

# Active Directory SC

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|----------------------------|---|
| Service                    | Active Directory  |
| Service Manager            | Kevin Bom   |
| Department                 | Enterprise Infrastructure Services  |
| Contact                    | ITS-Enterprise Infrastructure Services, x3748, <a href="mailto:Kevin.Bom@fredonia.edu">Kevin.Bom@fredonia.edu</a>   |
| 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: <a href="https://fredquest.fredonia.edu/">https://fredquest.fredonia.edu/</a>  |
| 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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