Items necessary for good network documentation

1. Identification of servers, workstations, printers, routers, switches, etc.
   a. IP addresses
   b. NetBIOS/Host names
   c. MAC addresses
2. Description of each device on the network, including make, model, serial number, and printouts from system inventory software (such as Belarc Advisor)
3. Network topology diagrams, including placement of servers, routers, switches, firewalls, IDS, etc.
   a. Physical and logical diagrams
   b. Layer 3 networking diagrams, including backbone and WAN links
4. Internet provider information
   a. Description of link(s)
   b. Contacts and support numbers
   c. Terms of service
5. List of supported network operating systems (Win2K Server, NT4, NetWare 5, Linux, etc.)
6. List of supported client operating systems (Win2K Pro, Win98, MacOS, Linux, etc.)
7. List of supported network protocols (TCP/IP, IPX/SPX, AppleTalk, NetBEUI, etc.)
8. DHCP server settings, including scopes and options
9. Network security settings
   a. Firewall configuration (including TCP and UDP ports open)
   b. Router access lists
10. Troubleshooting history/administrator's activity log
    a. Common problems and resolutions
    b. Installation history
11. Network baseline information
    a. Traffic flow and network utilization
    b. Bandwidth utilization
    c. Percent of collisions
    d. Average server and workstation CPU utilization
    e. Average server and workstation memory utilization
12. Fault tolerance mechanisms in place
    a. Disk redundancy (e.g., RAID arrays)
    b. Tape backup plan, including rotation and off-site storage
    c. Clustering and failover systems
13. Physical location documentation
    a. Building map
    b. Room numbers
    c. Availability of access keys
    d. Unusual configuration information
14. Policies and procedures
    a. Naming conventions
        i. Workstations and servers (NetBIOS and host names)
        ii. Network equipment (e.g., routers and switches)
        iii. Active Directory
        iv. DNS
    b. Points of contacts (IT director, administrators, help desk, etc.)
    c. Disaster recovery plan
        i. Vendor phone numbers for support
        ii. Remote access plan for administrators
        iii. Higher-up administrator or consultant on call
        iv. Virus prevention/recovery plan
    d. Copies of maintenance plans, warranty agreements, and tech support contacts
    e. Software licensing information
    f. User rights policies, including Internet and e-mail usage