

SAGE Code of Ethics / Incident Management

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1 Introduction

In this document two subjects will be discussed:

- The SAGE code of ethics
- Change and Incident management

First i will start discussing SAGE, after that i will discuss Change and Incident management.

2 SAGE code of ethics

SAGE[1], the System Administrators Guild is an organization which goals to advance the status of computer system administration as a profession , establish standards of professional excellence and recognize those who attain them, develop guidelines for improving the technical and managerial capabilities of members of the profession, and promote activities that advance the state of the art or the community.

Using the SAGE Code of Conduct policy in an organization professionalizes the way our system administrators (should) work. It is very important to keep the code of conduct in mind in order to carry the system administrators' job out in a proper way.

Below i will discuss the SAGE code of ethics:

Canon 1: Integrity System administrators may regularly come in contact with privileged information and thus has to keep this information confidential and protect the confidentiality of such information.

Canon 2: Conflict behaviour System administrators should *not* abuse their administrative power in case of a (personal) conflict. Administrators will maintain confidentiality of all private information.

Canon 3: Professional conversations System administrators should keep the users up-to-date on system matters that affect them and projects they are busy with. Subjects like availability, common resources, maintenance of security etc. Could be discussed. It is very important that users know why the IT-department organizes the infrastructure in a specific way. By informing them about it, they feel some kind of commitment and will be more understanding for downtime caused by maintenance.

Canon 4: Up-to-date knowledge As the information technology sector is evolving very rapidly, it is important for system administrators to keep their knowledge up-to-date to be able to administer new systems and technology.

Canon 5: Quality of work System administrators should work very precise in order to maintain high levels of quality in their work. This is critical to prevent data loss in case of an emergency.

Canon 6: Professionalism of duty System administrators should adjust their behaviour highly upon their profession since they are dealing with users, management, vendors and other system administrators.

3 Code of conduct for users

This kind of conduct offers guidelines for users how they should handle the organizations' computer hardware. It is advisable to make employees aware of the conduct by letting them for example sign for a user conduct as they start working in the organization.

4 SAGE in our organization

As our organization is growing rapidly, streamlining specific departments like the IT department will be of great importance. Clear and easy procedures have to be created in order to make the work of the SA-group more effective;

- Less errors due to misunderstandings resulting of phrases between SA's.
- SA's are more aware of what kind of position they work, think of;
 - Privacy matters
 - Company information which is confidential
- Better communication results in fast problem solving
- Awareness of importance of internal services or systems
- A user code of conduct will prevent user misbehaviour

SAGE will in our organization will create interesting advantages which streamline the organization in a positive way.

5 Examples of SAGE

Accessing privileged data A system administrator could be asked to give access to private information for a specific reason. According to the SAGE 2 code, the SA should not give the data unless he has permission of the owner.

Professional behaviour Not all people like each other. A SA could misuse his administrative rights to tease the person. According to SAGE 2 the SA is not allowed to do this and has to treat each 'customer' the same way.

6 Implementing SAGE in our company

I personally recommend to meet up with the SA team and discuss the SAGE idea with them. Make clear that you insist of implementing it and try to find a way in which this can be done smoothly and efficient.

7 Change Incident Management

Change and incident management is becoming more and more important nowadays. Management teams want to have clear views of what happens with the IT infrastructure inside their organization. There are several ways to implement incident and change management in an organization. One of them (and probably the most well known) is ITIL[3] (IT Infrastructure Library).

ITIL is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification schemes. Advantages using ITIL are;

- reduced costs
- improved IT services through the use of proven best practice processes
- improved customer satisfaction through a more professional approach to service delivery
- standards and guidance
- improved productivity
- improved use of skills and experience

ITIL provides solid documentation about incident and change management. ITIL is not a kind of software! There are several applications available on the market which are based on ITIL. Working with ITIL means working according to procedures. Implementing these procedures in your organization takes a lot of time but are worth it since productivity is improved and data about incidents is collected on which predictions or changes in the IT infrastructure can be rolled out.

Open Source implementations such as OpenITIL[4] provide an easy to use, web-based environment in which incidents and changes can be carried out.

Based on the incidents which have been collected during a specific period of time, intelligent tools are able to make predictions of events that could possibly occur within the organization. Unfortunately no open source implementations are available.

8 Conclusion

SAGE will improve the the way the SA's team work and operate. It streamlines the department and will let the SA's help realize the position they are in resuling in more efficient working.

Incident / Change management in our organization will give a good sight in what is happening in our organization. Based on this information action can be taken to solve the problem of predictions can be made. ITIL gives a good an structured base for streamlining our organization.

References

- [1] SAGE, <http://www.sage.org/about/>
- [2] The practise of system administration, Thomas A. Limoncelli , Christine Hogan
- [3] ITIL, <http://www.ogc.gov.uk/index.asp?id=2261>
- [4] OpenITIL, <http://open-itil.nl/index.html>