Site Notebook Template

Last Updated 6/12/2024

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# Preface:

(Section Last Updated 6/5/2023)

Place any information here that would be beneficial for a new tech to know how to navigate the following pages of information.

This site notebook organizes information into the following categories:

* **Main Support Entities** – These are non-vendor organizations that can be contacted for support in the event the on-site tech is unavailable.
* **Cloud-based systems** – These are software systems that are not hosted on-site. If a system is no longer used, mark it as deprecated but keep the information. (Just in case)
* **On-Site Systems** – These are software systems hosted on on-site hardware. If a system is no longer used, mark it as deprecated but keep the information. (Just in case)
* **Network Configuration Detailed** – Detailed information about how the internal network is configured; subnets and their purpose, wireless SSIDs and their purpose, switch locations and how they are connected, etc. Could also be incorporated in the previous On-Site Systems category.
* **Physical Systems Not Maintained by School** – Contact information for the companies that maintain systems like POTS or underground fiber as well as any information that would be beneficial to know before calling them.
* **Technology Frequent Operations** – Outlines and details tasks that are performed on a daily, weekly, monthly, or semi-regularly basis.
* **Technology Yearly Processes** – Outlines and details of tasks that happen every year.
* **Technology Disaster Recovery Policies** – Outline of tasks to follow in the event of a natural disaster, ransomware attack, or other network disaster.
* **Purchasing Policy and Company List** – Outline of the schools purchasing process and a list of vendors purchased from within the last few years.
* **Future Long-Term Projects** – List of the status of long-term projects such as device purchasing on a rolling schedule, rewiring of buildings, replacement of intercom systems, etc. This is if the current tech leaves the replacement tech will know what stage the project is in and will increase the likelihood that the project will be completed as originally planned.
* **Cybersecurity** – This is not so much a category itself but a reminder that cybersecurity best practices should exist throughout the site notebook and should be reviewed frequently for any outdated practices.

# Main Support Entities

(Section Last Updated 3/9/2022)

## ADE

Arkansas Department of Education

<https://ade.arkansas.gov/>

State level support.

## DESE

Division of Elementary & Secondary Education

<https://dese.ade.arkansas.gov/>

State level support.

## DIS

Division of Information Systems APSCN Lan Support

<https://apscnlan.k12.ar.us/>

To submit support requests, send to: dis.callcenter@arkansas.gov

 Or call 1-800-435-7989

Technical support at the state level.

## WDMESC

Wilbur D. Mills Education Service Cooperative

<https://www.wilbur.k12.ar.us/>

Cooperative that supports school districts within the following counties:

Lonoke County

Prairie County

Pulaski County

White County

Woodruff County

## SYS\_ADMIN

Email list that all Technology Coordinators in the State are a member of.

Must be a member before you can email: SYS\_ADMIN@lists.state.ar.us

You sign up for this email list through <https://apscnlan.k12.ar.us/>

# Cloud-Based Systems

(Section Last Updated 6/5/2023)

## Name of System

**Address:**

URL used to access the web interface of this system.

**Purpose:**

General description of why this system is being used at the school.

**Accounts:**

Username:

Password:

Additional Account Security Info:

Security Questions and Answers

2-Factor Authentication Information

Etc.

**Additional Info:**

If more clarification is needed, then specify here.

Example, additional URLs for documentation or software downloads, on-site points of contact for support, off-site points of contact for support, etc.

## Example - ACT Aspire

(Section Last Updated 6/5/2023)

**Address:**

<https://aspire.act.org/>

**Purpose:**

State mandated test program for grade levels 3-10.

**Accounts:**

Username: email@email.com

Password: ~~LetMeIn2020!~~

 LetMeIn2021!

Additional Account Security Info:

 SQ1: Where did your parents meet?

 SA1: None of your business.

 Account uses 2 factor and sends codes to phone number ###-###-####.

**Additional Info:**

Need to install Proctor Cache on a local server and update IP address on ACT Aspire website.

Rumor has it that this program will be replaced in the upcoming years (after 2022) for the state assessment testing program.

The Testing Coordinator is the point of contact if the Technology Coordinator has any questions.

TestNav and ProctorCache Downloads and Instructions: <https://download.testnav.com/>

# On-Site Systems

(Section Last Updated 6/5/2023)

## Router(s)

(Section Last Updated 6/5/2023)

### DIS CISCO Firewall and Router

**Public IP Address**:

#.#.#.#

**Cisco Router Public IP:**

#.#.#.#

**Cisco Router Internal IP Address:**

#.#.#.#

Maintained and Managed by DIS

To Submit a helpdesk ticket: dis.callcenter@arkansas.gov

**Other DIS Maintained Settings:**

**School Public IP Range:**

#.#.#.# - #.#.#.#

**Public NATs:**

|  |  |  |
| --- | --- | --- |
| Public IP | Private IP | Purpose |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

##

## LAN Servers

(Section Last Updated 5/5/2023)

### Camera Systems

(Section Last Updated 5/5/2023)

#### Camera System 1

**Physical Location:**

**Local Server IP Address(s):**

**Web UI Address:**

**Purpose:**

**Accounts:**

**Local Username:**

**Password:**

**Additional Security Info:**

**Additional Information:**

####

### Windows Servers and Hyper-V Virtual Machines

(Section Last Updated 6/5/2023)

#### PHYSICAL-SERVER-NAME

**Physical Location:**

**Local Server IP Address(s):**

**Web UI Address:**

**S\N:**

 **Support Company:**

**Purpose:**

**Accounts:**

**Local Username:**

**Password:**

**Additional Security Info:**

**Additional Information:**

####

#### HYPER-V-SERVER-1

 **Physical Location:**

 **Purpose: Hyper-V host server.**

 **S\N:**

 **Support Company:**

 **IP Address:**

 **Local Admin Account:**

 **Username:**

 **Password:**

**VMs:**

##### VIRTUAL-MACHINE-01

**Physical Location: VM on HYPER-V-SERVER-1**

 **Purpose:**

 **IP Address:**

 **Local Admin Account:**

 **Username:**

 **Password:**

##### VIRTUAL-MACHINE-02

**Physical Location: VM on HYPER-V-SERVER-1**

 **Purpose:**

 **IP Address:**

 **Local Admin Account:**

 **Username:**

**Password:**

##

### Windows 10 Edu Computer Configuration

(Section Last Updated 6/5/2023)

**Windows 10 Edu Computer Local Configurations (Initial Setup):**

**BIOS Password:**

**Local Admin:**

**Username:**

**Password:**

**SQ1:**

**SA1:**

**SQ2:**

**SA2:**

**SQ3:**

**SA3:**

##

### Windows Domain Information

(Section Last Updated 6/5/2023)

### Local Active Directory Directory Services Domain Info

**Domain:**

**Domain Admin Accounts:**

 **Username:**

 **Password:**

 **Username:**

**Password:**

**Username:**

**Password:**

**Username:**

**Password:**

##

##

# Network Configuration Detailed

(Section Last Updated 6/12/2024)

Example: Can be a table of information or a link to a Google Spreadsheet.

Subnets, VLANs, IP Address Tables, etc.

# Physical Systems Not Maintained by School

(Section Last Updated 6/5/2023)

## POTS Lines

Company:

Account Representative:

Support Number:

Account Number:

Billing Account:

Notes:

List of Phone Lines by Location:

#

# Technology Frequent Operations

## Creating Staff Accounts

## Deleting Staff Accounts

## Creating Student Accounts

## Deleting Student Accounts

## Technology Ticket Submittal

## Maintenance Ticket Submittal

## Remote Support Steps

## Personal Devices and Personal Printers Policy

## Setting Up a New Windows Install

## Enrolling a New Chromebook

## Enrolling a New iPad

## Backups Configuration

## Scan-to-Email Configuration

## Cybersecurity Monthly Checks

(Section Last Updated 6/12/2024)

1. Cisco Router

Contact DIS to review Cisco Router Firewall settings and remove any that are no longer needed (such as old NATs for systems no longer running). Also ask if router firmware is up to date.

1. Internal Router

Backup Configuration

Check Internal Router for similar outdated settings.

Update firmware if available.

Check who has access.

1. Network Controller

Backup Configuration

Check for updates.

Check for network device firmware updates and apply.

Check who has access to the controller.

1. Internal Windows Servers

Check Windows server backups.

Check Windows Servers for Updates

Check who are members Domain Admin/Enterprise Admin.

Check if any staff accounts need to be deleted.

Check if any student accounts need to be deleted.

Check domain firewall rules.

Check event logs.

1. Google Suite

Check who are Super Admins and check Admin Roles.

Check if any staff accounts need to be deleted.

Check if any student accounts need to be deleted.

Double check Google Domain settings.

1. Check all other systems.

Who has access to each system? Remove anyone who has expired access.

If able, download a copy of the configuration and save to backups.

If the system is non-cloud based, check for updates, and install.

## Staff Technology Usage Policies

## Student Technology Usage Policies

#

# Technology Yearly Processes

## Before School Starts in August

## Before School lets out in December

## Before School Starts in January

## Before School lets out for Summer Vacation

## After School lets out for Summer Vacation

## E-Rate Federal Funding

## Scams to Look Out For

### Website Listing Service “Payment Past Due”

### Phishing Emails and Staff Receiving Them

## State-Mandated Inspections within SchoolDude

## Posting State-Required Information on School Website

## Yearly Audit and Asset Inventory List Update

## Technology Budget

## Callout System Usage

## Keys and Lock Combinations

# Technology Disaster Recovery Policies

## Ransomware Plan of Action

## Natural Disaster Plan of Action

## Disaster Recovery Plan / ACOOP

# Purchasing Policy and Company List

(Section Last Updated 6/5/2023)

Additional Vendors can be met at technology conferences such as HSTI during the summer and ACOT in the fall.

## Purchasing Steps

## Company Name

Account Number:

Sales Rep:

Website Address:

Website Login:

 Username:

 Password:

 Additional Security:

Usual Purchases from this Company:

#

# Future Long-Term Projects

(Section Last Updated 6/12/2024)

Describe future projects like new fiber runs or mass network switch replacements here and their current status so that if a new tech were to take over they could pick up where you left off and not be lost as to what has been done so far.

##