Cisco Unified MeetingPlace requires a minimal level of management. As system administrator, you perform the following tasks:

- Maintain the database of Cisco Unified MeetingPlace profiles
- Set up an internal support strategy
- Track resource usage
- Perform traditional maintenance functions
- Handle system alarms
- Ensure system security

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Maintaining Profiles

Each person in your user community needs a Cisco Unified MeetingPlace user profile defined in the Cisco Unified MeetingPlace database. User profiles contain information such as:

- User ID and passwords
- Class-of-service privileges
- Meeting preferences
- Notification information (e-mail address)
- Attend information (phone number and pager number)

As the system administrator, you are responsible for maintaining a directory of users and their associated privileges (as is the case with many in-house communications systems, such as e-mail, groupware, and voice mail systems).

The amount of ongoing work for profile maintenance often depends on the level of up-front planning and coordination you perform. If you have Cisco Unified MeetingPlace Directory Services or can obtain database access to user lists from another source, such as an e-mail system directory or a human resources database, you can easily automate the process of synchronizing Cisco Unified MeetingPlace with that other source.

If you do not have a means of synchronizing Cisco Unified MeetingPlace with another source of users, you must set up a fulfillment process for new users who request Cisco Unified MeetingPlace profiles.

Planning Internal Support

As system administrator, you are responsible for planning and implementing the various levels of support in your organization. Some support considerations include:

- **Decentralized, departmental support** . For the bulk of simple requests, such as help with scheduling or forgotten passwords, Cisco Unified MeetingPlace can empower departmental support personnel or administrative assistants to provide help. In Cisco Unified MeetingPlace special department contacts have privileges to support a subset of the overall user community.
- **Company-wide support** . Either a company receptionist or help desk personnel can provide attendant-level support. Cisco Unified MeetingPlace attendants have privileges to support all users.
- **Help desk support** . You may consider providing help desk employees with additional capabilities to resolve problems when you are not available. The range of system management capabilities available to help desk attendants include creating/deleting user profiles and the ability to run reports.

When Cisco Unified MeetingPlace encounters more serious problems, such as T1 failure or a system failure, you can set up the system to notify you. A critical part of your internal support strategy is a set of procedures to follow for handling alarm conditions.

Tracking Resource Usage

Tracking resource usage on the system is important for several reasons:

- Ensures that users are effectively distributed across conference servers
- Ensures you have enough capacity for current usage
- Enables you to perform internal bill backs
- Helps audit potential abuse

To help track resource usage, Cisco Unified MeetingPlace offers a series of standard reports and capacity management tools. The system also enables you to export database tables in a raw format for analysis or reporting in other applications.

For more information on capacity management, see Managing and Maintaining Cisco Unified MeetingPlace. For more information on reporting, see Running Reports.

Maintaining the Cisco Unified MeetingPlace System

Cisco Unified MeetingPlace requires very little system maintenance. However, like any other system, you need to perform backups on a regular basis. You may also need to shut down and restart the system on

occasion, such as when moving your offices to another location.

For information on system maintenance, see Managing and Maintaining Cisco Unified MeetingPlace.

System Administrator Schedule

Some of your tasks should be performed routinely on a weekly or monthly basis. Others require your response as needed. Table: System Administrator Schedule summarizes typical system administrator tasks.

Note: To establish default values for the parameters that control basic Cisco Unified MeetingPlace operations, see the Worksheet 5-1: Usage Parameters.

Table: System Administrator Schedule

Frequency/Reason	Tasks
Weekly	• Add profiles and teams to the Cisco Unified MeetingPlace system, distribute documentation, and provide MeetingTime access to support staff • Review alarm table activity for the past week • Print or save the list of meetings for the next week • Run a system backup
Monthly	• Run and review a system usage report • Run the monthly trending capacity management tools to review system usage, conferencing growth, and service levels • Update and save the historical data file for the monthly trending tools • Perform internal bill backs
Planning and strategy	• Coordinate profile import strategy • Train other employees who have user support responsibilities • Define processes for handling Cisco Unified MeetingPlace alarms • Review system usage and capacity requirements
As needed	• Respond to alarm conditions • Coordinate planned outages (such as relocations and software upgrades) • Act as contact to Cisco TAC