

"MSOW System Administration"
Presented by
James Morris
Morrisey Associates, Inc., Chicago IL

MSOW System Administration

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IT Roles and MSOW

- DBA
- Server Support
- Desktop Support
- Network/Security Support
- Business Analyst/Super User

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Presented at the Fifteenth Morrisey User Group Meeting
August 18-20, 2010

Chicago Marriott Downtown Magnificent Mile
Chicago, Illinois

Database Administrator

- Backup and Maintenance Plan based on business needs
- Monitor disk space/size of data and log files
- Database Login access for Crystal Reports
- Run schema update scripts (if necessary)

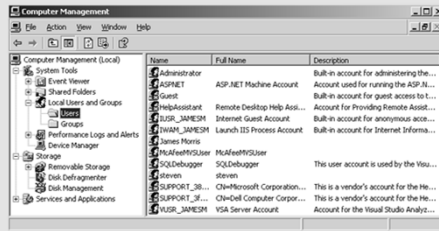
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Server Support

- Microsoft Updates
- Monitor disk space
- Network access to shared folders
- Recovery Setting of Installed Services

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Microsoft Security Updates



- Note these local users in the MS Bulletin
 - ASPNET
 - IUSR_servername
 - IWAM_servername

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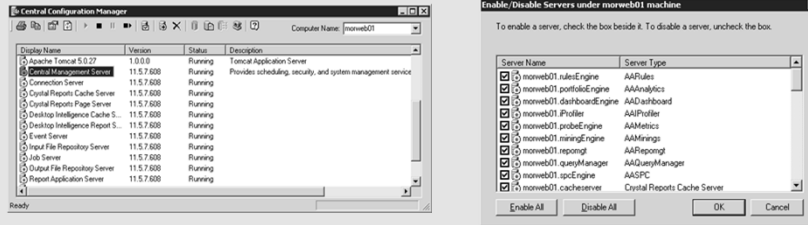
The Crystal Enterprise



- Rebooting the Web Server
 - Central Management Server: The Recovery Tab
- Rebooting the Database Server
 - Verify the service is started

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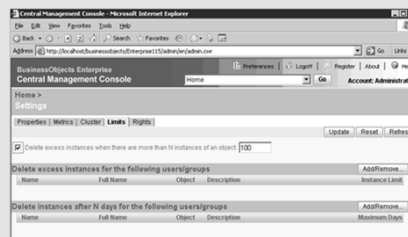
The Crystal Enterprise



- Business Objects Central Configuration Manager
 - Verify all servers are running
 - Verify all servers are enabled

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The Crystal Enterprise



- Disk space and temporary report instances
 - Setting Limits in the Administrator Launch Pad

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Desktop Support

- Workstation Settings for IE and Adobe
- Crystal Reports Designer
- Morrisey Forms Editor
- MSO to MSOW Privileges Maintenance

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Access to MSOW

- MSOW Users List
- AD/Domain Windows Group
- Database Access?
- MSONet and Port Settings

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Business Analyst

- Super User role
- MSOW System Configuration
- Users List
- Help Desk contact

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Best Practices

- Scheduled Database Backups
- Monitor size of log files
- Reindex/Resequence the Database
- Disk space monitoring
- MSOW Access Process
- Any questions? Contact Morrisey!

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Morrisey Resources

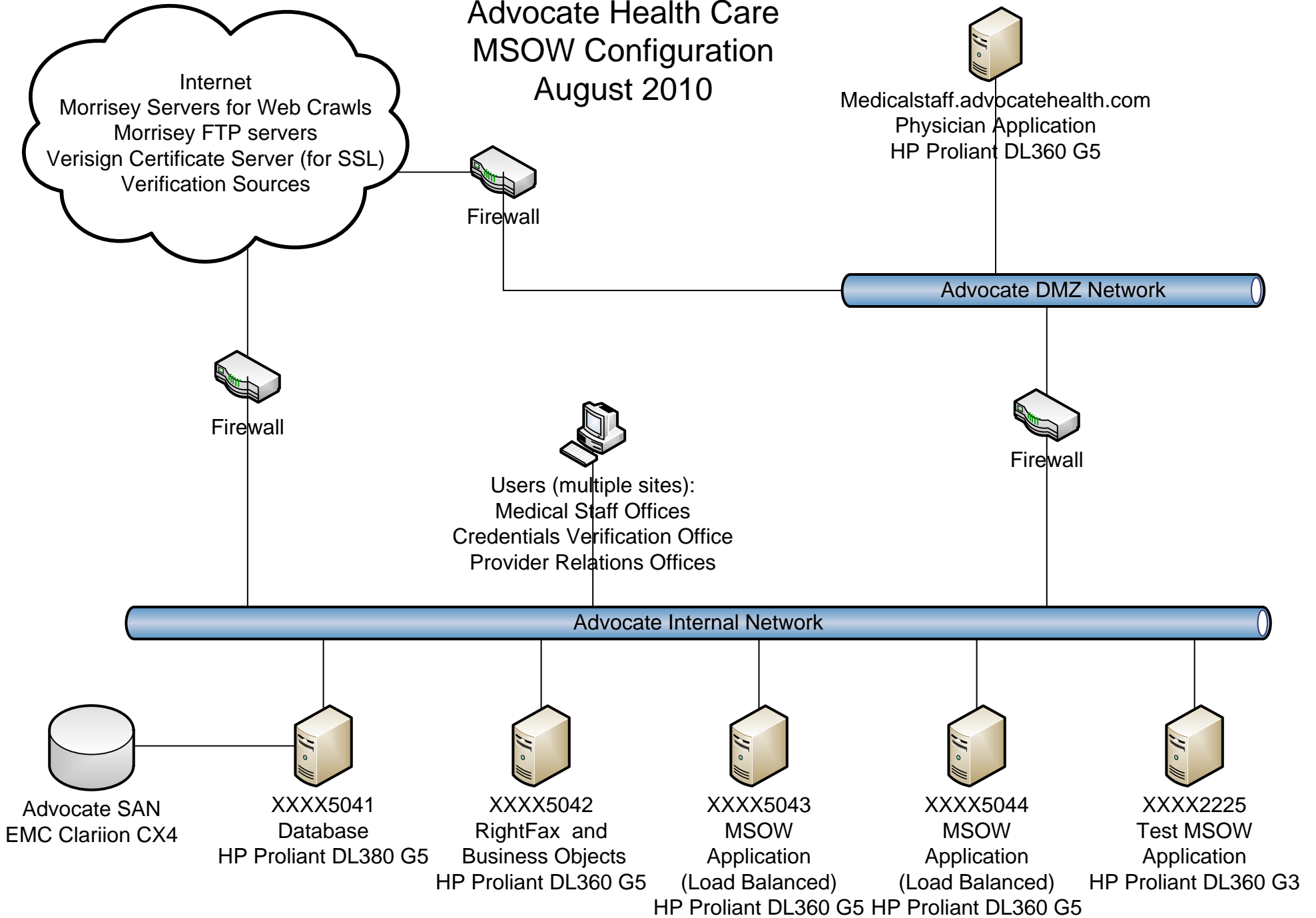
- MSOW Help Desk
- MSOW Customer Website
 - Documentation
 - Support Ticket Tracking
- MSOW User Forum

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Advocate Health Care MSOW Configuration August 2010



MSOW/Apogee Access Request

Associate Requesting Access: _____

Associate Location Name: _____

Associate Department: _____

Associate Position: _____

Associate Phone Number: _____

Associate Network Sign on Name: (LastName_FirstName(for advocate hospital or corporate users)(First Name.Last Name(for AMG and APP)_

Associate Access Request Date: _____

Manager Name: _____ **Date:** _____

CVO OFFICE USE ONLY

Associate Requesting Access: _____

Access Approved By: _____ Date: _____

Entered in MSOW/Apogee By: _____ Date: _____

Programs: MSOW:

APOGEE:

Groups	Groups	Facilities	Facilities	Facilities
<input type="checkbox"/> ADMIN	<input type="checkbox"/> GSAM Facilities	<input type="checkbox"/> AHCNET	<input type="checkbox"/> CHMCPHO	<input type="checkbox"/> LGHPHO
<input type="checkbox"/> APOGEE ADMIN	<input type="checkbox"/> GSHP Facilities	<input type="checkbox"/> AHCSPEC	<input type="checkbox"/> DREY	<input type="checkbox"/> MCDS
<input type="checkbox"/> APOGEE PR	<input type="checkbox"/> IMMC Facilities	<input type="checkbox"/> AHPO	<input type="checkbox"/> EUR	<input type="checkbox"/> NSC
<input type="checkbox"/> APOGEE QI	<input type="checkbox"/> LGH Facilities	<input type="checkbox"/> AMG	<input type="checkbox"/> GSAM	<input type="checkbox"/> OCC
<input type="checkbox"/> BMC Facilities	<input type="checkbox"/> SSH Facilities	<input type="checkbox"/> APG	<input type="checkbox"/> GSAMPHO	<input type="checkbox"/> SALT
<input type="checkbox"/> CMC Facilities	<input type="checkbox"/> TRIN Facilities	<input type="checkbox"/> BMC	<input type="checkbox"/> GSHP	<input type="checkbox"/> SSH
<input type="checkbox"/> COND Facilities		<input type="checkbox"/> BMCPHO	<input type="checkbox"/> GSHPHO	<input type="checkbox"/> SSHPHO
<input type="checkbox"/> CVO		<input type="checkbox"/> COND	<input type="checkbox"/> IMMC	<input type="checkbox"/> SWSC
<input type="checkbox"/> ECH Facilities		<input type="checkbox"/> CONDPHO	<input type="checkbox"/> IMPHO	<input type="checkbox"/> TRIN
<input type="checkbox"/> Facilities		<input type="checkbox"/> CHMC	<input type="checkbox"/> LGH	<input type="checkbox"/> TRINPHO

Crystal File			
<input type="checkbox"/> APMC	<input type="checkbox"/> ECU	<input type="checkbox"/> LGH	
<input type="checkbox"/> BMC	<input type="checkbox"/> GSAM	<input type="checkbox"/> SSH	
<input type="checkbox"/> Cond	<input type="checkbox"/> GSHP	<input type="checkbox"/> TRIN	
<input type="checkbox"/> Drey	<input type="checkbox"/> IMMC		

View Discipline

Deleted from MSOW By: _____ Date: _____