

# State Private Cloud – Servers Tasks & Responsibilities

Task		Agency function	Service function
<b>Windows Deployment</b>			
	Deploy VM		X
	Install requested operating system (OS)		X
	Configure OS per customer requirements		X
	Install tools		X
	Install requested server roles		X
	Configure requested server roles	X	X
	Install requested applications	X	
	Configure requested applications	X	
<b>Windows Maintenance</b>			
	Deploy OS service packs		X
	Deploy OS security patches		X
	Deploy application service packs	X	
	Deploy application security patches	X	
	"Right Sizing" server resources	X	X
<b>Windows Monitoring</b>			
	Configure OS server monitoring, alerting, reporting (threshold based)		X
	Respond to OS server monitoring alerts (threshold based)		X
	Provide requested OS server monitoring reports (threshold based)		X
	Configure application server monitoring, alerting, reporting (threshold based)	X	
	Respond to application server monitoring alerts (threshold based)	X	
	Provide requested application server monitoring reports (threshold based)	X	
	Configure OS server monitoring, alerting, reporting (trend based)		X
	Respond to OS server monitoring alerts (trend based)	X	X
	Provide requested OS server monitoring reports (trend based)		X
<b>VmWare General Tasks</b>			
	vSphere Client Access		X
	vRops Access	X	X
	Create/Delete VM Snapshot (*service self-deletes snapshots after 3 days)		X
	Add/Remove Server Resources		X
<b>Windows General Tasks</b>			
	Server Resets		X
	RDP Access to Servers	X	X
	Restarting Windows Services	X*	X
	Perform Server Backup		X
	Perform Application/Database Backup	X	X
	Monitor Backup Status	X	X
	Perform Server Restore/Recovery		X
	Perform Application/File/Database Restore	X	X

Task		Agency function	Service function
<b>Windows Server/Application Management</b>			
	Manage AD Users/Groups/Computers Objects	X	X
	Manage AD Server/Domain Objects**		X
	Manage Delegated Group Policy Objects	X	
	Manage AD DNS Services	X	X
	Manage DHCP Services	X	
	Manage Printers and Drivers	X*	
	Manage Certificates	X*	X
	Manage File Shares	X*	
	Manage IIS Application	X*	
	Manage MS SQL Services/SSRS	X*	
	Manage Compatible 3 <sup>rd</sup> Party Applications	X*	
<b>Windows Compliance</b>			
	Configure Anti-Virus policies		X
	Respond to Anti-Virus alerts	X	X
	Repair Anti-Virus incidents		X
<b>Windows Lifecycle</b>			
	Deploy new server OS release		X
	Decommission legacy server OS release		X
	Deploy new application release	X	
	Decommission legacy application release	X	
<b>Support / OIT's Customer Service Center (CSC) ServiceNow</b>			
	Maintain agency points of contact lists	X	
	Maintain agency notification lists		X
	Tier 1 support (OS)		X
	Tier 2 and 3 Support (OS)		X
	Tier 1 support (Application)	X	
	Tier 2 and 3 Support (Application)	X	

\* Delegated using Avecto

\*\* Agency retain Admin control of End User Devices.

### Document Revision History

Date	Version	Status	Author
1/03/2013	1.0	Original Draft Release Based on Email Service Library	Matthew Popovich
02/21/2013	1.1	Added notification lists	Matthew Popovich
03/06/2013	1.2	Added VM General Task section	Matt Popovich
02/24/2014	1.3	Adding Windows Services	Jeff Swan
4/25/2014	1.4	Adding SRM Services	Nathan Norris
05/08/2014	1.5	Modify Application Support	Matt Popovich
07/12/2016	1.6	Adding Windows Server and Application Management. Avecto support.	Troy Carter