



Operations Solution for Active Directory



A stable and reliable infrastructure is critical to the provision of quality ICT services and achieving effective alignment with business goals



Directories are critical components of an organisation's ICT (Information & Communications Technology) infrastructure. Besides storing and providing access to important identity information, they play a central role in managing access to ICT services and underlying resources within the ICT infrastructure. An unstable, unreliable directory, directly impacts the overall quality of ICT services.

The Operations Solution for Active Directory (OSAD) is aimed at assisting ICT Service Organisations to improve the operational stability, availability, reliability, flexibility and security of their Microsoft Active Directory infrastructures. It is concerned with the improvement of the

day-to-day maintenance and support of the Active Directory environment and services based upon it.

The solution is founded upon industry best practices for ICT service management as documented in the IT Infrastructure Library (ITIL) and Microsoft's Operations Framework (MOF) - an extension of ITIL, and incorporates the field experiences of Inobits Consulting.

Infrastructure includes technology, people, processes, organisational and physical environmental elements

Solution Benefits

- Ø Improved quality of service - more stable and reliable Active Directory infrastructure and associated network services
- Ø Better understanding of current capabilities and areas for improvement
- Ø Greater flexibility for Customers and Users of the network services provided by the Active Directory infrastructure through improved understanding of support capabilities
- Ø More motivated staff and improved job satisfaction through better understanding of capabilities and better management of expectations
- Ø Enhanced customer satisfaction as the Active Directory operations team knows and deliver what is expected of them
- Ø Increased flexibility of the Active Directory infrastructure and associated network services
- Ø Improvements in security, accuracy, speed and availability of Active Directory infrastructure and associated network services as required to meet service levels
- Ø Improved cycle time for implementing changes and greater success rate

Solution Overview

The OSAD is concerned with the improvement of the day-to-day operations of the Active Directory infrastructure, and services based upon it. This innovative service offering includes a customised collection of consultancy and readiness services. Consultancy services include:

- Ø Identification/review of Active Directory operational level objectives
- Ø Review of the current Active Directory operational environment, technical configuration, and people readiness
- Ø Identification of improvement goals
- Ø Gap analysis and development and presentation of a step-by-step "Active Directory Service Improvement Plan (SIP)".

Training services includes:

- Ø Management awareness workshop
- Ø Customised operational training for administrators (based on ITIL/MOF)
- Ø Customised technical operations training (based on expert workshop approach).



Microsoft Operations Framework Process Model

Solution Delivery

The OSAD can be delivered as a stand-a-lone engagement, or as part of an Active Directory deployment/upgrade project. As a stand-a-lone delivery, it is focused on improving the existing day-to-day administration and maintenance of the Active Directory infrastructure. When delivered as part of a deployment/upgrade project, it is focused on establishing and preparing an operational environment that will ensure the effective day-to-day administration and maintenance of the Active Directory infrastructure.

Within a typical corporate environment (i.e. less than 5000 desktops) the engagement is delivered over a period of 10 to 15 business days. In a typical large enterprise environment the engagement is typically delivered over a period of 15 to 25 business days. In both cases the engagement is delivered on a fixed cost basis.

The primary deliverables of the engagement is the Step-by-Step Active Directory Service Improvement Program report, together with technical and non-technical operational training.

A well-operated infrastructure, is a flexible and secure infrastructure

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