

Active Directory SC

Service	Active Directory
Service Manager	Kevin Bom
Department	Enterprise Infrastructure Services
Contact	ITS-Enterprise Infrastructure Services, x3748, Kevin.Bom@fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	<p>Active Directory (AD) is a centralized and standardized system that automates network management of user data, security, and distributed resources, and enables interoperation with other directories.</p> <p>Function 1: Account administration.</p> <p>Function 2: Group policy administration.</p> <p>Function 3: Shared resources access management.</p>
Service Users	Faculty, staff, associates, students, alumni, and guests are users of this service. Summarily, all AD users and computers are users of this service.
User Services	Create and manage user and computer accounts in the AD domain. Active Directory user accounts and computer accounts represent a physical entity such as a computer or person. User accounts can also be used as dedicated service accounts for some applications.
Business Services	Managers, Sponsors, ITS Management and Resource owner may request this service.
Technical Services	Give a summary of the back-end services that support this service
Requirements	The requirement for using this service is to be one or more of the following campus affiliates: Faculty, Staff, Associate, Student, Alumni or Guest.
Rates / Cost of Use	There are no fees associated with using these services.
Getting Started	A manager, sponsor, or resource owner may request this service for anyone in one of the "Service Users" group.
Availability	This service is available 24 hours a day, seven days a week.
Getting Help	All requests for assistance are completed using FredQuest: https://fredquest.fredonia.edu/
SLA Notes	
Business Procedures	The business procedure is located with the Primary responsible person on the RACI form and also, see Appendix A.
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by Technical Advisory Committee (TAC) and approved by the Service Manager (CIO) and Cabinet.
Assigned Primary Support	
Assigned Secondary Support	

RACI Chart**Function 1**

Name: Account administration

Description: Creating organizational units (OUs), adding users, groups and adding user to group.

Level	Responsible	Accountable	Consulted	Informed
Primary	Idalia Torres	Kevin Bom	ITS Management, Resource owner	Campus users
Secondary	Scott Grien	Kevin Bom	ITS Management, Resource owner	Campus users
Tertiary				

Function 2

Name: Group policy administration

Description: Group Policy is an infrastructure that allows you to implement specific configurations for users and computers. Group Policy settings are contained in Group Policy objects (GPOs), which are linked to the following Active Directory service containers: sites, domains, or organizational units (OUs).

Level	Responsible	Accountable	Consulted	Informed
Primary	Scott Grien	Kevin Bom	ITS Management, Resource owner	Campus users
Secondary	Idalia Torres	Kevin Bom	ITS Management, Resource owner	Campus users
Tertiary				

Function 3

Name: Shared resources access management

Description: Since two or more Active Directory domains within the same forest are implicitly connected by two-way, transitive trusts, authentication requests made from one domain to another are successfully routed in order to provide a seamless coexistence of resources across domains. Users can only gain access to resources in other domains after first being authenticated in their own domain.

Level	Responsible	Accountable	Consulted	Informed
Primary	Scott Grien	Kevin Bom	ITS Management, Resource owner	Campus users
Secondary	Idalia Torres	Kevin Bom	ITS Management, Resource owner	Campus users
Tertiary				

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Status

Active

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