

# Techwriting documentation

## Technical Documentation for Datacentre Projects

Michael Clark



Note that all recommendations in this document are based solely on my experience as a Technical Writer.

## Techwriting Limited

---

Techwriting provides Technical Writing services specializing in Disaster Recovery, Operating documentation, IT Service Management documentation, ITIL and ISO27001 and document management using a Document Management System such as SharePoint.

We also provide Process Analysis and Process writing services.

Techwriting has been in existence since 2007 and I personally have over 20 years' experience working as a Technical Writer.

I write a blog which can be read on [www.techwriting.co.uk](http://www.techwriting.co.uk) . The Blogs focus on issues facing technical writers with the aim of providing advice to technical writers who have an interest on how other technical writers approach their jobs.

If you are either considering using a Technical Writer to help manage your documentation or have never heard of a technical writer before but you are certain I can help please call. My advice is always free, but my services are not.

The information in this document remains the property of Techwriting Limited.

Michael Clark BA(Hons)

Tel: 07534 222517

Email: [writer201@virginmedia.com](mailto:writer201@virginmedia.com)

Page 1-2 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

## Foreword

---

This document is not a guide on how to migrate, consolidate or transform your Data Centre IT infrastructures.

This document outlines the role Technical Writers will play in the success of a Data Centre migration by outlining the technical documentation and non-technical documentation types you should consider to help your project succeed.

- Operating Document Templates
- Installation Guides Templates
- Process documents
- Spreadsheets

## Table of Contents

<b>1</b>	<b>Terminology .....</b>	<b>1-6</b>
<b>2</b>	<b>Introduction.....</b>	<b>2-8</b>
2.1	The Technical Writer.....	2-8
2.2	Why does the project need documentation .....	2-8
<b>3</b>	<b>The five phases of a Data Centre project.....</b>	<b>3-9</b>
3.1	Discovery or Due diligence phase.....	3-9
<b>4</b>	<b>Technical documentation .....</b>	<b>4-11</b>
4.1	What documentation will the project require?.....	4-11
4.1.1	<i>Process Documents.....</i>	<i>4-12</i>
4.2	Spreadsheets.....	4-12
4.2.1	<i>The documentation types explained .....</i>	<i>4-14</i>
4.3	Templates.....	4-15
<b>5</b>	<b>Defining a clear communication strategy.....</b>	<b>5-16</b>
5.1	Communications during the project.....	5-16
5.2	Communications and language .....	5-17
<b>6</b>	<b>Technical Writers &amp; Subject Matter Experts.....</b>	<b>6-18</b>
6.1	The availability of SMEs.....	6-18
<b>7</b>	<b>Stakeholder participation.....</b>	<b>7-20</b>
<b>8</b>	<b>Prioritisation.....</b>	<b>8-21</b>
<b>9</b>	<b>Gathering and storing the information.....</b>	<b>9-23</b>
9.1	Information Gathering.....	9-23
9.2	Storing and maintaining the documentation.....	9-24
9.3	Validate the information collected.....	9-24
<b>10</b>	<b>Third parties, vendors, licensing and legacy equipment .....</b>	<b>10-26</b>
10.1	Software/Hardware Licenses .....	10-26

10.2	Legal and compliance issues .....	10-26
10.3	Identify third party suppliers and vendors .....	10-26
10.4	Legacy Systems .....	10-27
10.5	Unsupported Equipment.....	10-27
10.6	Data Centre equipment.....	10-28
10.7	Ongoing business projects .....	10-28
<b>11</b>	<b>Process documentation .....</b>	<b>11-29</b>
11.1	Document management.....	11-29
<b>12</b>	<b>Post-migration status .....</b>	<b>12-31</b>
12.1	Disaster recovery .....	12-31
12.2	Post Script.....	12-31

---

# 1 Terminology

---

In this document, I use the term 'Data Centre migration'- a general, all-encompassing term describing the process of moving IT systems, architecture and operational activities from an existing location to a new location.

If you are planning such a project, here below are four definitions, which highlight the differences:

Terminology	Definition
Migration	A Data Centre migration is the transfer of architecture and its components from an existing Data Centre environment to another data center environment. The process methodically plans the migration from an existing data center to a new facility or site.
Relocation	Data Centre Relocations involves only 2 Data Centres: <ul style="list-style-type: none"> <li>• the sending Data Centre (current location) and</li> <li>• the receiving Data Centre (new location)</li> </ul>
Consolidation	A consolidation could be either <ul style="list-style-type: none"> <li>• a reduction in the number of Data Centres and/or</li> <li>• a reduction in the number of servers and applications</li> </ul> This would be achieved by either decommissioning legacy servers, reassigning servers or reducing servers in production through virtualisation.

<b>Terminology</b>	<b>Definition</b>
Transformation	<p>The objective of a Data Centre Transformation is to transfer operating activities from one organisation to another. This scenario would be relevant if a company has made several acquisitions and they want to reduce their costs and assets by colocation or via a cloud computing environment.</p> <p>The main purpose is to improve performance.</p>

All the above projects will require the same documentation. There will be no variances unless you create a bespoke document relevant to your environment.

## 2 Introduction

---

### 2.1 The Technical Writer

For those who have never worked with Technical Writers before you are certainly going to remember their contribution long after the project ends. In the case of a Datacentre migration their documentation will benefit all the teams involved in the project.

Do not underestimate the function of the documentation during the project and the resourcefulness of the Technical Writing team to get a job done.

### 2.2 Why does the project need documentation

We could ask that question of every project. Technical documentation helps towards the long-term management of an IT department. A Data Centre project will benefit from documentation especially where none exists. In the post-project world, the documentation will ensure the IT infrastructure will be in the capable hands of an IT team who can continue to manage the infrastructure as-was, but with fewer servers, applications and components. Therefore, technical documentation, installation guides and process documentation will ensure the continuity of the IT infrastructure under the new management.

## 3 The five phases of a Data Centre project

---

A Data Centre project will pass through phases. While a Technical Writer may not be specifically active in all phases - Phase 2 will require the input of a Technical Writer (s).

- Phase 1: Initiation
- Phase 2: Discovery or due diligence
- Phase 3: Planning
- Phase 4: Execution
- Phase 5: Closeout

---

***The above phase titles are used as guidance. Your organization may use different title.***

---

### 3.1 Discovery or Due diligence phase

The Discovery or Due diligence of phase is when the teams must locate and record all the equipment to be migrated, such as servers, software applications, hardware kit and equipment. They need to consider the following:

- What is in each cabinet?
- How does everything connect to your network?
- What are the dependencies and relationships—technically and operationally— between each application and infrastructure component?

Page 3-9 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

- If you shut down one node (server) within a cluster will it affect the operational capabilities of the remaining servers? What are their dependencies and their business constraints?
- To collect the right data what process do you follow?

## 4 Technical documentation

---

The Data Centre migration projects, on which I have worked all involved multiple infrastructures sited throughout Europe. The common theme was the lack of documentation, hence the requirement for Technical Writers.

The process begins with the collection and consolidation all existing documentation via:

- databases (CMDB/CMS)
- hard drives
- shared drives
- document management systems
- included amongst all that are diagrams, facility documentation, contracts, software licenses etc.

This information launches the discovery process and is your baseline of the inventory data.

### 4.1 What documentation will the project require?

The project will require more documentation than you may predict. In fact, the longer the project runs the more the documentation will prove its worth and value.

In terms of volume a simple guide is to count the number of servers you have. If you have 100 servers that all host applications, then you will need 100 Operations documents and 100 Installation guides. If the infrastructure will be managed by new teams in a new location, it will be necessary to provide Process documents to transfer the Knowledge.

Page 4-11 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

## 4.1.1 Process documents

These documents provide important information relating to the maintenance and administration of the infrastructure. A large infrastructure will undergo daily, weekly and monthly maintenance. How many process documents will be required depends on how many processes are undertaken daily by the Data Centre/infrastructure staff, such as:

1. Provisioning
2. Batch management
3. Patch management
4. Change
5. Problem
6. Availability
7. Anti-Virus
8. Backup, Restore and Archive
9. Hardware maintenance
10. Software updates
11. User management
12. Daily maintenance routines

## 4.2 Spreadsheets

Where would we be without spreadsheets?

The goal in the discovery phase is to create a relevant, organised, living **Master inventory spreadsheet**, which will be the writeritative source for your data center migration.

Page 4-12 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

### 4.2.1 The Master Inventory spreadsheet

Using multiple spreadsheets on a project can be a drawback as teams have a tendency to create their own version and overlook the official project spreadsheets. It is also important to stress that the **title** of the spreadsheet accurately reflects the information it contains. A spreadsheet should also be shareable between those who will be updating and using the information on a daily basis. information

### 4.2.2 Control the data

The data can become worthless if users enter data into the cells which is not consistent with data already in place. In fact, I would suggest that too many users spoil the data.

**To control the data** - I recommend creating drop down menus to ensure consistency and reliability of information (see table below). This helps when say project managers, and Technical Writers want to analyse their progress and use filters on various columns to check progress and vice versa.

The following headings are common in a control spreadsheet:

- Server Type
- Operating System
- Owner
- Hosted software
- Domain
- Function
- Expected Migration date

Page 4-13 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

- Disaster Recovery Criticality
- Location

## 4.2.3 The documentation types explained

To get the project underway with the necessary documentation, what will the documents contain?

Document type	Definition
Profile documents	Contains limited details regarding either a server or an application. These documents are useful if you are starting from scratch and need information / documentation quickly.
<u>Operating documents</u> <u>Playbooks</u>	Contains a comprehensive guide to the maintenance and operation of the individual Servers/Applications.
Installation documents	Shows in detail the steps required to install a Software application. These are useful should your IT personnel be unable to recover the application in the event of a server failure or a wider disaster scenario
Project Spreadsheet	The control spreadsheet will be a living document which will require continual updates as the migration progresses. In my experience the Technical Writer(s) have taken responsibility for the upkeep of the information. I would also recommend limiting who can modify the information within the spreadsheet.

Document type	Definition
Document Tracker spreadsheet	The Technical Writer(s) should have a documentation control spreadsheet which lists and displays the progress of the various documents they are compiling. This spreadsheet will a useful project management tool to help stakeholders track and view the status of the many documents in production.
Knowledge Transfer/ Process documentation	If the project will result in redundancies of personnel who managed sections of the infrastructure a Knowledge transfer document will be essential. This documentation will be vital as it will contain all the Work Instructions to help any new Data Centre teams look after the infrastructure.

## 4.3 Templates

A proficient and pro-active Technical Writer may have a template based on [See Appendix A](#), which could be adapted to the needs of the project. If not, then creating a new template will be necessary. My recommendation is that the template should contain agreed Headings and instructions to help the SME, or any new hires to the project obtain the necessary depth of information required for the documentation.

The purpose is to avoid the Technical Writers returning to the SME for information that should have been captured in the first instance. [See Appendix A](#) for further details

## 5 Defining a clear communication strategy

---

Technical Writers are professional communicators. They will understand the need to have an open line to key decision-makers and SMEs located across different business areas and regions.

Providing a consistent message and approach will maximize co-operation with the data collection effort and will help when it comes to completing the necessary documentation.

A clear communication plan should include:

- The communication process (who is involved, and how and when you will be communicating)
- Response times for returning information requested
- Escalation procedures
- E-mail and communication templates
- The key to an effective communication plan is to ensure that it fits into the organization's existing structure, work practices, and can be easily implemented.

### 5.1 Communications during the project

Data Centre projects are the first step to eventually closing business areas meaning there will be redundancies. Therefore, business sensitivity is essential when working across countries and cultures.

Page 5-16 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

Before sending any of your team out to remote locations and that includes the Technical Writers make them aware of these sensitivities when asking for information.

## 5.2 Communications and language

Communications could be a challenge if the company has a large presence in countries where English is not the first language. While my experiences gathering information from individuals based in countries from Portugal through to the Czech Republic were largely positive I was aware that some of my colleagues did struggle to obtain the right level of information.

Might I recommend the following:

- Designate a contact in each region who has a competent command of the English language to help co-ordinate and escalate issues.
- The telephone may not be effective. Problems may not lie with speaking English, but more so the accent, which can be a barrier to understanding each other
  - When you are working with personnel abroad use language carefully. Try to avoid large obscure words.
- Consider sending the Technical Writers to visit the countries concerned to help with the collection of data details.

## 6 Technical Writers & Subject Matter

### Experts

---

A Technical Writer will depend on the availability of Subject Matter Expert(s) (SME) to gather the information. Before the project begins it could be expedient to call a meeting of the SMEs to let them know there will be an information gathering exercise for which their co-operation will be important.

Therefore, once they are aware of the project you need to discuss with the stakeholders the following points:

- What data needs to be collected?
- How will the data be collected?
- What are the timelines and cut off points?
- What delays to expect

#### 6.1 The availability of SMEs

When changes to the structure of the company becomes common knowledge, you can expect staff to start looking for new jobs.

It may be that some of the SMEs found new employment and left before the manager could source a suitable replacement.

After the departure of the SME it transpires that their area of the wider architecture was managed without using documentation. All the information was in their head.

Page 6-18 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

- THEREFORE, ensure that before any SME exits the building that they submit alternative names, or make some attempt to provide some documentation

If you cannot find a nominated expert, make that known to the Technical Writer who will be collecting the information. A proactive Technical Writer may know of other ways to collect the required information.

## 7 Stakeholder participation

---

There will be numerous stakeholders in this project drawn from the various business areas whose operations will be impacted by the migration, hence their involvement in the migration planning. It is important that the stakeholders can recommend which information they consider important and critical. Without their input, vital architecture and their components could be overlooked.

Generically the business areas could be represented by the following:

- Application architecture
- Business continuity/disaster recovery planning
- Cyber security
- Network engineers/specialists
- IT Service management
- Storage experts (SAN/NAS)

Therefore, once they are aware of the project open discussions on the following points:

- What data needs to be gathered?
- Consider the level of detail to gather
- How will the data be gathered?
- What are the timelines and cut off points?
- Any current issues which might delay progress

## 8 Prioritisation

---

Technical Writers who have worked on similar projects will expect to have access to spreadsheets that display the prioritisation of the servers / application and the expected migration date. The Technical Writers will use that information to plan which documentation they need to produce first.

Information on application prioritization, is essential for migration planning. It determines the timing of the migration and the resources required. It also includes fallback arrangements if a system does not function after migration.

Application owners will place a high priority on their applications, therefore, it is important to arrive at a more objective assessment of application priority.

Identify and list those applications per their priority and consider the following:

- Dependencies to internal and/or external clients
  - If application A connects to business-critical applications B, C and D, then the migration planners may find it expedient to move all these applications at the same time.
- Available maintenance windows to determine a time frame to move the applications without disrupting business
  - SLAs determine how much system downtime the business can tolerate

- What would be the effect on the business if the application were unavailable – the criticality?
  - Does the Application manage the finances of the organisation – if yes determine the peak periods and non-peak periods when the application is not likely to be in use – such as month ends and the end of financial periods
  - What transaction volumes does the application handle?
  - How long can the business manage without it?

*Important: Be sure to Clearly define the type of application to be captured - as opposed to either a service or a process and remember that a physical Server may host numerous applications.*

## 9 Gathering and storing the information

---

### 9.1 Information Gathering

This depends very much on how much time the project has scheduled to conduct the information gathering phase and the availability of documentation to help the project.

There are two scenarios:

- That there is no documentation and timelines are a matter of weeks:
  - Create a [Profile document](#) to collect only high-level information on the current infrastructure and applications.  
[See Appendix B](#) for an outline on High Level detail

---

***This approach can provide a quick initial means to gather the information on the applications, which will help the Project Managers and Technical Architects plan the migrations***

---

- If timelines are flexible and the information gathering phase is to take place over a period of months create an Operating document.

---

***This document contains both High Level and Low level information. The information once collected provides a***

Page 9-23 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

*comprehensive guide to maintaining the server/application (See Appendix A).*

---

## 9.2 Storing and maintaining the documentation

- Store the information in either a Shared Drive or preferably in a Document Management System
- Ensure that the documentation uses version numbers, document history and tracking

## 9.3 Validate the information collected

Any migration project will take place over a period of months, and, or years. Therefore, project managers need to consider how valid the gathered information will be say - after 6-months. There is always the possibility that at the point of the migration - the information relating to a server/application could be out of date. During the initial document gathering phase the Technical Writer(s) may have highlighted anomalies that required a follow-up. This could be due to planned changes that were scheduled months beyond the migration schedules. At the time, no current information was available for guidance. However, it is a fact, that strategies change and the information is not passed forward or documented.

Some of the more common reasons follow:

- The discovery of more applications and servers
- some servers were either undergoing decommissioning, or were due for decommissioning and not recorded

Page 9-24 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

- modifications and updates to software applications were taking place on a weekly basis
- legacy software, which had been in use was replaced with an entirely new software product
- Hardware which was originally included in the migration plan was flagged because its ownership was unknown
- Hardware belonged to a third party
- Support contracts had expired and the Hardware / application had been removed

To prevent inaccuracies delaying the project there must be clear channels of communications, which identify and updates information that has changed, without affecting the integrity of the data already validated.

Consider imposing a change freeze around the migration to minimize risk.

## 10 Third parties, vendors, licensing and legacy equipment

---

During the gathering phase the Technical Writers found information that was either overlooked or missed during the initial phases of the project.

Some of the topic areas which come to light are the following:

### 10.1 Software/Hardware Licenses

Check the validity of the licenses as any change in the location or the planned increase in use by more users may invalidate the license.

### 10.2 Legal and compliance issues

- Legal issues include current agreements with customers
- If your migration includes architecture located abroad check local legislation as it may prevent the migration or transfer of:
  - technology to a new site out of the country
  - data to a new site out of the country
  - personal and financial data

### 10.3 Identify third party suppliers and vendors

Identify which components of the architecture belong to Third Party suppliers and vendors in the context of the following:

Page 10-26 of 38	Techwriting Limited
Professional Communication Services	
Copy Write, Techwriting Limited, Chesham, UK. 2018	

- Always discuss with the vendor or third party before any attempt to relocate the architecture as you may breach legal agreements
- Consider the impact on SLAs and license agreements as:
  - SLAs may need to be renegotiated
  - Licenses may need to be repurchased
  - The closure or renegotiation of maintenance agreements

## 10.4 Legacy Systems

Legacy systems in most instances are servers, applications and components with outdated licenses. If they are still in use and cannot be replaced check the license agreements with the vendor. Bear in mind that some legacy systems may still be connected to the Network and may not be fully decommissioned.

## 10.5 Unsupported Equipment

Check for unsupported equipment that may be in use despite the following:

- End of Service Life (5-years +) - the vendor no longer supports the application or technology
- SLAs and/or the licenses have expired
- The organisation could not renew SLAs and licenses as original vendor ceased trading
- Team members responsible for the administration failed to spot the expiration

## 10.6 Data Centre equipment

An organisation that has either been acquired or merged will find after an audit they have duplicated hardware. If this is the case and there are no lists of such equipment available, it will be good practice to identify and list duplicated hardware such as:

- fax servers
- routers
- web servers

## 10.7 Ongoing business projects

Certain hardware and software may be ring-fenced as it is part of an on-going project, which means that until the project nears its end it must remain as-is.

---

***Failure to act on the missing information could delay the migration of certain components of the architecture. Identify these systems and document the appropriate arrangements.***

---

# 11 Process documentation

The IT infrastructures consume a lot of time in resources and costs. When the IT infrastructure is taken over by new management they need to know how it was managed.

Without thinking about the tasks that keep an IT infrastructure running, you can be certain that when you list the tasks there will be more than you thought.

Some of the typical areas which the process documentation will need to cover is:

Policy, process and procedure documentation		
<ul style="list-style-type: none"> <li>• Backup, recovery and archive</li> <li>• Batch Management</li> <li>• Change management</li> <li>• Data Protection</li> <li>• Disaster Recovery plans/processes</li> <li>• Document and record control</li> </ul>	<ul style="list-style-type: none"> <li>• Encryption policy process</li> <li>• Incident management</li> <li>• ICT asset management</li> <li>• Information security</li> <li>• Installation Guides</li> </ul>	<ul style="list-style-type: none"> <li>• Operational processes</li> <li>• Problem management</li> <li>• Provisioning of IT</li> <li>• RACI Matrix</li> <li>• Server patching</li> <li>• Storage Area Network</li> </ul>

## 11.1 Document management

It is advisable to maintain a system to keep the critical infrastructure records well organized and up-to-date. Accurate information that is

readily available to anyone in the organization needing access is a fundamental operational goal.

Ideally this is accomplished through a document management software application that can automate processes and facilitate document processing, storage, retrieval, and archiving. While a shared drive can still work a good document management program will facilitate the development of accurate procedures, proper training, workplace safety, and process improvement, all of which contribute to facility uptime and efficiency.

Remember, that documentation and spreadsheets do not automatically update, they need manual and human intervention to keep the data refreshed and current. The continued neglect of the documentation means the technologies and application change as do the many components that hold an Infrastructure together.

- No coherent sequence of operations
- Drawings and schedules are outdated
- Lack of revision control and/or lack of digitization

## 12 Post-migration status

---

Migration planning needs to consider the post-migration status and function of the systems.

1. Draw up knowledge transfer from old Data Centre staff to the new staff
2. identify gaps in the documentation

### 12.1 Disaster recovery

Once the architecture is migrated do not forget that it will be necessary to draw up new disaster recovery plans. Any Data Centre project will have changed the architecture 'as-was' to 'as is now', which means that many components of the original plan may no longer be in place. In fact, there may be so many transformations that the company will need to completely rewrite their existing DR plans.

### 12.2 Post Script

Technical Writers will be involved in one small aspect of the entire Data Centre migration project. They will provide a pivotal role in helping the team pull together. Do not overlook their role in facilitating good communications and playing a vital role, which in so many cases can be overlooked.

Appendix A. Operating document - Server & network

Heading	2 <sup>nd</sup> Level Heading	3 <sup>rd</sup> Level Heading
<b>Introduction</b>		
<b>Application Information</b>		
	SLAs	
	Contacts	
	Editor Support	
	Application Overview	
	Application architecture	
	Physical Architecture	
		Virtual Machines and RDM
		Application dependencies
		Connections
	Planned Changes	

<b>Application Start/Stop Procedures</b>	Start Procedure	
	Stop Procedure	
<b>Health Check Procedures</b>		
<b>Administration tasks</b>		
Troubleshooting		
	Available error logs	
	Application Error Messages	
	Monitoring	
<b>Production plan</b>		
<b>Backup</b>	Default backup strategy	
	Specific Retention time	
	Constraints	
<b>Recovery Procedure</b>	Restore Server from backup [Backup process]	
<b>System Configuration and Tuning</b>		
Software location		
Anti-Virus Software Consideration		
<b>Database</b>	SQL Jobs Non-SQL Server Databases	

**System Parameters**

## Appendix B. Profile document

The profile document provides an “as-is” snapshot summary of the application that will support the Migration Program. It is not intended to define how the application may be migrated, but information included will assist the migration inventory and planning processes. It is a living document and may also include reference to significant changes to the application or associated infrastructure.

Title	Definition
General Information	Enter general information regarding the application, its purpose and useage.
Key Contacts	List all key contacts
User Information	<ul style="list-style-type: none"> <li>• Number of Users</li> <li>• 3rd party users</li> <li>• Expected growth</li> </ul>
System Architecture Overview	Provide a diagram of the Architecture as-is
Environments	<ul style="list-style-type: none"> <li>• Production</li> <li>• Development</li> <li>• Test QA</li> <li>• Disaster Recovery</li> </ul>
Regulatory and Data Privacy	Does the application store PCI/DSS information or any other confidential information
Security	Does the application have any additional specific considerations with regard to security that are

Title	Definition
	more than would be covered in the application design and support documentation?
Application Support	Does the application have any specific considerations with regard to application support
Vendor External Access	Does any 3rd party vendor need access to the application from outside the organisation, in order to perform support or maintenance
3rd Party Virtualization Support	If the application was created by an outside developer, does that 3 <sup>rd</sup> party vendor or developer support it when running on virtualized hardware and how?
VM Host Cluster	For virtual machines running on a single physical host, list the name of that host. For virtual machines running on clustered hosts, list the name or identifier of the cluster.
Upgrades Required or Patches Due	Any significant changes due that may require an update to this application profile and could affect the migration plans or any element of the application that is currently not supported.
Application Dependencies (Application, Infrastructure, External)	Any other known dependencies which must be met for the application to function properly.

Title	Definition
Project Dependencies	Are there any project dependencies
Interface Information	Interfaces that the application requires to function properly.
Availability and Downtime	Outline the hours and times when the system may be down for maintenance or processing
DR Information	Describe briefly the current disaster recovery approach
Current Testing Information	Will the system need to undergo a test before migration
Migration Approach Special Considerations	Nominate the testers
Known Issues	Describe any known issues
Current Backup Schedule	Describe the current back up processes
Other Information	Any information that might affect the migration.

