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SysOp: Change Request & Problem Reporting Process

As of March 2014, the system administrators are trying to track all changes needed, so that we don't lose things. This page attempts to capture the processes and available options, but is by no means anywhere even near complete. Templates are here to help include all the parts of a request needed.

This page is deliberately publicly visible at [public:tech-change-request](https://public.tech-change-request), so we can link external partners to it. Please ensure no private/secret items are ever included!

General

For all entries here, unless otherwise noted, please either email sysop@bc.libraries.coop, or create a ticket in the SysOp RT queue.

Email (New accounts/aliases)

- Subject: Email: New account: \$ADDRESS

Example #1

To: sysop@bc.libraries.coop
Subject: Email: New account: bart.simpson@springfield.or.us.libraries.coop

Bart is working for the library this summer to redesign our webpage.
Please create an email account for him under our domain.

Name: Bart Simpson
Email: bart.simpson@springfield.or.us.libraries.coop

Example #2

To: sysop@bc.libraries.coop
Subject: Email: New alias: webmaster@springfield.or.us.libraries.coop

We'd like a generic address to forward to the librarian instead of putting Bart's name on the website.

Email: webmaster@springfield.or.us.libraries.coop
Forward to: martha@springfield.or.us.libraries.coop

Email (Problems)

- Subject: Email: \$summary
 - \$summary should be a very short explanation of the change, ideally not more than 30

- characters
- eg: From address is broken, Webmail display broken
- Body should contain:
 - Email address/username on system
 - description of the problem
 - attached bounced emails or full error messages
 - Including full headers on the emails and messages is really helpful in solving problems

Example

To: sysop@bc.libraries.coop
Subject: Email: From address broken on outgoing email

Please help, the from address is broken on outgoing email.
It's going out with: blp.jpublic@bclibrary.ca
It should be: jpublic@lillooet.bclibrary.ca

Sincerely,
\$person

DNS

- Subject: DNS Change Request: \$summary
 - \$summary should be a very short explanation of the change, ideally not more than 30 characters
- Body must contain
 - Old hostname (if modify or delete)
 - New hostname (if modify or add)
 - Other DNS details if applicable (CNAME, A, MX, etc)

DNS Example

To: sysop@bc.libraries.coop
Subject: DNS Change Request: Forwarding for Lillooet library
Please adjust DNS for forwarding:

from: lillooet.bclibrary.ca.
to: lillooet.bc.libraries.coop.

from: www.lillooet.bclibrary.ca.
to: lillooet.bc.libraries.coop.

Sincerely,
MP

New staff onboarding accounts

- Please note that all usernames going forward will be created as ASCII `firstname.lastname`

- Hyphens are valid
- Accents should be dropped
- Other characters should be transliterated: eg ö ⇒ oe

Example

To: sysop@bc.libraries.coop
Subject: Accounts for new staff member JOHN.PUBLIC

Please create accounts for new staff member.

Name: John Public

Role: System Administrator

Username: john.public

Start Date: 2014/04/01

Contact information: ...

External email: john@public.domain

External phone: 555-123-4567

Services: Email, Wiki, RT, (etc)

Thanks

Boss Person

S3 storage

TODO

SSH access

TODO

Firewall changes

TODO

VM requests

TODO

SSL certificates

If an SSL certificate needs renewing, or you need a new CSR to renew the certificate yourself, this is the request for you.

- Subject: SSL Certificate: \$summary

- \$summary should be a very short explanation of the change, ideally not more than 30 characters
- Body needs to contain
 - Domain/Hostname
 - System(s) to be deployed on
 - Location of existing RSA keys

If prompted for a technical contact in buying your SSL certificate, please use `hostmaster@domain`, and ensure that you have working inbound email for that address beforehand.

SSL certificate example

To: `sysop@bc.libraries.coop`
Subject: SSL Certificate: `bclaconnect.ca`

Hostname: `bclaconnect.ca`
Host: `bclaconnect.ca/bcla.libraries.coop`

Please provide a new CSR for host `bclaconnect.ca`, based on the existing RSA key.

We will use `hostmaster@bclaconnect.ca` as the technical contact for domain confirmation.

Sincerely,
Jon

GitHub Access

This is for access to the [BCLibCoop organization account at GitHub](#), or repositories contained therein.
TODO

Notes

- The request for short subject lines is to make them easier to scan in the RT interface and email clients, based on the Git commit subject line convention of 50 characters per subject.

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