

System Administration (2)

IT401

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Lecture 1



System Administration 2

Lecture 1

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Core Concepts in System Administration

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Objectives

Upon completion of this lecture, you will be able to:

- Define systems, components, and services within the context of system administration.
- Explain the importance of system administration in enterprise environments.
- Identify the core responsibilities and daily tasks of a system administrator.
- Recognize essential tools and technologies used in system administration.
- Discuss common challenges faced in managing systems and services.
- Apply guiding rules, best practices, and ethical considerations in system administration.

Outlines

- Defining Systems, Components, and Services
- The Importance of System Administration
- System Administration Challenges
- System Administration Rules and Best Practices
- System Administrator Responsibilities
- Ethical Considerations in System Administration

Chapter

01

Defining Systems, Components, and Services



What is an IT System?

❑ **A system** is an organized collection of interconnected components that work together to achieve specific objectives.

❖ **Key Characteristics:**

- Integration: Components work as unified whole
- Purpose: Designed to accomplish specific goals
- Interaction: Elements communicate and depend on each other
- Boundaries: Clear definition of what's inside vs outside
- Environment: Operates within specific context

Types of Systems

- ❑ **Operating Systems** (Windows, **Linux**, macOS): Software that manages hardware resources and provides a platform for applications to run.
- ❑ **Network Systems**: Systems that enable communication, data exchange, and resource sharing between multiple devices.
- ❑ **Database Systems**: Systems designed to store, organize, and manage data efficiently for easy access and retrieval.
- ❑ **Application Systems**: Software systems built to perform specific tasks or functions for end-users or organizations.
- ❑ **Security Systems**: Systems that protect information and resources from unauthorized access, misuse, or attacks.

Core Components of IT Systems

The core building blocks of IT infrastructure:

- **Hardware:** Physical devices (servers, storage, PCs).
 - **Software:** Programs and operating systems that run on hardware.
 - **Networks:** Connections that enable communication and data exchange.
 - **Services:** Functionalities provided (email, web, cloud, etc.).
- Together, they form the foundation of any organization's technology ecosystem.

Core Components of IT Systems: **Hardware**

- **Processors (CPU):** Execute instructions, run programs, and perform calculations.
- **Memory (RAM):** Temporary data storage and fast processing for active tasks.
- **Storage:** Long-term data retention (HDDs for capacity, SSDs for speed).
- **Network Interfaces (NICs):** Enable communication across networks.
- **Input/Output Devices (I/O):** Interaction points for users (keyboard, mouse, monitor, etc.).

Core Components of IT Systems: **Software**

- **Operating System (OS):** Manages hardware, resources, and system operations.
- **Applications:** Programs designed for end-users (e.g., browsers, office tools).
- **Drivers:** Allow hardware and OS to communicate properly.
- **Utilities:** Specialized tools for system optimization and maintenance.
- **Firmware:** Embedded software controlling hardware at a low level.

Core Components of IT Systems: **Networks**

- Function: Connect devices and enable communication & data exchange.
- Types:
 - LAN (Local Area Network): Small-scale networks (e.g., office, home).
 - WAN (Wide Area Network): Large-scale networks (e.g., the Internet).
 - Wireless Networks: Wi-Fi, mobile networks.
- Importance: Foundation for collaboration, resource sharing, and Internet access.

Core Components of IT Systems: **Services**

Definition: **Services** provided by IT components to support organizational operations and meet user needs.

■ **Core System Services:**

- Process Management: Running and scheduling programs.
- Memory Management: Efficient allocation and use of RAM.
- File System: Organizing, storing, and accessing data.
- Security Services: Authentication, authorization, and protection.
- Network Services: Protocols enabling communication (e.g., TCP/IP, DNS).

Core Components of IT Systems: **Services**

❖ Infrastructure Services:

- **DNS** (Domain Name System): Translates domain names into IP addresses.
- **DHCP** (Dynamic Host Configuration Protocol): Assigns IP addresses automatically.
- **Web Services**: Enable communication over HTTP/HTTPS protocols.
- **Email Services**: Handle email transmission and access (SMTP, POP3, IMAP).
- **Database Services**: Provide structured data storage and retrieval.

Core Components of IT Systems: **Services**

❑ **Application Services:**

- Directory Services: Manage users, devices, and network resources.
- Backup Services: Ensure data protection and disaster recovery.
- Monitoring Services: Track system performance and availability.
- Update Services: Maintain and patch software regularly.
- Remote Access: Enable secure connections via SSH, RDP, VPN.

Chapter

01

The Importance of System Administration



What is System Administration?

System Administration refers to managing computer systems in a multi-user environment, including maintaining, monitoring, and supporting their operation.



The discipline of managing and operating computer systems in a multi-user environment.



Ensures systems are secure, stable, and available for users.



Covers tasks such as installation, configuration, maintenance, and troubleshooting.

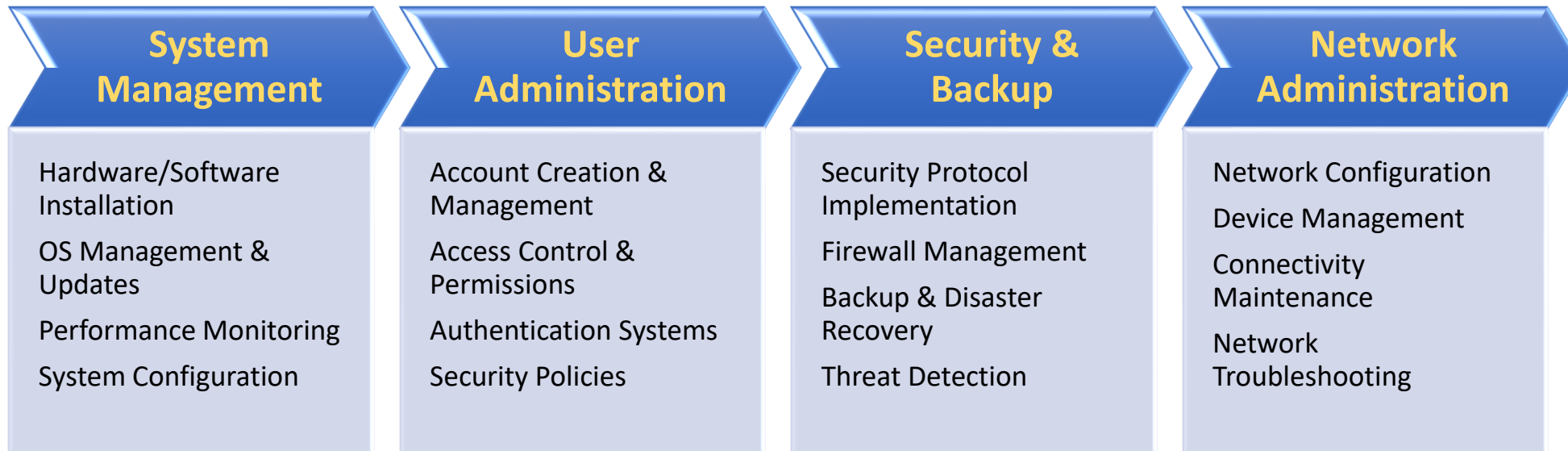


Involves monitoring performance, applying updates, and responding to incidents.



Provides user support and aligns IT systems with organizational needs.

Core Areas of System Administration



System Administrator

- ❑ **A system administrator (sysadmin)** is an IT professional who manages and supports a multi-user computing environment, ensuring the reliable and efficient operation of IT services and systems.
- ❑ **The sysadmin** is responsible for **maintaining uptime, performance, resources, and security**, making sure systems meet user needs while staying within budget limits.

Importance of System Administration

❑ Business Continuity:

- Ensures systems remain operational 24/7
- Minimizes downtime and service interruptions
- Maintains productivity and revenue flow
- Supports business growth and scalability

❑ Data Protection:

- Safeguards critical business information
- Implements backup and disaster recovery
- Ensures data integrity and availability
- Complies with regulatory requirements

Importance of System Administration

☐ **Security Assurance:**

- Protects against cyber threats and attacks
- Maintains system and network security
- Manages user access and permissions
- Monitors for suspicious activities

☐ **Performance Optimization::**

- Ensures systems run efficiently
- Manages resource allocation
- Optimizes network performance
- Plans for capacity requirements

Importance of System Administration

❑ Cost Management:

- Reduces operational expenses
- Prevents costly system failures
- Optimizes resource utilization
- Plans strategic technology investments

Together, these aspects of system administration ensure that IT infrastructure remains reliable, secure, efficient, and cost-effective, directly supporting organizational goals and long-term success.

Chapter

01

System Administration Challenges



System Administration Challenges

❏ Technical Challenges:

- **Complexity:** Managing diverse, interconnected systems
- **Scale:** Handling growing data and user volumes
- **Integration:** Connecting different technologies
- **Legacy Systems:** Maintaining older infrastructure
- **Rapid Change:** Keeping up with technology evolution

System Administration Challenges

❑ Security Challenges:

- **Cyber Threats:** Evolving attack methods
- **Compliance:** Meeting regulatory requirements
- **Access Management:** Controlling user permissions
- **Data Privacy:** Protecting sensitive information
- **Incident Response:** Handling security breaches

System Administration Challenges

❑ Operational Challenges:

- **24/7 Availability:** Ensuring continuous operation
- **Resource Constraints:** Limited budget and staff
- **Skills Gap:** Finding qualified personnel
- **Documentation:** Maintaining accurate records
- **Change Management:** Implementing updates safely

Chapter

01

System Administration Rules and Best Practices



System Administration Rules and Best Practices

❑ Fundamental Principles

1. **Document Everything:** Maintain comprehensive records
2. **Test Before Deploy:** Validate changes in safe environments
3. **Backup Before Change:** Always have recovery options
4. **Monitor Continuously:** Watch system health proactively
5. **Plan for Failure:** Assume things will go wrong

System Administration Rules and Best Practices

❑ Change Management Rules:

- **Approval Process:** Get authorization for changes
- **Testing Protocol:** Validate in development environment
- **Rollback Plan:** Always have undo procedures
- **Communication:** Notify stakeholders of changes
- **Documentation:** Record what, when, why, how

System Administration Rules and Best Practices

❑ Security Rules:

- **Principle of Least Privilege:** Minimum necessary access
- **Defense in Depth:** Multiple security layers
- **Regular Updates:** Keep systems patched
- **Access Review:** Periodically audit permissions
- **Incident Reporting:** Document security events

System Administration Rules and Best Practices

❑ Operational Rules:

- **Standardization:** Use consistent configurations
- **Automation:** Reduce manual errors
- **Monitoring:** Implement comprehensive oversight
- **Capacity Planning:** Anticipate growth needs
- **Performance Baseline:** Know normal operations

Chapter
01

System Administrator Responsibilities



System Administrator Responsibilities: Daily Operations

- **System Monitoring:** Check system health and performance
- **User Support:** Resolve technical issues and requests
- **Maintenance Tasks:** Apply updates, patches, backups
- **Security Review:** Monitor logs and alerts
- **Documentation:** Update procedures and configurations

System Administrator Responsibilities: Strategic Responsibilities

- **Infrastructure Planning:** Design and upgrade systems
- **Capacity Management:** Plan for growth and resources
- **Risk Assessment:** Identify and mitigate threats
- **Policy Development:** Create IT governance frameworks
- **Vendor Relations:** Manage technology partnerships

System Administrator Responsibilities: Technical Responsibilities

- **Installation:** Deploy new systems and software
- **Configuration:** Set up and optimize systems
- **Troubleshooting:** Diagnose and resolve problems
- **Performance Tuning:** Optimize system efficiency
- **Integration:** Connect different systems and services

System Administrator Responsibilities: Administrative Responsibilities

- **User Management:** Create, modify, delete accounts
- **Access Control:** Manage permissions and security
- **Asset Management:** Track hardware and software
- **Compliance:** Ensure regulatory adherence
- **Training:** Educate users on systems and policies

Chapter

01

System Administration Ethics



System Administration Ethics

❑ Professional Standards and Principles

Core Ethical Principles:

- **Integrity:** Honest and truthful in all dealings
- **Confidentiality:** Protect sensitive information
- **Responsibility:** Accountable for actions and decisions
- **Competence:** Maintain professional skills and knowledge
- **Respect:** Treat all stakeholders with dignity

System Administration Ethics

❑ Professional Standards and Principles

Professional Conduct:

- **Honesty:** Truthful about capabilities and limitations
- **Continuous Learning:** Stay current with technology
- **Professional Development:** Pursue certifications and training
- **Peer Collaboration:** Share knowledge responsibly
- **Industry Standards:** Follow established best practices

System Administration Ethics

❑ Professional Standards and Principles

Security Ethics:

- **Authorized Access:** Only access systems as permitted
- **Vulnerability Disclosure:** Report issues responsibly
- **No Harm Principle:** Avoid actions that cause damage
- **Legal Compliance:** Follow applicable laws and regulations
- **Whistleblowing:** Report serious ethical violations

Summary

- **Defining Systems, Components, and Services:** A system consists of interconnected components and services working together to achieve specific goals.
- **The Importance of System Administration:** System administration ensures stability, security, and efficiency of IT environments.
- **System Administration Challenges:** Administrators face issues such as downtime, security threats, and resource management.
- **System Administration Rules and Best Practices:** Following standard procedures, documentation, and automation reduces risks and improves reliability.
- **System Administrator Responsibilities:** Admins are responsible for installation, configuration, monitoring, troubleshooting, and maintaining security.
- **Ethical Considerations in System Administration:** Ethics guide professional conduct, confidentiality,



Thank You