



Service Catalogue

Your secure data centric guardians

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Windows Active Directory Administration and Auditing

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

Our Microsoft Triple Gold Certified Partnership status represents a very high level of competence, experience and expertise. This endorses Amicus ITS as a true expert within the industry and assures our customers that we have the competencies in order to deliver the benefits to our customers.

2 Objectives and Benefits

With continued increase in usage of hosted services, IoT devices, users and systems, enterprises are struggling with AD user administration and password management.

Active Directory Domain Services (AD DS) is the cornerstone of every Windows domain network but other core services such as Lightweight Directory Services (LDS), Certificate Services (AD CS), Federation Services (AD FS) and Rights Management Services (AD RMS) are dependent on AD DS. Other Microsoft technologies used within an organisation such as Group Policy (GPO), Encrypting File System, BitLocker, Domain Name Services (DNS), Remote Desktop Services, Exchange Server and SharePoint Server are also reliant on AD DS.

Amicus ITS offers a technology driven and secured managed service solution to its customers. This includes:

- Monitoring
- Management
- Administration
- Real-time auditing

It covers all critical resources within the AD Infrastructure affording Amicus ITS customers to have an in-depth visibility into system health, availability and security.

Real-time auditing is integrated with the management and administration service, as it allows our customers and us, to detect insider attacks /attackers in the windows environment. Insider attacks are highly problematic as they could appear like normal activities that are consistent with the person's roles and responsibilities.

In providing a compliance driven service, our customers are assured because we have an information-monitoring system. This ensures effective information security control, continuous and thorough monitoring and multiple audit reports with utmost confidentiality, integrity, and accuracy. We track user actions and data access / modifications required to meet various compliances, such as SOX, HIPAA, PCI-DSS, FISMA, GLBA and a few others.

3 Service

The Service includes 24x365 monitoring and managing the core Active Directory infrastructure (AD DS, AD LDS, AD CS, AD FS and AD RMS) along with group policies and domain naming services. The scope includes managing the Active Directory Domain Services infrastructure and other core related services, along with administration of all AD objects – users, computers, groups, contacts, structure and policies.

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3 Service / Contd.

We are able to provide services including automation, audit and self service tools to enhance the value it brings to our customers and efficiently assist with increasing the productivity of end users, without compromising on control and security.

4 Service Scope

WINDOWS ACTIVE DIRECTORY ADMINISTRATION	Basic	Enhanced	Advanced
Real-time 24x365 agentless monitoring through software / hardware probes for availability, health and performance	✓	✓	✓
Up to 4 hr tailored SLAs	✓	✓	✓
Resolve all end user issues, and cater to end user request for services	✓	✓	✓
Basic AD Administration – all tasks related to AD objects – users, computers, groups, contacts	✓	✓	✓
Advanced AD Administration – Basic AD Administration + structure and policies	Optional	✓	✓
Troubleshooting AD problems and service outages - remote troubleshooting and fault finding if issues occur	Optional	✓	✓
Remote assistance to on-site engineers and end users / customers	Optional	✓	✓
Design, deploy and maintain optimal backups for Active Directory servers	Optional	✓	✓
Real-Time auditing of AD infrastructure components, objects and transactions	Optional	Optional	✓
Compliance auditing and reporting	Optional	Optional	✓
Identification of threats and unusual behaviour – insider attacks	Optional	Optional	✓
Self service tools	Optional	Optional	Optional
Automating tasks - automate all repetitive, time-consuming configuration management tasks. Apply changes in bulk	Optional	Optional	Optional
Design and implementation of new solutions and improving resilience of the current environment	Optional	Optional	Optional
Migration and federation of Active Directory	Optional	Optional	Optional
Disaster Recovery services	Optional	Optional	Optional

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5 How We Provide This Service

- We have a team of trained Microsoft-certified Exchange Administrators, with requisite experience and skillsets.
- This service is primarily provided by the NOC Team and the Service Desk (for end user / client liaison) with additional support provided by the Change and Configuration Management team and System Administration team, plus Service Delivery Managers.
- The Service Desk maintains the interaction with the customer throughout the service lifecycle unless the customer has secured SDM Services

6 Service Reporting

The Standard reports of AD Administration include:

- AD Object Administration Report
- Change Request Reports
- Auditing / compliance reports (only for advanced level)

7 Service Pricing

The Service pricing is based on a per object basis that needs to be managed. Where optional services are projects, these will be priced separately.