



Usage Guidelines

1 Table of contents

1	Table of contents	2
2	Introduction	4
3	Locations	5
3.1	Naming	5
3.2	Relationships	5
4	Networks	6
4.1	Naming	6
4.2	Relationships	6
5	Racks	7
5.1	Naming	7
5.2	Relationships	7
6	Devices	8
6.1	Naming	8
6.2	Relationships	8
7	Device interfaces	9
7.1	Naming	9
7.2	Relationships	9
8	Software Products	10
8.1	Versioning.....	10
8.2	Naming	10
8.3	Relationships	10
9	Software Product Instances	11
9.1	Naming	11
9.2	Relationships	11
10	Applications	12
10.1	Versioning.....	12
10.2	Naming	12
10.3	Relationships	12
11	Application Instances	13
11.1	Naming	13
11.2	Relationships	13
12	Data Stores	14
12.1	Naming	14
12.2	Relationships	14
13	Documents	15
13.1	Naming	15
13.2	Relationships	15
14	People	16
14.1	Naming	16
14.2	Relationships	16
15	Collections	17
15.1	Naming	17
15.2	Custom Collections.....	17
15.3	Relationships	17
15.4	Collection Types	18
15.4.1	Access Control Group.....	18
15.4.2	Change Advisory Board	18
15.4.3	Notification Group	18
15.4.4	Project	18
15.4.5	Release	19
15.4.6	Service	19
15.4.7	Support Group.....	19

16	Procedural Guidelines	20
16.1	New software/hardware install	20
16.2	Upgrading existing software/hardware	20
16.3	Deploying a new software release	21
16.4	Decommissioning existing software/hardware	21
16.5	Configuration change to existing software/hardware	21
16.6	Adding/modifying software licenses	22
16.7	Logging a fault	22
16.8	Resolving & closing a fault	23
16.9	Creating an RFC	23
16.10	Accepting an RFC	23
16.11	Scheduling an RFC	23
16.12	Completing & closing an RFC	23