

A Handbook for Employees  
of the Webscale Cloud Host  
Service:

**River Web Services**



## Overview

Welcome to River Web Services, where our corporate vision is: "River Web Services offers cloud website hosting solutions that provides businesses, non-profits, and governmental organizations with a flexible, highly scalable, and low-cost way to deliver their websites and web applications."

We are an innovative web service that specializes in the deployment of cloud hosted virtual machines. We are constantly seeking to attract new customers through our services of security and flexibility of what types of virtualization solutions that we offer. We are always looks to expand our base services and our competitive edge! We also provide our customers with front facing web hosting and offer web design/support services.

We are delighted that you are joining our team as our new system administration and information security team. Your role in RWS is mission critical in ensuring the uninterrupted excellent service that we provide to our customers. River Web Services sinks or swims with you!

We look forward to your first day of work on March 19, 2016. Please review the following information in the packet to orientate yourself with our organization, your position description, and duties.

During your first days here, you will be given some simple orientation tasks to help you learn about how we run our business and how you can help us keep our unparalleled uptime world class.

## RWS Hierarchy



## **Meet The RWS Team!**

### **Board of Directors**

The Board is comprised of five members and the Chair: Joseph Bowers, Frances Yuen, Arthur Criss, Bobby Bradley, and Lilla East. This group is responsible for giving a vision to the organization's top managers. Along with the senior personnel of RWS work out corporate development strategies and planning in the context of the vision statement. Through a clearly defined vision, the board of directors along with the top professionals develops a viable, coherent and shared understanding of the goals, objectives and policies of the organization.

### **Founder and Chairman of the Board - Charlotte Williams**

The topmost position or the senior most position in River Corporation is that of the Founder of the company who is also the Chairman of Board. She is not only the most respected individual in the company but also the most powerful one. All main decisions and powers lie with her.

### **President and CEO - Maria Rogers**

At the next position in RWS comes the President of the company. The President is also the CEO. The main role of the president is to work on the rules and principles of the company and make sure all decisions are being taken for the betterment of RWS.

Working closely with the CEO, lie the top level managers. They are responsible for shaping the implementation process for policies and goals formulated for corporate development at upper levels of the hierarchy. These are the personnel who draw guidance from the vision statement of the organization and define critical long term objectives for the employees of the organization. Their responsibilities also include the critical analysis of the available resources and define their role in the accomplishment of the organization objectives. The senior managers also work on the objectives that hail from the aspects like profitability, market share and quality assurance, and formulate the policies to achieve these objectives.

### **CTO and Senior Vice President, Global - Dorothy Irving**

This position in the company is associated with handling all the technology related affairs at RWS.

### **Chief Financial Officer - David Bryan**

### **Senior Vice President, Legal Affairs, General Counsel - Kenneth Spink**

**Senior Vice President, Finance Department - Odessa Hayward**

**Senior Vice President, Human Resources - Jacob King**

**Senior Vice President, Corporate Communications - Gregory Johnson**

All new domain purchases go through this office

**Legal Office - Bradley Amon**

**Human Resources - Ramona Vu**

**Public Relations - Yolanda Mundo**

The next level of flow are managers and groups just like you! Their major task is to diagnose the policies, objectives and goals and translate them into specific measurable outcomes with clearly stated timeframes. The major task of middle level managers is to recognize the development objectives pertaining to their department & area of specialization and work in the right direction to achieve them.

**IT Supervisor - Jose Young** (was boss for previous group, but there's been turnover)

**IT Team Lead - James Lindsay** Blue Team Captain

**You!**

# Environment Orientation

## Network Overview

Below is the network map that was left with us from our previous team after their initial handling of the environment. The map was created some time ago, so it is most likely not up to date.

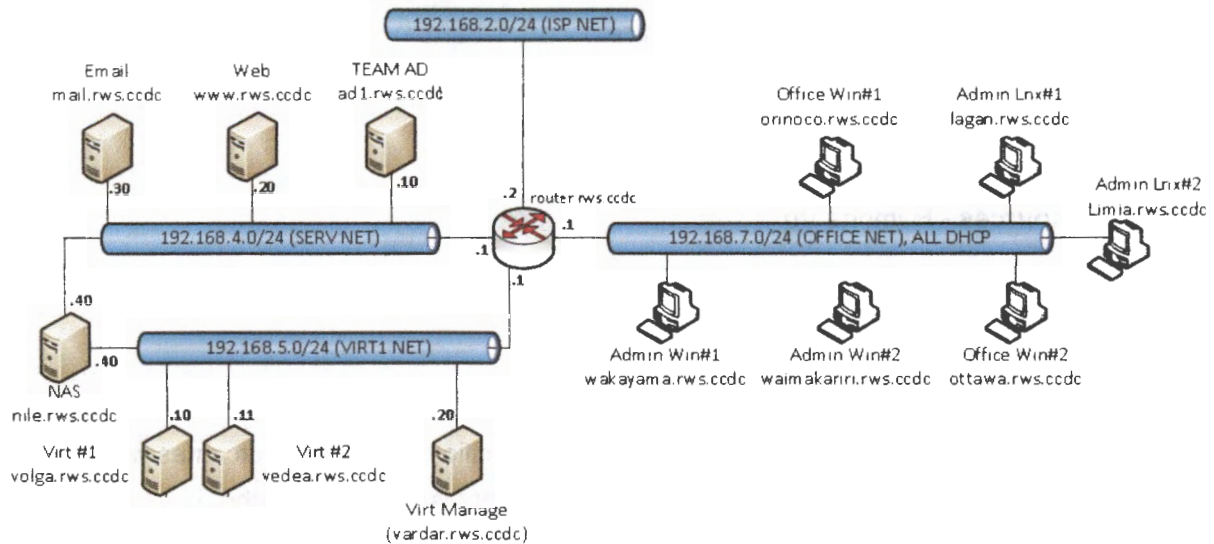
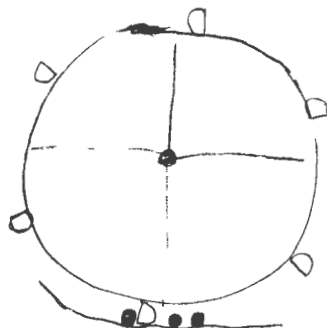


Figure 1. Network Diagram





## Infrastructure Notes

Virtual stack to host customer VMs. Two hosts and a management server.

Email Server - RWS employees and Customer Email

WWW - website, production and development

Issue Tracking - Support ticket website tracking, handling, and support

Customer Credential Server

## Service Start Order

When bringing the virtual infrastructure up from a powered down state, there is a specific boot order that must take place to ensure data transfers between the hosts:

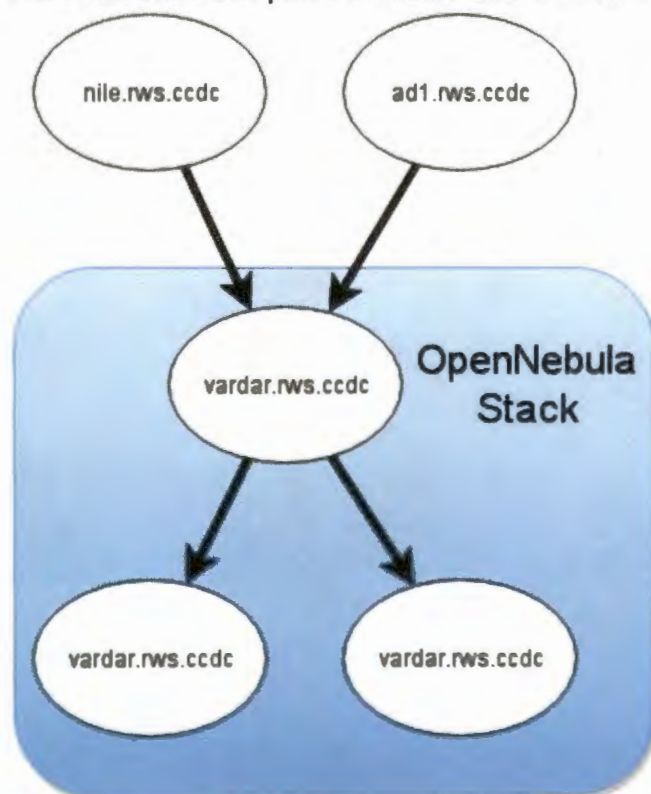


Figure 2. Virtual Stack Dependency Boot Order

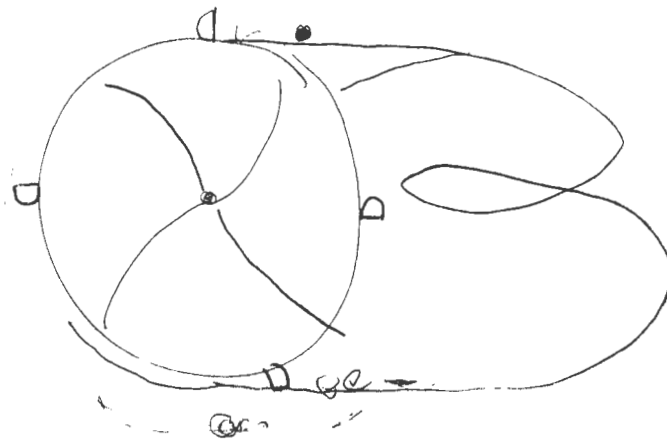
Hosts nile.rws.ccdc and ad1.rws.ccdc must be in fully serviceful state before the remaining OpenNebula stack can be brought on line. Else, the hosts will need manual connection of data stores.

## Policies

Passwords - Users own their passwords. Do not change them without requests.

Shared workspace - You must share workspaces with other employees. You cannot prevent workers from doing their work.

## KEEP EVERYTHING UP



2D

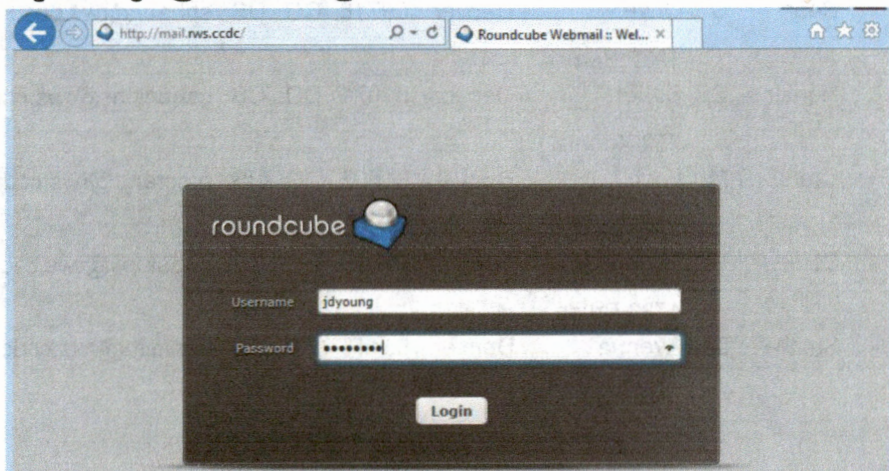


## Your First Task

To be completed as soon as business begins

To verify that the new it email account is working correctly, please shoot me an email with "Hello World" as the subject line. If you do not receive any error messages, then you have sent the email successfully.

1. You have been given access to Tmpl-Admin-Win7-1
2. Please login using it/it@dmin
3. Open Internet Explorer web browser and go to mail.rws.ccdc
4. Login using it@rws.ccdc/it@dmin



5. Compose a new message to this email address (dorothy.irving@corp.ccdc) with subject "Hello World".

Do this immediately on getting access tomorrow morning. It will let me know that you got into work.

*Dorothy Irving*

CTO and Senior VP Global  
River Web Services

**OLD TEAM - No longer with us**

User	First	Last	I.	Address	City	Zip	St	Co	email
dmjung	Dwight	Jung	M.	2621 Comfort Court	Denver	53704	CO	US	dmjung@rws.ccdc
cnreed	Cassandra	Reed	N.	1978 Cunningham Court	Denver	48548	CO	US	cnreed@rws.ccdc
jvthomas	Jose	Thomas	V.	2667 Willow Oaks Lane	Denver	70506	CO	US	jvthomas@rws.ccdc
sbbear	Stacie	Bear	B.	846 Masonic Drive	Denver	59718	CO	US	sbbear@rws.ccdc
cshankins	Charles	Hankins	S.	1862 Berry Street	Denver	81071	CO	US	cshankins@rws.ccdc
pmcrane	Patricia	Crane	M.	752 Koontz Lane	Denver	91502	CO	US	pmcrane@rws.ccdc
mfbaines	Maggie	Baines	F.	2371 Bird Spring Lane	Denver	77028	CO	US	mfbaines@rws.ccdc
adsmith	Audrey	Smith	D.	4783 Bryan Avenue	Denver	55415	CO	US	adsmith@rws.ccdc