User and System Documentation

Introduction

This document outlines responsibility for updating user and system documentation associated with changes made to USF information technology systems. Good practice requires updates to documentation when system changes are made.

Definitions

For this standard, the following definition will apply:

User documentation – is documentation on how systems are set up and used. This includes practices, procedures, and set up information. It is maintained by the application system users who are responsible for the operation of the application system.

System Owner – Individual responsible for the overall procurement, development, integration, modification, or operation and maintenance of an information system. Examples: Banner, PeopleSoft HRM and PeopleSoft Financials.

Module Owner – Individual responsible for designated business areas or functionality within the larger system. Examples: Accounts Receivable, Financial Aid, and Payroll

System users – those individuals who are actively engaged in the operation of applications systems.

System documentation – is documentation to support the technical operations of the application system. System documentation includes architecture/configuration information, system setup and installation information, application software documentation, and information associated with technical business continuity/disaster recovery.

Procedures and Process

When change occurs to systems, the changes to the system must be updated in both the user and system documentation as applicable. Updates to documentation are just part of the change management discipline and assure that knowledge is recorded and accurately reflects the current system.

User documentation updates are the responsibility of the System Users, Module Owners, and the System Owner.

System documentation updates are the responsibility of the technical operators of the system, including their respective management.

Documentation may be accomplished with a number of tools and methods. However, there are several common requirements to which organizations must adhere:

- Documentation must be maintained to the level of detail which does not require individual knowledge outside of the documentation. In other words, it should be complete to the degree that
can be successfully utilized by a peer in an organization with general knowledge of the environment.

- Documentation must be stored in a manner which is not unique to an individual. For example, documentation should not be stored on a drive accessible only by the individual that uses and develops it.
- Documentation must be stored by a means through which it will be accessible in emergency situations, such as disaster recovery. Authorized off-site storage or even physical printouts of current documentation are acceptable.
- A central listing of user and system documentation should be maintained by the System Owner and technology management respectively.
- Knowledge of the documentation location and content must be disseminated to all who have a need to know. For instance, all DBAs working on a particular project must be aware of where the system documentation resides.

The specific location of each project documentation is considered Restricted Information and therefore not available for publication on this document. The location can be produced upon request in order to comply with Audit requirements.