

2017 User Conference

System Manager



HARRIS
School Solutions

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www.harrisschoolsolutions.com

Harris School Solutions

WinCap System Manager

Each *WinCap* site will designate an individual to serve as System Manager, who will have the following responsibilities related to system administration and maintenance:

1. Serve as the district liaison with their RIC (if applicable) and HARRIS and will serve as the primary district contact for all matters concerning *WinCap* administration. It is assumed that the designated System Manager has the authority to act on behalf of the Business Administrator or anyone else concerning matters related to the use of the system within the organization. This includes the set up of the system for the maintenance of internal controls and separation of duties among users.
2. Receives release notes for system updates and informs other users throughout the organization of applicable system modifications and enhancements.
3. Defines all *WinCap* system users and maintains their related security rights, authorizations and restrictions. Maintains user passwords.
4. Confirms tape backups--checks printed report; contacts HARRIS if backup failed. Stores designated tapes off site according to defined schedule.
5. Performs or confirms the maintenance of backup tape rotation and off-site tape storage, runs cleaning cartridge according to defined schedule.
6. System Manager or designee uses Citrix XenApp® Management Console at the end of the workday to ensure all users are logged off the system. This is important because it helps protect your *WinCap* data from intruders; ensures error checking routines can run properly and that you will have a good backup of your district/BOCES data.
7. Provide assistance to users by shadowing or delegating shadowing rights.
8. In the event of system failure, initiates disaster recovery procedures by informing HARRIS and local technical support staff that such has occurred. Assists in the implementation of disaster recovery procedures as instructed.
9. Immediately reports any system crash; stops users from logging back into *WinCap* until HARRIS gives the go ahead to do so. This ensures the integrity of data as both loss of data or corruption of data is a possibility if a server crashes.
10. Reports batch notification messages to Harris support staff.
11. Reports application errors and system “hangs” to HARRIS user support staff. Assists with user log-offs if server needs to be rebooted or system fixes/releases need to be installed during the workday.
12. Resets the modem for electronic bank file transfers (if applicable) if necessary. Follows up with Telephone Company if there are telecom problems with the phone lines.
13. Keeps district stocked with needed supplies: MICR toner cartridges, envelopes, check stock, data tape cartridges and cleaning tape cartridges for server.
14. Coordinate use of test data region with users and HARRIS.
15. Signs off on & approves WinCap Enhancement Requests



WinCap Local Tech Responsibilities

Each *WinCap* site will identify their local network/computer support technician(s) to Harris. The local network/computer support tech will work with the *WinCap* System Manager on site and maintain constant communication regarding the status of the *WinCap* Application Server.

1. Maintain communication with HARRIS Technical Support Staff regarding any problems, potential downtime of *WinCap* Application Server.
2. Add user names (with HARRIS defined rights) to App Server after initial HARRIS setup.
3. Assure site specifications are met for *WinCap* App Server access, for client workstations and for printers to be utilized.
4. Working with your *WinCap* System Manager, assist HARRIS with initial troubleshooting in response to system failures or problems; assist with implementation of disaster recovery procedures.
5. Install and Configure Citrix ICA Client® software as needed on employee workstations; configure default printer for client.
6. Upgrade client software periodically when recommended by HARRIS.
7. Work with the *WinCap* System Manager to provide basic maintenance recommended by hardware manufacturers and monitor server environment for heat and dust conditions. For example, make sure the tape drive is being cleaned according to manufacturer's recommended schedule.
8. Work with HARRIS to install *WinCap* system printers after initial server installation.
9. Assist HARRIS in troubleshooting hardware or software problems when on site assistance is required.
10. Shut down server after assuring all users have logged out properly for any scheduled power outage. Inform HARRIS **before** scheduled downtime. Schedule special backup job if normally scheduled job will be interrupted. Shutting down the server impacts backup and the batch routines that run nightly to verify data integrity.
11. Shut down server after assuring all users have logged out properly for unscheduled down time. Inform HARRIS **before** downtime, if possible, immediately after downtime when time constraints prevent.

