NTT DATA

1   Managed Active Directory and FreeIPA Service Description

1.1   Overview of Service

This Service provides configuration, monitoring and management of Active Directory and FreeIPA applications in the cloud or in the Client's on-premises or colocation data center.

1.2   Client Responsibilities

(a)   Except in cases where Active Directory is provided by NTT, Client is responsible for Windows licensing

(b)   Active Directory design

(c)   Off-site copies of AD object backups

(d)   Completion of any required windows licensing forms or license agreement

(e)   Abiding by all terms of the window EULA and license agreement

1.3   Service Specific Operations

(a)   Monitors

The following monitors can be configured by default, if available on the hardware and software:

Monitor	Description	Alerts	Performance Info	Resolution
Log Monitor	Entries in the log	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.
FreeIPA Query	>Existence of a user in the database	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.
FreeIPA Services	Existence of the slapd and slurpd service	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.
Diagnostic tools	Results of MBSA	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.
AD services	Existence of the following key system processes: . W32Time, DNSCache, LsmServ . KDC, SamSS, LanManServer . LanManWorkstation, RPCSS, NetLogon	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.
FSMO roles	All enabled: . Schema . Domain . PDC . RID . Infrastructure	Yes	N/A	Engineering Teams will attempt to diagnose, try to solve the issue and escalate to the Client if needed.

(b)   Service Requests

As part of the Service, the fulfillment of the following types of requests are included:

Task	Description
Management of users/groups/OU's	Creation, deletion and changes of the users and groups in the system, including the change of home directories, group assignment, shell and password maintenance
Management of schema	Changes to the directory organization
Management of the DNS service	Creation, change and deletion of forward and reverse DNS entries related the server
Application of permissions and security policies	Management of user's properties and permissions in the FreeIPA objects

Log subsystem configuration (rotation, purge, archive)	Management of the logs, whether for storage and future use or for deletion as these are not needed
Management of replicas	Addition, deletion and changes of nodes in the replication
Management of AD sites and networks	Creation, Deletion and changes of sites and network directives
Management of domain/forest functional level	Raise AD domain/forest functional level
Management of AD nodes	Demote Domain Controllers from AD domain (only AD)
FSMO management	Re-distribute FSMO roles between the nodes
Application of permissions in GPO's and security policies	Management of user's properties and permissions in the AD objects Management of GPO's and GPO links
Log subsystem configuration (rotation, purge, archive)	Management of the logs, whether for storage or future use or for deletion if not needed
Management of the Federation Services	Addition, deletion and changes in the AD FS configuration (Relying Party Trusts management) Does not include the configuration of the third-party server
Manage NTP service	Changes to the configuration of the NTP service related to the AD
Management of Objects	Promote, demote and support objects managed by NTT
Object backup management	Backup and Restore of AD objects (local backups only)

1.4   Supported Technologies

Only following systems are supported:

(a)   FreeIPA x.x and above running on a supported Linux distribution

(b)   For AD, the same versions of AD are supported as the versions of the underlying Windows Servers

Only following configurations are supported:

1.5   Supported Configurations

(a)   FreeIPA:

(i)   Standalone

(ii)   Replication master-slave

(iii)   Mirror-mode

(b)   Active Directory:

(i)   Standalone Active Directory: A single server running the AD service; not recommended for production environments

(ii)   Highly Available Active Directory: Two or more servers with the AD service configured to deliver HA; the minimum recommended for production environments

(iii)   Federation Services: AD FS integrated into an existing AD setup to communicate with other FS from third parties. AD FS 2.x and above

1.6   Supported Environments

The following environments are supported:

(a)   Client premises

(b)   Colocation data center

(c)   Cloud

1.7   Limitations

The following limitations apply:

(a)   Management of Linux and Windows Operating Systems must be contracted separately with NTT.

(b)   Management of physical/blade servers that support AD/FreeIPA must be contracted separately with NTT.

(c)   Only FreeIPA packages (RPM/DEB) from official/trusted sources are supported

1.8   Tasks Included in the Standard Transition

As part of the Service, only following tasks are included in the setup fee for Active Directory and FreeIPA:

Sensitivity Label: General

(a) FreeIPA:

    (i)   Creation of the FreeIPA Domain and schemes (based on Client design)

    (ii)   Configuration of the name resolution (DNS)

    (iii)   Creation of the required Organizational Units

    (iv)   Configuration of replication (if more than one server exists)

    (v)   Configuration of FreeIPA clients

(b) Active Directory:

    (i)   Creation of the domain and promotion as a domain controller (based on client design)

    (ii)   Configuration of the name resolution (DNS) and other associated services

    (iii)   Configuration of the security policy

    (iv)   Configuration of the initial GPO

    (v)   Creation of the required Organizational Units

    (vi)   Distribution of FSMO roles

    (vii)   Addition of AD FS (if Federation Services exist); this does not include configuration of the FS roles in the other parties with which the AD farm must communicate

    (viii)   Configure NTP services

    (ix)   Deploy customer delivered OU structure

(c) Tasks Included in a Takeover of Client System

As part of the Service, the following tasks are included in the takeover of Active Directory and FreeIPA:

    (i)   Audit and changes to the configuration of the security environment/security policy and hardening; and

    (ii)   Audit and normalization of the current system, including

        - Users and groups

        - OU structure

1.9   Tasks Not Included in the Standard Transition

The following tasks are not included in the standard transition for AD and FreeIPA servers:

(a) Design of the AD/FreeIPA schemas

(b) Any task requiring physical access

(c) Software, licenses or use rights

(d) Any task not explicitly included as in scope in the SOW.