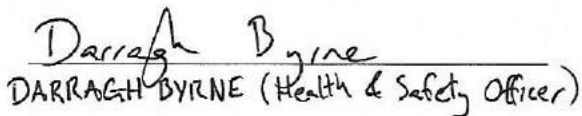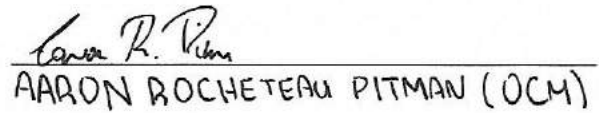
SIGNITURES

CATHAL FERRIS (Senior Systems Admin)

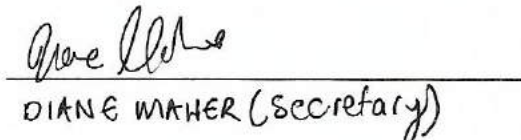CONOR WALSH (Computer Society President)

Other Committee Members Present: (Please sign above line and then PRINT your name and position below line, as shown above)
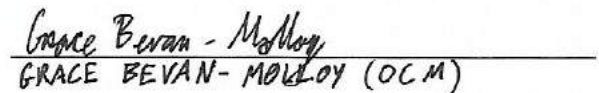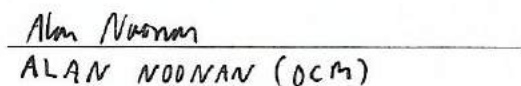
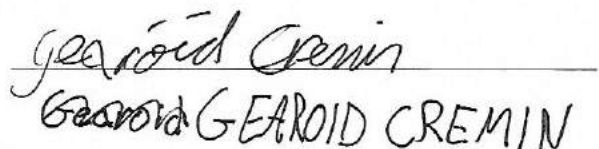DARRAGH BYRNE (Health & Safety Officer)

AARON ROCHETEAU PITMAN (OCM)

DIANE MAHER (Secretary)

GRACE BEVAN- MOLLOY (OCM)

ALAN NOONAN (OCM)

GEAROID CREMIN

Date: 19/04/17

This document was first drafted by Gearóid Cremin (February 2017) and was then further revised by Conor Walsh (March 2017).