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| Number: | 09.1.2 | Page: | 1 of 2 |
| Latest Version: | 1.0 | Revision Date: | 10/02/2015 |
| Effective Date: | 10/26/2015 | Replaces: | NEW |
| Revised By: | Joshua Graves | Review Cycle/Date: | Annual |
| Reviewed By: | Bryan Hale | Reviewing Unit: | ITOCC |
| Title: | Adding, Retiring and Modifying Equipment in Solarwinds SOP | | |
| Description: | This document is the operating standard for adding, retiring and modifying equipment in Solarwinds. | | |

Adding, Retiring and Modifying Equipment in Solarwinds Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to outline the processes of adding, retiring and modifying equipment in Solarwinds.
2. Scope
 - 2.1. This document applies to all network and server equipment managed in Solarwinds.
3. Discipline
 - 3.1. Technical Standards
4. Terms and Definitions
 - 4.1. Solarwinds – Software used to monitor and manage network and server equipment with unified visibility into fault, performance, availability, traffic and configurations.
5. Instructions
 - 5.1. Whether requesting to add, retire or modify equipment in Solarwinds, the requestor must first fill out the **Solarwinds Inventory Sheet**, located at the following location:
 - **J: Drive < Function < ALL ISD < Forms**
 - 5.2. Next, the requestor must create a CRM Case and attach the completed Solarwinds Inventory Sheet to the case.
 - 5.2.1. For additions, the requestor must state any relevant application-specific or custom application monitors/alerts they want.
 - 5.3. The OMES Service Desk will assign the CRM Case to the ITOCC.
 - 5.4. The ITOCC staff will review the request and make the appropriate adjustments in Solarwinds.
 - 5.4.1. For retirements, all historical data for the equipment and custom alerts/notifications will be removed.
 - 5.5. The ITOCC staff will then update the CRM Case notes and close the case.
6. Roles and Responsibilities
 - 6.1. Requestor
 - 6.1.1. Fills out the Solarwinds Inventory Sheet.
 - 6.1.2. Creates a CRM Case for the request and attaches the Solarwinds Inventory Sheet.

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6.2. ITOCC staff

- 6.2.1. Reviews all Solarwinds requests.
- 6.2.2. Adds, retires and modifies equipment in Solarwinds.
- 6.2.3. Manages all Solarwinds monitors and alerts.

7. Limitation or Implementation Notes

- 7.1. All changes in Solarwinds will be performed by ITOCC staff.

8. References

- 8.1. Solarwinds Inventory Sheet - **J: Drive < Function < ALL ISD < Forms**