

Minutes 7/31/09

Monday, October 19, 2009
8:49 AM

In Attendance: Dan Green, Billy Beaudoin, Joshua Gira, Joey Jenkins, Daniel Henninger, Wes Thibodeaux, Dan Evans, Tom Farwig

Summary:

Most everything pointed to the creation of an SLA attempting to define customer expectations:

- define the role of the DC Admins; rights and responsibilities
- define what parts of the AD are central services maintained by DC Admins
- protect the DC Admins and other service providers
- rights, requirements and responsibilities of OU Admins

Discussed the need for more documentation / best practices:

- Regarding Audit Information
- Procedural (sw deployment, user creation, scripts, computer deployment)
- Naming conventions
- Packages -- what's available, coming, needed
- Reporting needs for OU Admins

Define the COST of AD services on campus -- time, funding, licensing.

- not to charge, but to account for.

Minutes:

a. Review of Committee Purview

b. Report from Technical Committee (Billy)

- i. Overview of the committee
- ii. 2003->2008 DC upgrade
- iii. Monitoring of the DC / Domain Servers
- iv. Passwd Change Page -- new scripts

c. Communication Policies

- i. NEED Documentation / Best Practices
 - 1) Audit Information -- pull examples from Josh's recent audit.
 - a) Predefined Security Templates for use in OUs
 - 2) Procedural
 - a) SW Deployment
 - b) User Creation
 - c) Computer Deployment
 - d) Automated Scripts
 - 3) Permissions
 - a) Delegation
 - b) Roles
 - 4) Naming Conventions
 - 5) Personal machines? Policies regards their joining of domain.
- ii. Training
- iii. This committee - Meeting Announcements/Agendas / website
- iv. Define the costs of the Active Directory services on campus -- time, funding, licensing.
- v. Licensing

d. Service Level Agreements

- i. Consumer and enduser expectations
 - 1) SLA *for* DCAdmins to define roles and responsibility
 - a) Helps protect DC Admin from direct boss. You have power -- define access and expectations.
 - b) Include "yes you must help dept x w/ their project as time allows"
 - c) Oncall? Access outside of office?
 - i) Who PAYS? For overtime, oncall, cell phone/pager/aircard/iphone?
 - d) Job Duties:
 - i) Keep DCs happy.
 - ii) Extend Schemas
 - iii) Keep DFS happy.
 - iv) Do backups.
 - v) Monitoring servers / logs.
 - ii. Should define services
 - 1) (should have a look at other EDU's SLAs for AD)
 - 2) Who "Controls" -- define that not a single unit, but group of DC Admins
 - 3) Domain Controllers -- authentication / group policy for windows machines
 - 4) Define DOMADMINS -- required skills and expectations, numbers
 - 5) Application Deployment?
 - 6) DFS Servers; the specific file servers will be Patrick's Celerra service (if we have backup though)
 - 7) Services appendixes included (WDS/WSUS, etc): *DISAGREEMENT ON INCLUSION
 - a) They need to be defining service, documentation
 - b) If they have dependencies, list them.
 - c) If there are legal/licensing implications/requirements to use X service, state it.
 - d) Requirements and expectations of service providers

- iii. Should discuss security / auditing expectations
- iv. Service Levels -- for non-Windows? Mac and Linux.
 - 1) What's the priorities of the DC Admins?
 - 2) Should we define the support?
 - 3) If Golden triangle is setup by OU Admin, what, if any, support does the DC Admins provide?
 - a) Provide documented solution / steps
 - i) Work w/ DC Admins on initial setup -- prove that it does work then turn over to community support.
 - b) Community support of issues?
- v. Schema extensions -- procedures
 - 1) Workflow: Request is made -- goes to Tech
- vi. Rights and Responsibilities of OU Admins
 - 1) all computers must be managed by an OU Admin?
 - 2) Form/SLA filled out b/f granted .admin
 - a) References to licensing agreements (apps / Oses)
 - b) Knowledge / skills level?
 - c) Training Attendance reqs?
 - d) Look at Data Access form for template.
 - e)

Repercussions --	Talk to Tim
	Talk to Hoit! (Principal's office)
 - 3) Mailing List memberships
 - 4) Chatroom/IM attendance
 - 5) QIP?
 - 6) Remedy?
- vii. Request form for OU request / Work flow? Authorization?
 - 1) Requests for CHANGES to the Domain go into the Remedy queues.
 - 2) NOT questions about howto
 - a) Refer to Docs
 - b) Refer to Jabber
 - c) Refer to Mailing List
 - d) Define who is responsible for what...
 - i) Tier 1: 5 questions OIT HelpDesk can solve. Contact Info
 - ii) Tier 2: 90% of user issues. List OU Admin Contact info!
 - iii) Tier 3: DCs explode. DC Admins fix. Paswd Change page issues, etc.

e. Procedures

- i. Receiving Requests via Remedy
 - 1) NEED to create remedy users / refs in new queues.
- ii. Approvals
- iii. Reporting back to community

f. Software Packaging Standards

- i. File Locations
 - 1) Move to Celerra?;
 - 2) Recommend that OIT provide package repository space
- ii. Best Practices -- desktop shortcuts, etc
 - 1) Training
 - 2) Docs
 - ★3) Get a group of packagers together to create this recommendation; have both comms approve.
- iii. Packaging Lists -- who's working on what; needed / todo
 - 1) Get the packagers together and have them decide?
 - 2) Include into the storage space request -- initiate "I'll need location"; that shows as "pending"
 - 3) Need to go ahead and have public website w/ list of available apps -- pull from NCSU, and sub units -- include * licensing info/chk your b/f using blurb.
 - 4) Why are we not talking more w/ UNC, etc regarding sharing of their apps?
 - a) Why are we not sharing ours to smaller EDUs?
- iv. Automation / Delegation of share/dfs/gpo/group creations
- v. Reporting / Monitoring of Package Usage -- see above.

g. Reporting Tools (ADToolKit)

- ★i. Tool request from Tom -- prestage tool; take list of computers from QIP info, select, pre-stage in OU that they select, and the computers they select.

h. Policy Changes that need to be addressed

- i. Reviewing, Updating, and Splitting out top level default domain policies for XP/Vista/Win7/2003/2003R2/2008/2008R2 OSes
 - 1) WMI filters
- ii. Personal Machines
 - 1) On the domain
 - 2) Using the WSUS service
- iii. Default Computer OU container
 - 1) Provide script that can be run to move the computer