

Intro to Network Documentation

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What is Network Documentation?

Network Documentation simply means writing down the critical information about your computer systems. This is an extremely easy task—if you **stay up** and don't try to play **catch-up**.

Avoid the Pain

Very often we get new clients because the previous consultant disappeared, quit, was fired, or simply stopped returning phone calls. When we show up, we find:

- No one knows the password to the Server
- No one knows the password to the Router
- No one knows the password to the Firewall
- No one knows whether the backup is working.
- No one knows the operating system on the server
- No one knows how many licenses they have for Microsoft Office, Symantec Anti-Virus, etc.
- And so forth . . .



Question: Do you need to know these things?

Answer: No. But you should be able to find them when you need them!

If nothing else, you shouldn't have to pay a consultant to "discover" this information every time a new person looks at your systems!

Where Do You Start?

There are three basic types of information that you should keep in a binder (placed where you can find it!).

1. Network Information. This includes information on the server, internet connections, and general information about how your computer operation is configured.
2. Machine Specifications. For every machine in your office there should be a description of the hardware and software configuration, as well as any special notes. This is extremely handy for insurance purposes!
3. License Information. In general, you will save money with software licenses. You need to keep track of license information to make sure that you are "legal." Licensing can become complicated and it is useful to have a place to go to determine whether you are eligible for automatic upgrades on some products.

There are many other things that should be documented in the "ideal" system. But these basics will put you above 99% of all small businesses in America.

If you have any questions or concerns, please give us a call: 916-928-0888.

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