

Directory Services (LDAP / Active Directory)

Release: 1.4 Date: 4/23/12

Owner: Technology Performance and Optimization group

Service Description

Multiple directory service options are provided by AITS, including Sun One Directory Server and Active Directory (AD). Directory services are databases of information for storing, accessing, managing, and using different kinds of information about users and resources in a computing environment.

Sun One Directory Server and AD are object-oriented implementations of directory services based on X.500 and LDAP that allow one to build sophisticated naming schemes and databases across network-wide resources.

As a consumer of these services, the enterprise customer will realize the following benefits:

- Managed replication of servers
- Time synchronization for UI & UICORE trees
- Schema management to include extensions and test
- Directory maintenance
- Service Location Protocol infrastructure
- Domain Name System services
- Support, maintenance and planning for the directory
- Standards and guidelines to facilitate directory integrity and support measures

Sun One Directory Server and AD were developed as hierarchical designs with multi-levels of organizational units, users, groups, and other network resources. The Sun One Directory Server structure, referred to as the Enterprise LDAP, was built by organizing objects in a multiple level structure. The AD structure, referred to as the Active Directory, is built by organizing objects in a multiple level structure.

This service is offered as part of the Workstation Support set of services and the Server Support set of services. A [Pricing](#) sheet and the base [Service Level Agreement](#) for these two sets of services are available for review.

For further information or to request any service, please contact the AITS Service Desk at:

servicedesk@uillinois.edu

217-333-3102 (Urbana)

312-996-4806 (Chicago)

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the AITS Change Control Process. In addition to the standard AITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

Standard maintenance windows are defined as:

- 6:00 a.m. to 12:00 p.m. each Sunday when application usage is at its lowest
- After 5:00 p.m. every Tuesday and Thursday, unless business needs to make a change during business hours
- The second Wednesday of the month from 5:00 p.m. to 8:00 p.m. for patching Microsoft servers
- 6:00 a.m. to 6:00 p.m. three Sundays a year for routine Windows and Linux maintenance

Customer Responsibilities

- Submit requests for support by opening a Service Request with the AITS Service Desk at 217-333-3102 Urbana, 312-996-4806 Chicago or servicedeskait@uillinois.edu.
- Agencies who operate their own networks are responsible for:
- Submitting approved directory change requests to AITS Security
- Allow AITS to perform regular maintenance to keep patches at current supported levels
- Notifying AITS when a new product requires a schema extension so the product can be installed into a test tree to determine compatibility and risk issues

How Do We Charge?

This service is offered as part of the Workstation Support set of services and the Server Support set of services. [Pricing](#) and the base [Service Level Agreement](#) for these two sets of services are available.

Major Cost Drivers :

- Maintenance and support of data center servers (Sun & Intel)
- Indirect cost of the underlying TCP/IP network (router, DNS, switch ports, firewall, address space)

***Our Service Catalog is based on material that was developed by The State of North Carolina’s Operational Excellence Program’s Service Catalog and adapted with their permission. ***

DOCUMENT OWNER/APPROVAL

Service Catalog Owner: Chris Barton

Concurrence: _____
 Service Catalog Owner Date

_____ Date
 Computer Operations Engineering

Approval: _____
 Associate Vice President - AITS Date

REVISION CONTROL

Document title	Directory Services (LDAP, Active Directory)
Author	Chris Barton
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Date	By	Action	Pages
12-9-09	Rita Bates	Acknowledging North Carolina’s work	2
1-4-10	Rita Bates	Removing COE from front cover and revising OLA’s to SLA’s	1-4
1-7-10	Rita Bates	Revise layout	1-4

REVIEW/APPROVAL HISTORY

This service catalog shall be subject to a review on an annual basis.

Date	By	Action	Pages
4/23/12	Chris Barton	No Revisions	
6-5-13	Chris Barton	No Revisions	