

**DEPARTMENTAL TECHNOLOGY SOLUTIONS
PLANNING TEMPLATE FOR BUSINESS APPLICATIONS**

The purpose of this template is to help Departmental Technology Solutions (DTS) and their customers work together to plan ongoing support and maintenance of systems. The planning effort is part of the development process for new systems prior to their implementation in production. And, periodically, a planning review is necessary to measure the impact of system growth and/or enhancement on maintenance and support of existing systems.

Name of system:	For fiscal year:
Vendor-developed system? If yes, then:	
Name of Vendor:	
UCB's customer number:	
Vendor's account manager/contact for UCB:	
Name:	
Mailing Address:	
Email Address:	
Phone Number:	
UCB's technical contact for software vendor:	
Name:	
Mailing Address:	
Email Address:	
Phone Number:	
UCB's backup technical contact for software vendor:	
Name:	
Mailing Address:	
Email Address:	
Phone Number:	
Vendor maintenance contract (Y/N)?	
If yes, what is fee or no charge?	
Maintenance Anniversary Date:	
Does UCB have source code?	
Who performs customizations and ongoing maintenance for the system's sponsoring department?:	
If NEW or ENHANCED, target date for implementation:	
If in MAINTENANCE mode, are releases involved from a vendor; if so, how many per year:	
If in MAINTENANCE mode, how many local customizations are anticipated this year:	
Contacts in sponsoring dept.:	
System Interruptions (e.g. power outage; equipment failure):	
Name:	
Email Address:	
Phone Number:	

Ongoing Support: Name:
Email Address:
Phone Number:
Customizations: Name:
Email Address:
Phone Number:
System's hours of operation:
Who monitors server during hours of operation:
Maximum acceptable system down-time:
Physical location of servers:
Who is the Data Base Administrator (name and organization)?:
Who is the application security officer?
Have network connections been ordered and activated?:
Infrastructure description:
DBMS (Oracle, Sybase, DB2, MSSQL, etc. or proprietary product):
Architecture (UNIX, NT, other): If NT, see attachment 1.
Type of network connection, to campus network, etc.:
Server (s) and model no.(s). (Dell, Sun, HP, Compaq, etc. Include info. on CPU(s), speed, RAM, Disk):
Customer workstation(s) type (PC, MAC):
Minimum workstation configuration required (NT, WIN95, other):
Method of client deployment (CD, Internet, diskettes, other):
System vital statistics:
Application Development Language:
Number of tables/files:
Number of panels/screens/user interfaces and other major system processes:
Number of records/rows in entire production system:
Number of update transactions (production):
per month:
peak hourly count:
batch transactions, if any, by cycle:
Peak periods (e.g. beginning of semester, end of fiscal year, etc.):
Number of potential client users:
Maximum number of concurrent users expected, this configuration:
by (date):
Planned new users per year:
Number of batch jobs, if any:
Any restrictions on when run (night/weekend)?:
Who can initiate batch jobs?:
Are batch jobs initiated from server, client, both?
Disk storage required for production (based on table structures/rows/indexes):

ATTACHMENT 1: NT SERVER SPECIFICATIONS FOR PRODUCTION SYSTEM SUPPORT

For application systems employing a Windows NT architecture, provide the following information:

Name of System running on NT server:
Location of NT domain:
Domain name:
Who administers NT Server for the application? Name: Email: Phone no.:
What services are installed on the server (WEB, FTP, DBMS, etc.)
Who has read/write access to server?
Who is the administrator for the application system for adding/deleting users, assigning privileges, etc.?:
Who maintains server operating system?:
Is there fail-safe software running on the NT server(s)?:
Are there multiple, backup servers?:
Who is the contact for server hardware/parts/maintenance?: Vendor:
Contact name, if any:
Phone no. and email address: