Daily Ops Duties

This lists the daily tasks done by operations personnel on campus.

Backups

Internal Backups

Weekdays

- Verify that the prior backup was successful
- Swap the backup tape with the tape labeled for the **NEXT DAY**
- Log into `Portal` and `CWDB` and copy backups via SFTP to `ADMIN/Vol1/ServerBackups`

Weekends

- Label tape with date for the next Saturday
- Swap the backup tape with the tape you just labeled
- **ON SUNDAY**, swap the backup tape with the tape labeled for **MONDAY**

DMZ Backups

Weekdays

- Verify there are no errors from the prior backup
- Swap the backup tape with the tape labeled for the **NEXT DAY**

Weekends

- Use the `bctapelist` script to find which tape should be used next
- Swap the backup tape with the next tape from the `bctapelist` script

- Enjoy your weekend because you will not need to swap out a tape for this system until Monday

Support Tickets

1. Log into support.mlc-wels.edu
2. Look for new tickets that have not been assigned
3. Triage the tickets you can, assign tickets to those people who need them
   - **Password reset** requests are usually assigned to **Jill**
   - **Phone** issues and **signage** issues are assigned to **Jim**
   - **Database** issues start at **Laura**
   - **Portal** requests are assigned to **Aaron**
   - **Network**, **Server**, and **File Sharing** requests go to **Bob**
   - **Printer** issues start with **Ken**
   - **Notebook** and **desktop** issues start with **Ken**
   - **Paper** requests go to a **student worker**
   - **Website** issues start with **Bob**
   - **Website content** request go to **Sallie**
4. Just use your best judgement for others

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