

12/27/2021

Tuesday, December 28, 2021 3:20 AM

Takeaways!

1. Datto not required so we can go ahead and delete this from the checklist. **Done as have edited this document and removed the installation**
2. Checklist of new machine for hardware and software test. **Priority Done**
Updating BIOS, through Lenovo manager we need to mention this in the checklist.
<https://proval.itglue.com/5078775/checklists/242911>
3. Hardware inventory following for Aditya ! **need to follow up with Aditya.**
4. SharePoint accessibility,
Currently at site level but we do have an option to apply policies at organizational level.
5. Yamini we need to create a SSO for I have assigned - **Done**
6. ATA document and sent to Vikram sir and Puneet sir.-**Done**
7. Send builder Logo to Vikram and Puneet sir.- **Done**
8. Service account should be made instead of using domain credentials. **Done and password saved in IT glue.**
<https://proval.itglue.com/5078775/passwords/15839545>

Credentials for Windows Systems

9.

Domain or Computer Name	provaltech
User Name	prtgLDAP
Password	*****

Veeam backup has been migrated and restored on PVL-EUR-DC-02 and as tested everything is working fine.

The screenshot displays the Veeam Backup & Replication console. On the left, a job list shows 'Hyper_VM_Backup (Incremental)' with a status of 'Warning'. The main pane shows a summary of the backup job, including duration (01:02:27), processing rate (79 MB/s), and bottleneck (Source). A detailed log on the right shows the backup process for various VMs, including PVL-EUR-CB-01, PVL-EUR-File-01, PVL-EUR-FW-03, PVL-EUR-UTL-01, PVL-EUR-RDG-01, VDI-DEV-00, and VDI-ALL-00, all of which were successfully backed up. The log also indicates that the backup was finalized and that the network traffic verification detected no corrupted blocks.

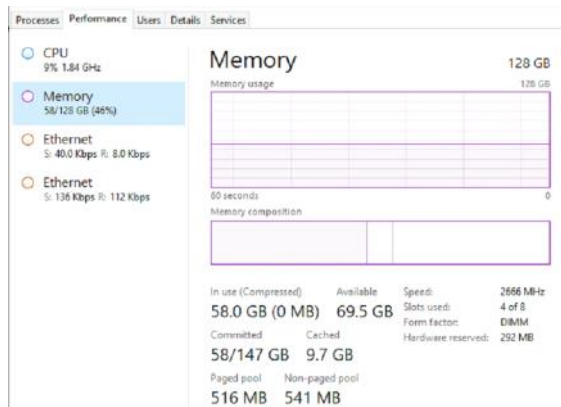
Now if we talk about Hyper-V server then the configuration right now after migrating Veeam services from the same server are as follows:-
Configuration:-

Memory – 58 GB in use out of 128 GB | 60 GB free

CPU utilization is also healthy.

Drive C – 205 GB free out of 300 GB.

Drive V – 247 GB free out of 1.5 TB



Autotask SSO enabled sheet has been fetched and found that Yamini was the only person whose SSO was not enabled. Verified in the sheet everyone's SSO is now enabled for Autotask.

Tasks left

10. Get the instance created and assign to the users dedicatedly.
Connect with Consultant for VDI usage/errors.
11. CW-RMM can be a next monitoring tool instead of PRTG. Will ask to Stephen for the same. All the GP's will be replaced by any RMM tool and they need to be decommissioned.
12. Find a way to migrate users to Azure AD Verify how everyone can set up on a Azure AD.
13. SSO enabled application, we need to create a list. Bring this on IT agenda.

12/22/2021

Tuesday, December 28, 2021 3:19 AM

Pointers of discussion

Policies

Policies

- **Password expiration** is for 180 days or 6 months.
- We have policies for user on-boarding/offboarding.
- External sharing has been turned off and only authorized users can share outside the organization.
- Users can't create site on their own.
- Group policy is in place to not allow external storage, Bluetooth on users computer.
- Users don't have admin rights to perform installation/Uninstallation of software. Change system setting.
- If there would be no work for 10 minutes on user's laptop then the desktop will be automatically locked.
- Enabled **AADC SSO** Autotask for all users.
- Enabled 2FA on every application which was open to security breach, like our NOC teams account, Hetzner Robot, Backup Radar.

New features available with MO365 subscription

We have technical benefits

<https://partner.microsoft.com/en-us/dashboard/mpn/membership/benefits/technical>

We have 100 Advanced Threat Analytics Client Management License

What is Advanced Threat Analytics (ATA)?

ATA is **an on-premises platform to help you protect your business from advanced targeted attacks** by automatically analyzing, learning, and identifying normal and abnormal entity (user, devices, and resources) behavior.

What's new ?

Exchange Server Enterprise 2019 - 2 license

Azure AD basic - 100 licenses (<https://www.agileit.com/news/understanding-azure-active-directory-licensing-free-basic-p1-p2/>)

Windows Server Standard Gold Core	64	03-Dec-2022	▼
Windows Server Standard Gold Datacenter	32	03-Dec-2022	▼



ProVal Technologies has been a Microsoft Silver Partner since 2008, certified on the Server Platform Competency. Our team's expertise on Microsoft's operating systems and applications, enable us to seamlessly support our clients.

VDIs

Though the VDIs are considered to be safe for working but they are not as reliable and stable and possess few disadvantages: -

- Users complained about the performance (We verified the usage on HyperV but doesn't find anything). Many users don't like to use VDI for the same reason.
- Users can't use the browser extensions like auto-refresh, ITG inside the VDI.
- One-drive can't be accessed in VDIs.
- One needs to switch between the Local machine and VDI for using calling account or Teams app.
- We have noticed idle VDIs going in 'unknown' state. Two other are running and stopped.

What can we do to resolve?

As we have discussed, We should be looking on some different solution or can try recreating the VDI from scratch.

PRTG Alert

- Resolved the PRTG alerts which were in down state from months and added servers in the monitoring

which were pending for setup also, changed the password for the PRTG and made it work.

Future plans

- ITG needs to be cleaned. Currently Stephen is the owner
- Checked in Teams admin panel and found that we can create policy to record the call but currently the only option we have is to record manually. We are looking into a way to automate it.
- Authy decommissioning is under progress.

INVENTORY

- We have 20 servers and 89 workstations and all of them now have an Automate and Screen-connect agent installed
- We have prepared a document saved in ITG containing the configuration/Owner of the servers.
- All the inventory has been regularly updated by Aditya.
- Network diagram has been updated.

Takeaways!

1. We can control the policies
2. Verify how everyone can set up on a Azure AD.
3. Datto not required so we can go ahead and delete this from the checklist. **Done**
4. Checklist of new machine for hardware and software test. **Priority Done**
5. Hardware inventory following for Aditya ! **Done**
6. Updating BIOS, through Lenovo manager we need to mention this in the checklist. **Done**
7. SharePoint accessibility we need to know about the same - **Currently at site level but we do have an option to apply policies at organizational level.**
8. All the GP's will be replaced by any RMM tool and they need to be decommissioned
9. Yamini we need to create a SSO for I have assigned - **Done**
10. SSO enabled application, we need to create a list. Bring this on IT agenda.
11. We need to study for features available on Microsoft.
12. ATA document and sent to Vikram sir and Puneet sir.-**Done**
13. Send builder Logo to Vikram and Puneet sir.- **Done**
14. Service account should be made instead of using domain credentials. **Done and password saved in IT glue.**

Tasks left

15. Get the VDI instance made and assign to the users dedicatedly.
16. CW-RMM can be a next monitoring tool instead of PRTG. Will ask to Chris for the same.
17. Find a way to migrate users to Azure AD Verify how everyone can set up on a Azure AD.

12/21/2021

Tuesday, December 21, 2021 4:10 AM

Veeam is configured on DC02, I (Naman) am working on PVL-EUR-DC02 and I have scheduled to migrate the services tomorrow noon IST time.

Authy decommissioning:-

Nilesh has prepared a list of accounts. We will now work registering the MFA for accounts in ITG.

We have tried making a user on Azure AD tried replicating it to our internal AD server but it failed to replicate the user
We need to investigate this issue.

Password writeback

Make a checklist for user on boarding and add Azure AD as a domain

Considering a different solution for VDI
Rebuild a VDI from the base!

12/14/2021

Tuesday, December 14, 2021 5:11 AM

- **Log4J needs to be a top priority.** <https://www.rumble.run/blog/finding-log4j/>
Common Vulnerability Exposure 202144228

- **Versions Affected:** all versions from 2.0-beta9 to 2.14.1

- **Fix- Update to version 2.15.0 or 2.16.0**

Here is the link how to fix this in different versions prior to 2.15 "[Log4j – Apache Log4j Security Vulnerabilities](#)"

- **Workstations on which Automate agent need to be installed.**

Naman has pulled out the missing workstation details and installed the Automate agent on the workstations.

There are 6 workstation which are left to be upgraded on Automate Control center,

Naman will schedule a call with Dylan and Chris on 16th and share Automate Agent document with them.

- Microsoft E3 has been activated and assigned to all the users by Abhinav. We kept a note of all the users that had O365E3 license before activation and matched it post activation - Completed and closed the ticket.

- SharePoint Sites

Date created	Site name	Created by	To be deleted	Files	Storage used (GB)	Last activity (UTC)	Teams
7/11/2017 0:11	India - Entire Team	Avijit Dutta	Yes - To be published as a D	4	0	3/25/2019 17:00	FALSE
2/26/2018 11:39	Dev Team	SharePoint Service Administrator	Yes - Verify and delete	333	0.11	6/29/2021 17:00	TRUE
4/5/2019 19:41	Admin (India)	Vikram Khanna	Yes	90	0	7/6/2021 17:00	FALSE

- Puneet moved all content from the Dev Team site to the Automation Dev Team Folder.
 - Approving to delete the Dev Team Site
- Same thing done with Admin (India)
 - Approving to delete the Admin (India) SharePoint site.

Sites Deleted except "India-Entire team"

- Authy Decommissioning- We need to plan this out and check all the codes are replicating in ITG, if we don't need this application then we can go ahead and delete the Authanvil server as well.
 - Is currently in use by several services, including Duo. Duo does not provide OTP codes so can't be imported into ITG, meaning this server may not be able to be decommissioned.

- **Create a list of all tools within Authy and assign to Aditya to verify from ITG.**

- Important client information: IPv6 only option for dedicated root servers

You now have the option to order a server with just an IPv6 /64 subnet. Our dedicated root servers will still include an IPv4 Addon by default, but you can now easily cancel the IPv4 addon or remove it during the ordering process. (do we need to order IPv6 subnet or shall we continue with the same IPv4)**Continue with IPv4. The slight cost increase isn't enough to rework a majority of our infra.**

- I have pulled out all the Internal server details, their configuration, who's the owner of that machine and IP addresses and also documented it in IT glue, below is the URL for the same.

<https://proval.itglue.com/5078775/docs/8858470>

Naman has to mention all the VDI servers which are hosted on HyperV.

It should be reflecting on the same sheet.

- Open FTP Port 21 and 990 to PVL-EUR-FILE-01 – I have created a rules but it do not work out.

Naman has to allow a port 21 for file server from Hetzner.

- Veeam Service can be deployed on DC02 as we have lot of space on that particular server.

Configuration
Disk 0 – 100 GB
Disk 1 – 200 GB
CPU – 4 processors
RAM – 8 GB
Approved

Need go ahead from Puneet sir or Vikram sir for the same so that we can migrate our Veeam service from Hyper-V to PVL-EUR-DC02.

Naman has to configure and restore the backup from Hyper-V to PCL-EUR-DC02

Will create a ticket for the same.

DC02 is in the same network and also hosted on Hyper-V

Yesterday we got Hyper-V in down state as checked and found it was unexpectedly shutdown

Also, discussed with Abhinav and Aditya got to know that yesterday it got 2 times rebooted.

Need to create a ticket for the same to check the logs.

Work need to be done tomorrow by me (Naman)

1. Create a ticket for Veeam migration
2. List out the configuration for all the VDI servers in ProVal -
3. Schedule a call with Stephen for Port 21 and 990

12/7/2021

Tuesday, December 7, 2021 4:36 AM

- **Workstations on which Automate agent need to be installed.**

Naman has pulled out the missing workstation details and will be performing the installation on the workstation ASAP.

- Alec - Opportunity & Security Roles - Updated by Puneet - Its fixed and confirmed resolution with Alec
- Microsoft E3 has been activated and assigned to all the users by Abhinav. We kept a note of all the users that had O365E3 license before activation and matched it post activation - Completed and will close the ticket tomorrow
- SharePoint Sites

Date created	"Site name"	Created by	To be deleted	Files	Storage used (GB)	Last activity (UTC)	Teams
7/11/2017 0:11	India - Entire Team	Avijit Dutta	Yes - To be published as a b	4	0	3/25/2019 17:00	FALSE
2/26/2018 11:39	Dev Team	SharePoint Service Administrator	Yes - Verify and delete	333	0.11	6/29/2021 17:00	TRUE
4/5/2019 19:41	Admin (India)	Vikram Khanna	Yes	90	0	7/6/2021 17:00	FALSE

- Puneet moved all content from the Dev Team site to the Automation Dev Team Folder.
 - Approving to delete the Dev Team Site
- Same thing done with Admin (India)
 - Approving to delete the Admin (India) SharePoint site.

11/30/2021

Tuesday, November 30, 2021 3:35 AM

Internal IT - Ticket Closure Process

When a ticket is raised under the Internal IT category, it needs to be closed by taking a proper acknowledgment from the creator/requestor of the ticket. The ticket creator needs to verify the solution provided and close the ticket by choosing **Yes** or can keep it open by choosing **No** from the options given under the **Issue Resolved** category.

Migration of Veeam server

We tried installing the Veeam services on RDG server but failed due to some patching issue of SQL. Though, RDG server is also used for connection between VDI's, After installation it may occur an resource issue on that server. Is it a good idea to swap on to the other server like PVL-EUR-CB01 ?(What CB01 is used for

Connection broker,

Make a new VM on D
New Hetzner machine to do this!

Starting with new server, to install the SQL and Veeam Services.

Monitoring of remaining servers on PRTG

I have enabled the monitoring of rest of the servers that we were not monitoring in PRTG tool. There are still three servers left to be monitored, they are Utility server, File01 server and Authanvil.

We are having connection issue between **Utility** and **Authanvil** server which I (Naman) will be looking into it. With **File01**, I don't have a password so that I can check the issue. (Someone please provide me its password)

File01, ask Stephen who uses this server!
Credentials -

OS feature patching on our internal server & uptime.

Check if the updates are taking place monthly through Automate.
We need to figure out and schedule the monthly OS patching for our internal servers.

Alex looks into OS patching of our internal server.
Dan Will find out sometime with Alex to connect on Automation patching for our internal server.

All the backups are running fine, our servers are up to date.

Microsoft 365 and Office 365

Microsoft 365 is Office 365 with Windows 10 (OS) and the Enterprise Mobility Suite (Suite of Security and Management apps)

Gold subscription of M365

Authanvil server is out of storage

Need permission of Puneet sir, so that we can add additional 5 or 10 GB
Authanvil server- Need to check if we can move these MFA to IT glue

Naming Conventions

Windows 11 update, any recommendation to switch people on W11.
Dylan machine "470" will update to W11 and he will be observing the OS.

11/23/2021

Tuesday, November 23, 2021 3:05 AM

Message from Puneet --- With all User Requests submitted to our Internal Team [Not system generated events] - Would now necessitate a Warm Closure with seeking resolution confirmation from the Original Requestor. This is going to be a critical step to ensure effective resolution and will be accounted as Fata! Error on ticket handling Procedure per our QA process [Will have an impact to the Individuals KPI Scoring – Quality Score]

Dan - I agree, we should always always always confirm resolution with the original ticket requester before closing a ticket. This is already part of the troubleshooting policy, #5, Test the resolution:

<https://proval.itglue.com/DOC-5078775-8413163>

Groups role and function

We will be checking out all the groups and functions of the group, how many members are there and what are the roles of that particular group so that we can have a track of each group and its members.

- **Admin(India)** > We have 2 member in this group Vikram sir and Nidhi Ma'am.
- **All ProVal** > Whole family of ProVal is the member of this group, use to keep head ups.
- **Annexinet NOC** > Client of NOC, use to update on tickets and discussion over projects. (NOC members)
- **Automate Plugin Dev** > only 2 member Chase and Stephen are in this group, need to discuss if they need this group.
- **Automation team ProVal tech** > Used by our Automation team for head ups.
- **Consultants ProValtech** > This group was created by Joe, there are 39 members in this group. Don't know why it was made.
- **Contracts** > Vikram sir is the owner, we have 6 members in this group.
- **Dev Team** > Vikram sir is the owner of the group, need to check with Vikram sir if this group is in use.
- **Finance (India)** > Vikram sir and Yamini are in this group.
- **Finance (US)** > Vikram sir and Jessica are in this group.
- **HR (IND)** > Nidhi and Soumya and Vikram sir are in this group.
- **HR (US)** > Samantha rogers and Jessica are in this group along with Vikram sir.
- **Human Resource** > Samantha, Jessica, Nidhi and Vikram sir are in this group.
- **India Entire team** > Whole India ProVal Family is in this group.
- **Internal IT** > All the members of Internal IT are in this group for head ups.
- **Managers** > Chase Puneet and Vikram sir are in this group.
- **NOC alliance** > All the outside domain members are in this group.
- **NOC Team** > This group is used by NOC and Backup members.
- **Overages** > Charles, Nilesh, Puneet, Prakriti.
- **Patching Sync** > Only Charles is in this group.
- **Sales & Marketing** > Alec, Chase, Greg, Jessica, Puneet, Samantha Vikram are in this group.
- **SecureData** > Used by NOC members to get in touch with SecureData members.
- **Service operation** > Charles Chase Prakriti Nilesh Puneet Vikram are in this group.
- **WoP** > All the ProVal women are in this group.

Update on RDG server, We have downloaded the SQL patch which was missing and interrupting to install Veeam service on it. We have google it and it asked to download SP2 SQL patch, we did that but still Veeam service is not installing.

Windows Update

*Some settings are managed by your organization

[View configured update policies](#)

 You're up to date
Last checked: Today, 4:18 AM

Check for updates

*Your organization has turned off automatic updates

```
Administrator: Windows PowerShell
PS C:\Windows\system32> hostname
PVL-EUR-RDG-01
PS C:\Windows\system32>
```

– Still its giving us an error to install the same SQL missing patch, we need to block a call with backup team member and need to fix this ASAP.

- **Head ups on Airtel DSL Connection – Deactivation**

- This has been take care off by Puneet sir.

- **Microsoft 365 E3 Activation**

We have 14 days left, E3 license will expire on 8th December This is scheduled with Puneet sir.

- **Uptime Robot Monitoring & Audit**

I have asked Rishi to give an update over it so that we could have a clear vision.

If we need to remove these monitoring or else what's going on ?

If Rishi does not resolve, I will take this deliverable. Let's make sure this is being tracked by a ticket in AT. Dan



***Tickets

- **New Employee Onboarding - Christopher Fernandez (T2021119.0050)** – *Dylan and I are aware of this ticket and it is in progress. Onboarding will be complete by Monday morning. -Dan*
- **Need Audit to Track Documents with Passwords for our Client Tools** – *can we audit this with Automate tool ? I can't think of a good, automated way to do this. Passwords aren't always in a particular format that we can search for. This needs to be enforced in policy, not automation. -Dan*

Once Internal IT member is left frm the organization, password should be changed for |

- **SharePoint access list**

Action-

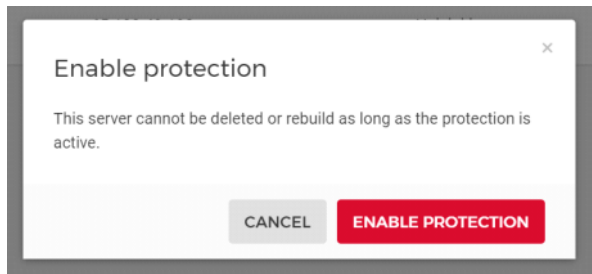
Extra sites to be deleted.

Right now we see sites, we need confirmation to delete these multiple sites.

Please do not delete ExternalSharing, this is a new site needed to share large format files outside the org. -Dan

- Need to know the status of our laptops having our monitoring Agent/Subscribed to SC/Automate?

Do we need to Enable the protection on Hetzner Cloud ? Not necessary



- VDI usage is getting better today we have to create 4 extra machines as other were occupied. No complaint so far.
- Deploying a RMM ConnectWise Internally, replacing a ConnectWise automate
- Dan to be discussing it with Stephen
- Update the feature OS, and make monthly ticket to keep it updated.

11/16/2021

Monday, November 15, 2021 2:47 PM

- Please discuss creating a new sharepoint site for public facing large format files. - Puneet, Vikram and Chase to be the member of group. Dan or Vikram to create.

Backup RADAR sunsetting SOAP. - Addressed

Information

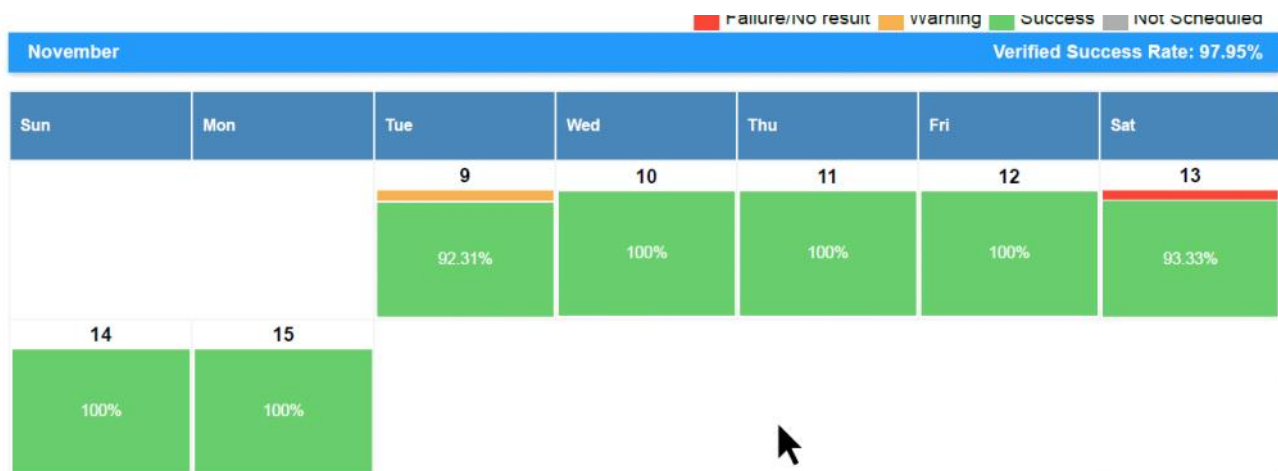
You are using Autotask SOAP API (version 1.5) which will no longer available after December 31, 2021.

Please reconfigure your integration to use Autotask REST API instead.

To do that go to 'Integration' > 'PSA Integration' please.

Close

1. Attachment size in mail - Reduced to max. 10 MB and tested.
2. Conference and Meeting Room Users has been removed.
3. Sharepoint creation by the user has now been restricted.
4. All staff VDI template has been recreated by Abhinav and Dan but there is auto-refresh error popping up. Most likely the issue with DNS. (Ref. ticket # T20211111.0029 - VDI collection -Recreate)
5. VDI IP Whitelisting. -Geolocation issue
6. Wizer training update - 63% users completed training.
7. Airtel DSL - Pending with Puneet



This makes me happy.

-Dan :D

List for all sharepoint sites along with Owners.

11/9/2021

Monday, November 8, 2021 4:11 AM

Discussion Pointers :-

- Golden Images - Updated
- VDI implementation - Abhinav tested the list of tools provided by Puneet on VDI and sent the spreadsheet for the same. Account managers now need to reach out to the end client's to get the IPs whitelisted.
- Wizer training - Abhinav created ticket on Autotask and added Dan and Naman as resource. - resolved
- Calendar Read Only Access - All ProVal
- MS 365 instead of O365. Additional security features and 2way sync. Team look into the new subscription possibilities and define a plan.
 - We need to trigger the manual license assignment on the 7th December - - Research needs to be done
- Competency reflection is fixed
- Need an account for installing software
- UTL for Veeam backup
- SharePoint sites need to be examined - Open ticket (permission needs to be checked for users)
 - Sharing with outside world needs to be axed out for every SharePoint site - Ticket created.
- Conference room user -remove it from global list - DONE
- Airtel DSL in Noida office - create ticket - Done
- Attachment size in mail - Need to check. max. should be 10 MB - Ticket created
- Hope's no. to be assigned to Samantha.

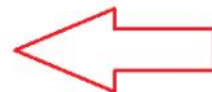
11/02/2021

Tuesday, November 2, 2021 5:46 AM

Meeting Agenda:

1. Set the **SPF TXT** record with the new configuration on Cloudflare which is giving us no errors on SPF end.
2. **Datto RMM** update, Jose and Dylan any update on the same.
 - Chase will be taking care, Abhinav and Naman as well.
3. **Golden Partnership renewal** process
Congratulation to Abhinav, Dan, Stephen & me 😊 Great team work guys!
4. **Nagios** is more complicated than PRTG, checked and found that most reliable is PRTG than Nagios for now we will be looking forward with PRTG until we have a more stable and reliable tool than PRTG.
5. **Veeam** backup status success for our Internal servers.

JOB NAME	SESSION TYPE	STATUS ↑	START TIME	END TIME
Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/2/2021 4:00 AM	11/2/2021 4:08 AM
Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/2/2021 12:00...	11/2/2021 12:16...
Rescan of Manually Added	Rescan	Success	11/1/2021 9:00 PM	11/1/2021 9:00 PM
6. Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/1/2021 8:00 PM	11/1/2021 8:11 PM
Prod_VMs_Daily_Backup (Incremental) (Retry 1)	Backup	Success	11/1/2021 5:24 PM	11/1/2021 6:20 PM
Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/1/2021 4:00 PM	11/1/2021 4:06 PM
Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/1/2021 12:00...	11/1/2021 12:05...
Prod_Critical VM's_Every 4 hours (Incremental)	Backup	Success	11/1/2021 8:00 AM	11/1/2021 8:05 AM



7. Need to upgrade all the golden Images > VDI MSP, VDI Dev, VDI All staff. -Done
8. Need Vikram's approval to create teams chat room for SecureData. -Done
It is approved and we need to create a channel like Anexinet.
9. Abhinav and Naman have to look into it and check with client if the IPs are whitelisted at their end. **(IMP)**

itSynergy: Kaseya

- Inline: ScreenConnect & OWA
- Meriplex: Kaseya
- Entre: VAC Portal
- Pendello: O365 and CW Manage
- Lseven: ScreenConnect and ConnectWise Manage
- Fuse3: IP white listing needed (We need to white list our VDI IPS at Fuse3 network)
- Binattech: Kaseya (Kaseya is not accessible to due geolocation issue)
- Mainspring: Backup Manager Console is not accessible through Dashboard in VDI
- BIS Consultant : ScreenConnect portal
- Compu-SOLVE : ScreenConnect portal
- Grove Networks : ScreenConnect portal
- Inline computers and Communications : Both ScreenConnect and Automate portal
- KLH Inc : Both ScreenConnect and Automate portal
- Mentis : ScreenConnect portal
- Pendello : Automate portal
- WBM Technologies : Both Automate and ScreenConnect portal

Veeam need to be uninstalled from Hyper-V will cross check with perfmon after uninstalling.
Assign Anand on the ticket.

Wizer training, need to create a ticket and add Abhinav, Naman and Dan. Done

Time logs on Autotask

Tickets

Internal IT tickets are under 5. We are on a good count. There are no open tickets from India's IT end.

- **Windows 10 licensing** – Dan if Stephen got your message then close the ticket. We will make one when

we need it. | This has been taken care off.

- **Help Jess in office** – I had a discussion with Jose and Dyaln they mentioned that they will be looking into the issue on Thursday.
- **Operator line** – This has been taken care off by Puneet and Abhinav, they have tested and forwarded all the calls to NOC account.
- **Chris new T15 Laptop** – Discussed with Dylan, he mentioned that he will again coordinate with Chris on it and resolve this ticket if the work has been done.
- **Jess need help again** – Dylan will connect tomorrow to discuss both the issues.

We have 4 tickets under internal IT queue.

10/26/21

Tuesday, October 26, 2021 7:17 AM

Tickets:- Counts under 10.

- **T20211025.0054 - Hope Lefler Access Removal 10/26.** - Assigned to Jose and Dan.
- **T20211025.0004 - Offboarding - Apeksha** - Mailbox and OneDrive has been shared with Rishi. User's sign-in is blocked.
- **T20211015.0061 - operator line** - Checked with Jess last call she received was on Sunday, no as such forwarder set for US location or to Jess. Pressing 0 is forwarding to Jess (4075880101)
- **T20211006.0010 - [Case #:27810159] - Mail ID is getting blocked** - Abhinav changed the default action of the outbound spam policy. Puneet tested sending mail from VAC01, currently it is working. We will keep a watch until tomorrow morning. | 10:30 IST
- **T20211005.0020 - New Employee Onboarding - Rahul Jaiswal** - User to be onboard in Nov. Account is created. Ticket is on hold.
- **T20210914.0058 - O365, user verification & synchronization** - Abhinav to close this after verifying Obsolete user accounts. | Will close this ticket tomorrow.

Wizer training issues -

Currently users are added into "No-outside mail" mail security group. Hence, they can't receive mail from Wizer.

Solution - Either remove user from the mail security group and then send the mail and finally re-add the user to the group.

Or remove the mail security group as it cannot be disabled.

--

Aditya need to check MAC and it should be connected to ConnectWise agent.

Datto RMM progress –

O365 License renewal process -

Nagios project is on hold as I am focusing on AZ-304

Go Over infrastructure diagram

10/19/21

Tuesday, October 19, 2021 9:53 AM

Operator line Puneet to show me how to place call international call.

10/12/21

Tuesday, October 12, 2021 7:59 AM

Internal IT tickets-

We are under 12 tickets, most of the tickets are for on-boarding.

Current focused tickets

- **T20211012.0014:** RE: Medium-severity alert: Suspicious email sending patterns detected – Abhinav has increased the limit of the box but did not resolve the issue. shadow control IP is blacklisted.
New mail box was created but it also gets blocked will wait for tomorrow for an accurate update.
- **T20211011.0082:** Nagios Core | Monitoring tool for Internal servers –
I have configured the Nagios server and we will be heading forward and implementing our internal servers.

Limit Results: 100 ▾					
Host **	Status **	Last Check **	Duration **	Status Information	
EUR-GER-DB01	UP	10-12-2021 15:31:55	0d 0h 8m 44s	PING OK - Packet loss = 0%, RTA = 1.19 ms	
DC01	UP	10-12-2021 15:32:20	0d 0h 9m 34s	PING OK - Packet loss = 0%, RTA = 0.95 ms	
EUR-GER-DC01	UP	10-12-2021 15:28:12	0d 1h 55m 34s	PING OK - Packet loss = 0%, RTA = 3.81 ms	
EUR-CLOUD-VAC01	UP	10-12-2021 15:30:53	0d 2h 21m 37s	PING OK - Packet loss = 0%, RTA = 25.53 ms	
DB01.ProVal	UP	10-12-2021 15:29:08	0d 2h 38m 22s	PING OK - Packet loss = 0%, RTA = 1.52 ms	
localhost	UP	10-12-2021 15:28:07	0d 22h 4m 23s	PING OK - Packet loss = 0%, RTA = 0.02 ms	

- **T20211007.0011:** Sabbatical - Agina Joseph | Disabled the user from Domain, blocked sign and unlicensed the user. Anything more needed to be done.

VAC01 data has been moved to Cloud VAC01, we have successfully installed the VMDK file and stored to our shared file storage.

Need to check if needed anything from the server end or else we should go and ahead and finally decommission the server.

Datto RMM is in the progress, its connected to all the machine.

Need to check the rest of the workstations which are not connected to Datto RMM.

Will schedule this with Jose and Abhinav to focus on how we can patch the workstation through it.

Datto test orlando HyperV

T20211012.0040: Veeam backup failed | Checked in Veeam Replication found that Daily VM's Backup and it is still running, Will look into it once it is stopped.

Aditya have to check for infra backup everyday through Backup Radar.

10/5/21

Tuesday, September 28, 2021 3:43 PM

Current tickets:-

- **T20211004.0003** | RE: Recurring Problems with my machine – I have coordinated with Microsoft team they will be providing us the script which we will run. Status of the ticket Waiting Vendor.
- **T20210914.0058** | O365, user verification & synchronization – Purged out 9 users from O365 which were taking O365 licenses.
- **T20211005.0025** | FW: Backup report for LSeven Solutions – Will set a policy for mail triggering if support@provaltech.com kept blocking. |
- **T20210930.0015** | Issue with my laptop PRLPT45 – Aditya is looking into it, what is an update over it.
- **T20211001.0181** | Orlando IT Inventory – Jose is looking into it, what is an update over it.
- **T20210928.0020** | Figure out if laptop batteries can be managed via Automate – As discussed with Abhinav today he mentioned that Alex did not find such monitoring agent which monitor batteries of laptop.

Datto

We have 70 devices online and connected to Datto RMM.

VDI - In-progress

Updated all the VDI and recreated the virtual desktops.
We have now lot of number of users logging on VDI.

UHD issue

HyperV – Need to look into the resource.

Current Open Items:

1. Microsoft Azure AD Sync with EUR-GER-DC01
2. Offboarding of Resources - SOP to be vetted out and verify functioning. | user should be removed immediately.
3. Azure Certification Progress.
4. License utilization O365 – E3
5. Create a ticket and assign it with the individuals

Puneet sir

Restored the database.

I need to coordinate with Pulkit on VAC migration.

O365 Message tracing reports.

- Create alert policy which will open up a ticket on our internal IT.
- DKIM is not setup for mspreports.com
- 50 mails sent from no_reply@mspreports.com daily.
-

9/28/21

Tuesday, September 28, 2021 4:11 AM

Current ticket

T20210827.0131 - Recurring Problems with my machine I have texted her and asked to separate sometime for troubleshooting.
(Naman to follow up with Prakriti)

T20210914.0058 - O365, user verification & synchronization – Abhinav and me are gathering up the information for the current user and will be trimming out some out of it.
(Abhinav and Naman along with Puneet need to verify the offboarding process and clear the users that are no more with org.)

T20210921.0066 - Zendesk redirect - Checked the IP addresses both are different, launched the URL proval-tech.zendesk.com and click on sign in it is then redirecting to app.provaltech.com which do not exist more. | found the primary DNS hosting on AWS.
(Puneet to share creds of Zendesk to kill the re-direction to app.provaltech.com)

T20210924.0011 - Offboarding Mohit | disabled the user and blocked the sign in, mailbox has been shared with Puneet sir.
(Need to find a way to stop inflow of msgs to teams and mail)

T20210924.0027 - Login Issue at VDI | Sujoy facing an issue

T20210914.0087 - MS office issue – Told Aditya about the same as I have asked Amit to update his system on the latest version Windows 10, version 21H1, after that we can check and troubleshoot if the issue persist.
Run a Automate OS patch

T20210924.0006 - Datto RMM Agent Deployment on ProVal Workstations, testing is going on will plan on how to install the agents on workstations.

Offboarding Process document.

- Need to discuss the offboarding process of the user.
- I will be documenting it in IT Glue.

Backup Issues on all Machines have been fixed:

Backup Detail Report: 09/27/2021 - 09/27/2021

	Failure/No result				Warning		Success							
Date		Company	Device Type	Device Name			Job name			Backup Software	Status	Successes	Warnings	Failures
09/27/2021		ProVal Technologies	Server	AuthAnvil-			Prod_Critical VM's_Every 4 hours			Veeam	Success	5	0	0
				CW-Automate			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				EUR-GER-DB01_Restore			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				EUR-GER-DC01			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				EUR-GER-VAC01			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				Kaseya			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				Prod1-PFSense			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				Prod2-PFSense			Prod_VMs_Daily_Backup			Veeam	Success	1	0	0
				PVL-EUR-CB-01			HyperV_VM_Backup			Veeam	Success	1	0	0
				PVL-EUR-DC-02			HyperV_VM_Backup			Veeam	Success	1	0	0
				PVL-EUR-File-01			HyperV_VM_Backup			Veeam	Success	1	0	0
				PVL-EUR-FW-03			HyperV_VM_Backup			Veeam	Success	1	0	0
				PVL-EUR-RDG-01			HyperV_VM_Backup			Veeam	Success	1	0	0
				PVL-EUR-UTL-01			HyperV_VM_Backup			Veeam	Success	1	0	0

Puneet to check into the notifications for VC01 on Backup Radar

Open Items from Last Week:

- ☐ Hetzner:
Describe the DB issue preventing migration and discuss
Dan & Jose will install SQLSM, hand over to Puneet. Finished by Friday.
- ☒ Datto:
Workstation deployment has not yet begun. Patching and other data is being successfully collected from servers.
Abhinav, Naman, and Jose will get deployed to workstations via automate
Onboarded Servers - 16
Onboarded Workstations - 43
Next Steps - Puneet To enable Monitoring of the onboarded Assets & setting up Patch Process
Will Coordinate with Chris Mitchell
Puneet need to work with Chris on patching.3
- ☐ Onboarding: Pending on confirmation from Dan
Review new process with team. Discuss password security options. Assign documentation of current password reset process.

Onboarding is now a completely different experience for new employees on US side and I would like to see some changes made to onboarding in India to match. Dan will create an onboarding training video to document all steps of the process.

Password policy for 90 days, we need to test the policy. --

<https://proval.itglue.com/5078775/docs/7839809#version=published&documentMode=view>

- ☐ Can laptop batteries be managed in Automate? - Pending
 - ☐ Needs to be figured out with Alex. Create a ticket in Automate and check with Alex
 - Jose will discuss with Alex

- ☐ VDI - In-progress
 - We need to push implementation. Document current usage, work personally with users to migrate them to VDI, disable ORL-RDS01
 - Abhinav will head up implementation India side, dan on us side.

We need to move up Veeam to another server

Abhinav will also research VDI 2FA

Solution :- There are articles for 3rd party tools like DUO security, Authlite where we need to configure the Remote desktop gateway using Network policy server(NPS) extension and Azure AD. But they all are pointing to host RDS in Azure.

However, I did find the solution to configure Single Sign on in RDS.

Current Issues - Bottleneck is seen with the VDI instances wherein we have only 2 GB of RAM allocated. Multiple users reported the behavior Hyper-V Host is having 97% utilization - 124 GB is in use Available 3.8 GB only. Need to look at increasing the resources

What all VMS are running

If test VM's

Need to move Veeam to any other good server.

Current Open Items:

1. Microsoft Azure AD Sync with EUR-GER-DC01
2. Offboarding of Resources - SOP to be vetted out and verify functioning
3. Azure Certification Progress
4. License utilization O365 – E3
5. Create a ticket and assign it with the individuals

Wizer security should be completed till the end of 1st Oct

Current tickets:

<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=114234> (If no contact from prakriti, close today.)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=114366> (VC01 backups. Update?)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=116072> (No updates, close if offboarding for shivan is complete.)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=118433> (On hold until puneet replaces laptop. Please change ticket status to on hold.)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=117535> (Have we made any progress on troubleshooting phantom o365 users)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=117564> (Follow up with amit. Update is most likely complete. If he is not currently experiencing issue after update, close)
<https://ww15.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicketDetail&TicketID=118292> (close)

Hetzner:

Describe the DB issue preventing migration and discuss
Dan & Jose will install SQLSM, hand over to puneet. Finished by Friday.

Datto:

Workstation deployment has not yet begun. Patching and other data is being successfully collected from servers.\nAbhinav, Naman, and Jose will get deployed to workstations via automate

Onboarding:

Review new process with team. Discuss password security options. Assign documentation of current password reset process.
Onboarding is now a completely different experience for new employees on US side and I would like to see some changes made to onboarding in India to match.
Dan will create an onboarding training video to document all steps of the process.

Can laptop batteries be managed in Automate?

VDI

We need to push implementation. Document current usage, work personally with users to migrate them to VDI, disable ORL-RDS01
Abhinav will head up implementation india side, dan on us side.
Abhinav will also research VDI 2fa

9/14

Tuesday, September 14, 2021 8:30 AM

- Teams recording request? No ticket in Autotask. Puneet doesn't believe that this is a capability we will be able to implement. The feature does not exist internally. We could route calls through a recording server in order to do this. Naman found that MS will be adding this feature in the future. Naman will open a ticket with MS to further inquire
- Friday, Hetzner cutover is taking place. They will keep suspended for a week and decommission the week after.
 - Naman found a way to expand primary partitions on esXI hosts. He will make a guide in ITGlue documenting this process.
- Datto: most prod servers have been installed with agent. Will allow some time for monitoring to occur and compare with automate. Puneet will have his team deploy to workstations.
- Learning update: I am 50%+ complete with AZ303 study. Where is everyone else? Will discuss in more detail Friday.
- Ticket updates:
 - T20210827.0131: Prakriti's outlook issue, is this being looked at? Las update from 9/2. Please confirm she is still experiencing the issue.
 - T20210910.0023: shivam Offboarding, Naman, please followup with reporting manager and complete this ticket.
 - Create offboarding document, publish to ITGlue
 - T20210910.0060: Headphones, Aditya, follow up and close
 - T20210913.0186: Naman, what's wrong with your laptop? Is this resolved?
 - T20210910.0079: Scheduled to resolve performance issues on Friday.
 - Please try to have most opened tickets responded to within 1 business day and closed (or scheduled with the end-user) by the second if possible.
 - Michael's laptop will be diagnosed on Thursday. He is working normally.
- Several backup warnings today. 100+GB added back to VAC-01, Puneet, Naman, and backup team are working on this. Hetzner migrate will resolve.
- ORL outage was a fluke due to bad power restoration. The UPS is fine and does not need to be replaced.
- Restrict Windows Update assistant on machines to prevent w11 upgrades

9/7/21

Monday, August 23, 2021 9:25 AM

- Recognition - Naman for VAC outage response, review root cause and discuss prevention during migration.
- Hetzner project is on schedule. Ready to begin VAC migration
- Azure learning update, Weekly Friday scrums for collaboration
- Tickets look good
- Backups look good

Lenovo portal, we couldn't see all machines. Dan and Aditya are now admins and should be able to see all machines + warranty

Need to look into the ability for our NOC team to record all incoming and outgoing calls from that NOC user. Create a ticket to research PSTN Teams recording. Determine who will research and implement. Once a plan is determined, create a project.

We would like all calls recorded and stored on a cloud platform. Logs should be included.

Azure storage for calls? Is it affordable?

Deployment of datto RMM; No progress over the week.

Plan

Deploy Datto RMM to hetzner servers. Spend time getting comfortable with Datto before moving forward. What are our current monitoring procedures that we can apply from Automate to Datto. Do not remove automate. Compare results between the two dashboards.

Kaseya Clients: We do not have monitoring going except for UR. After deployment to hetzner, deploy to VSA servers

Call w/ Puneet

First thing: Deploy to servers.

Abhinav: Puneet needs to define time for Naman & Abhinav to study daily. They confirm they've received the project template. Puneet confirms that will be done.

8/24/21

Monday, August 23, 2021 9:25 AM

- 2fa on ITGlue in lieu of ADFS
 - Will exclude from SSO
 - Slow down workflow
 - Is it possible to add 2fa to ADFS? This would be the best solution.
 - Have all ITGlue users enable SSO / 2FA in their ITGlue profiles
 - App.itglue.com, set up personal 2fa. THIS DOESN'T PREVENT DOCS.PROVALTECH.COM FROM BEING REACHED, AND BREAKING THAT DOMAIN WILL BREAK CLIENT FACING DOCS
 - Check with Stephen to make sure that docs.provaltech.com SSL Branding won't break if ADFS is enabled. MEETING SCHEDULED 8/26 11AM
- Security Project update
 - Prod 1 Update
 - Switching PRTG to SNMP monitoring to close vulnerable ports. Progress?
 - Naman is currently working on getting communication working.
 - We are currently re-evaluating our approach to email hardening. We will prioritize this moving forward. DISCUSSED WITH PUNEET, NAMAN WILL HEAD UP THIS EFFORT
- Hetzner Project Update
 - Cloud can be affordable, with the following caveats
 - No support is provided from hetzner for software.
 - We cannot migrate Vmware image directly
 - We will have to configure OS and migrate manually.
 - Cloud server can always be accessed via Online control panel.
 - We can provide Hetzner with an ISO image and they will make it available for us to mount to the Cloud server.
 - Will schedule coordination with Puneet to plan the migration, but I feel we can begin and purchase the server.
 - Ticket T20210804.0021 needs to be converted into a Project at this point. PROJECT CREATED
- Ticket Review - All tickets up to date and being handled appropriately.
 - Aditya, please follow-up with Nilesh's laptop and Rishi's headphones.
 - T20210730.0020 Can we close this? Reach out to Prakriti
- Offboarding Process review - Critical Retention of internal users needs to be indicated in the ticket. I.E. "offboard John Doe, please retain data". Otherwise we will perform an immediate removal. ADD TO SPEEDCODE SPEEDCODE UPDATED TO REFLECT MODERN OFFBOARDING PROCESS.
 - Recurring ticket for inactive user audit needs to be created still. Once per quarter. Speak with Prakriti before creating.
- 2fa on CW being addressed this evening
 - Stephen promoted to Admin for server access after recent lockdown.
 - ITGlue document for application owners / Admin Privileges. Create an ACL
 - Primary / secondary resources for each server / application.
 - Users should open a ticket regarding changes needing to be made internally, instead of performing the work themselves.
- Terrod not Full Access in Autotask. Intentional? TERROD ADDED TO INTERNAL QUEUES TO RESOLVE VISIBILITY COMPLAINTS
- 200 GB freed up (Old VM Images from VDI testing) on Virtualization volume to give more room for backups, as they failed last night. All backups are now successful, and there should be plenty of room moving forward
- RDS01 back up until 9/1, resolve client access issues before STAFF NOTIFIED VIA TEAMS, DEADLINE SET TO 9/1
- Competency Renewal - High Priority Have plan by Tuesday..

Gold (0 of 1 completed)

- 1 Your company must have 4 individuals pass the required certification and assessments.

4 individuals must pass one of the following certification

- - [Microsoft Certified: Azure Solutions Architect Expert](#)

AND

The same 4 individuals must pass the following assessments

- [Windows Server 2019 Hybrid Technical Assessment](#)

Note : Certifications [MCSA: Windows Server 2012*](#) and [MCSA: Windows Server 2016](#) have retired on Jan 31, 2021 and will be valid for competencies until Jan 31, 2022

- MCID 991935635, Account is linked to MPN

7/27/21

Tuesday, July 27, 2021

10:35 AM

- ☐ Patch Compliance
 - ☐ Workstations
 - ☐ Servers
- ☐ Backup Testing
 - ☐ Success Failures Compliance Rate
- ☐ Total Alerts vs Resolved
 - ☐ Individual Time Tracking
 - ☐ SLA
- ☐ Internal IT documentation
 - ☐ Create Checklist
 - ☐ Network Diagram
 - ☐ Azure AD
 - ☐ Create Weekly Template for our meeting to review statistics
 - ☐ Firewall other security
 - ☐ Exchange Allowance
- ☐ Port Sniffer
 - ☐ Need to track with Joe and review - Vikram
- ☐ Exchange Admin Audit of exceptions and Domains
 - ☐

07/20/2021

Tuesday, July 20, 2021 9:46 AM

To Discuss:

Notating / Closing tickets properly. Let's get to a point where we are consistently in single digit numbers.
Security Awareness training
Backup failures and HPV-01 space reclamation (300gb recovered this morning)
Migration to DO
VDI policy migration for DevOps
No email Delivery group / amit was added, why?
VDI adoption not at expected levels for allstaff.

Tickets to discuss:

- T20210720.0005 - VPN Configuration Issue.
 - In Triage to work. Abhinav or Naman can deliver.
 - CLOSE TICKET
- T20210618.0009 - Offboarding - Kishore Jha
 - Vikram, do you need any assets from this user? Is he ready to offboard?
 - CLOSE TICKET
- T20210629.0027 - Laptop repair and Battery
 - Verify receipt of batteries and current progress of ticket
- T20210706.0012 - Return Assets
 - Assign to Puneet to follow up with Nidhi
- T20210714.0170 - Potential issue with the alerts for block ours
 - I need to speak with a workflow rules expert and clarify the deliverable for this ticket.
- T20210716.0013 - Azure AD password perms / reset
 - We are working on resolving an AD Password reset issue
- T20210719.0095 - Investigate PRTG Notifications and prevent tickets where possible.
 - I need to take another look at this. I thought this was resolved but more tickets appeared.
- T20210713.0092 - ITG - Setup - Branding / SSL / domain name needed
 - Email sent to Stephen for assistance with this issue.
 - Stephen responded: remove CNAME records from cloudflare.
- T20210708.0036 - Request for Laptop
 - Assign to Puneet to follow up with Nidhi
- T20210712.0037 - Unable to connect VDI and Itglue & T20210714.0005 - REG: Unable to connect VDI.
 - Merge these tickets. Find out if Abhinav and Naman have resolved and, if so, close.
- T20210715.0091 - Need to install team viewer
 - Install Teamviewer 11 on VDI
 - Install TB15 on workstations.
- T20210716.0010 - Laptop Configuration
 - Was this completed?

Do we need PRTG?

Document where we are getting alerts and if they're needed.

Identify if test machines on hetz are being used. (also on ORL)

Add firmware update ticket

Review firmware update afterwards

Generate checklist for firmware update

Look into why amit was added to no-deliv q

Uninstall VPN connections from phase one folks

Send email warning that vpn will be removed in a week

Define quarterly audit tomorrow in check-in

dism update

Golden Image

07/13/2021

Tuesday, June 29, 2021 10:52 AM

- ☒ SLA | Open Ticket Review
- ☐ Project Review
- ☒ Review Backup Metrics (Weekly)
- ☐ Review Patch Health (Monthly)
- ☐ Review IP Vulnerability Scans (Monthly)
- ☐ Create action items for the next 7 days

- ☒ Review [Windows 10 update progress](#)
- ☒ Review open tickets
- ☒ Review backup
- ☐ VDI Feedback

07/06/2021

Tuesday, June 29, 2021 10:52 AM

- ☒ SLA | Open Ticket Review
- ☐ Project Review
- ☐ Review Backup Metrics (Weekly)
- ☐ Review Patch Health (Monthly)
- ☐ Review IP Vulnerability Scans (Monthly)
- ☐ Create action items for the next 7 days

- ☒ Review [Windows 10 update progress](#)
- ☐ Review open tickets
- ☐ Review backup
- ☐ VDI Feedback

06/29/2021

Tuesday, June 29, 2021 10:52 AM

- ☐ SLA | Open Ticket Review
- ☐ Project Review
- ☐ Review Backup Metrics (Weekly)
- ☐ Review Patch Health (Monthly)
- ☐ Review IP Vulnerability Scans
- ☐ Create action items for the next 7 days

- ☒ Review [Windows 10 update progress](#)
- ☒ Review open tickets
- ☒ Review backup
- ☒ VDI Feedback

06/22/2021

Tuesday, June 22, 2021

9:46 AM

- ☒ Review Windows 10 update issue - Review recap
- ☒ Review open tickets
- ☒ Review backup process and set expectations for proper execution
- ☐ VDI Feedback - Escalation to Mohit and Puneet
 - ☐ Set up a team training session to get people on board
- ☐ Customer Thermometer write-back issue
- ☐ Last Pass migration - Internal IT migration
 - ☐ Ask Stephen about migrating ProVal Tools to Internal IT

01/05/2021

Tuesday, January 5, 2021 9:34 AM

Agenda

- General Check In - 5 Min
 - Good News
 - What's New
- Red Flags - 10 min
 - Ticket Escalation
 - Issues or Stuck
- Team Update - 5 min
 - KPI Review
 - CSAT Review
 - Action Items from last meeting
- Project Updates - 10 min
 - Budget versus Actual versus Scheduled
 - Escalations
- IDS Session - 25 min
 - Identify, Discuss and Solve
 - Action Item Assignments
- Next 7 Days - 5 min

IDS

- ☒ 1. Internal Kaseya and Automate Maintenance
- 2. Users cannot see company GAL (2 Users) Mohit and Puneet
 - a. Backups
 - i. Recovery Testing
 - b. Client Systems Monitoring
 - i. Reporting

Next 7 Days

- ☒ Imran - Work on Automation patching for workstations and servers
- ☐ Joe - VDI POC

02/23/2021

Tuesday, February 23, 2021 7:08 AM

- ☐ Backup for the new servers
- ☐ Testing the restores
- ☐ Monitoring – Alerting
- ☐ Remove Kaseya from internal machines. Kaseya is only for clients
- ☐ Use Automate for all internal machine
- ☐ CS Agreement for managing our infrastructure
- ☐ Platinum agreement for internal develop
- ☐ **Onboard ProVal as a Client**
- ☐

Issues:

- Microsoft
 - Missing groups emails
 - Mohit is primary issue holder
- Backups
 - New systems missing

03/02/2021

Tuesday, February 23, 2021 7:08 AM

- ☐ Backup for the new servers
- ☐ Testing the restores
- ☐ Monitoring – Alerting
- ☐ Remove Kaseya from internal machines. Kaseya is only for clients
- ☐ Use Automate for all internal machine
- ☐ CS Agreement for managing our infrastructure
- ☐ Platinum agreement for internal develop
- ☐ **Onboard ProVal as a Client**
- ☐

Issues:

- Microsoft
 - Missing groups emails
 - Mohit is primary issue holder
- Backups
 - Testing
- Sc.provaltech.com
 - Missing from resource sheet
 - We are keeping

03/9/2021

Tuesday, February 23, 2021 7:08 AM

[Q1 Projects](#)

- ☒ Backup for the new servers
- ☒ Testing the restores
- ☐ Monitoring – Alerting
- ☐ Remove Kaseya from internal machines. Kaseya is only for clients
- ☒ Use Automate for all internal machine
- ☐ **CS Agreement for managing our infrastructure**
- ☐ **Platinum agreement for internal develop**
- ☐ **Onboard ProVal as a Client**
- ☐

Issues:

- Microsoft
 - Missing groups emails
 - Mohit is primary issue holder
- Backups
 - Testing
 - **Create recurring ticket for monthly audit of backups**
- Sc.provaltech.com
 - Missing from resource sheet
 - We are keeping

Weekly Meeting Agenda

Thursday, May 27, 2021 3:22 PM

- ☐ SLA | Open Ticket Review
- ☐ Project Review
- ☐ Review Backup Metrics (Weekly)
- ☐ Review Patch Health (Monthly)
- ☐ Review IP Vulnerability Scans
- ☐ Create action items for the next 7 days

Project – Active Directory Update

Thursday, January 28, 2021 6:39 AM

Active Directory Audit and Design.

- Objective: Audit existing AD Infrastructure and document GPO and Group Permissions in OneNote
- Due: 01/22

- ☐ Develop and deploy best practice policies and apply via GPO. Include Admin account separation for all services.
- ☐ Review existing GPO and document require policies
- ☐ Review existing security groups and share permissions and document required accounts
- ☐ Review existing distribution groups and document

Active Directory Alignment

- Objective: Align On-Prem (Hetzner) AD and Sync with Azure AD. Adjust to new Org Structure.
- Due: 01/29

- ☒ Adjust OU to align with business
 - ☐ Screensaver Lock 10 min
 - ☐ Password change every 60 days
 - ☐ Password Complexity
 - ☐ No reuse 5 passwords
 - ☐ Complex passwords
 - ☐ Lock out after 5 invalid attempts. Unlock after 30 min. Make sure this creates a ticket on the Security Board
 - ☐ Remove disabled and unused On-prem and Azure AD accounts, groups, policies and shares
- ☐ Deploy ProVal Background and Screen Saver via GPO
- ☐ Deploy Certificate-Based Access for laptops
- ☐ Deploy Windows Hello for Business for laptops
- ☒ Configure and Deploy Azure MDM for mobile device control for any device with access to ProVal content (Email, VPN, Testing, etc.)

Project - Host Isolation

Thursday, January 28, 2021 6:39 AM

Infrastructure Audit

- Objective: Document all edge access and entry points
- Due: 01/22

- ☐ Validate all external IP and access controls
 - ☐ Specifically, all externally facing IP's on our host need to be locked down by source to destination IP for management
- ☐ Document all external P's used to access client networks
 - ☐ Develop IP lockdown process for MSP Consultants
- ☐ Validate all external DNS records and destinations. If no longer valid, remove from DNS

Infrastructure Migration

- Objective: Hetzner Host Migration: ProVal Network
- Due: 01/29

- ☐ Migrate File server from Prod 03 to Prod 01 or Prod 02
- ☒ Export pfsense FW 03 configuration to shared storage
- ☒ Rebuild Prod 03 to Hyper-V Server 2019 Data Center. Use IP schema from [Infrastructure plan](#)
- ☒ Deploy new pfsense FW (pvl-eur-fw-03) and import configuration from shared storage.
- ☒ Verify internet access for 10.0.1.x Network.
- ☐ Migrate all ProVal internal use VM's to Prod Host 03. Coordinate outage and testing with SDM team
 - ☐ Rename and Re-IP according to IP Schema standards
 - ☐ Update firewall with IP Schema standards
 - ☐ Test features and services
- ☐ Migrate all client facing production VM's to Pro Host 02. Coordinate outage and testing with MSP Consultants
 - ☐ Rename and Re-IP according to IP Schema standards
 - ☐ Update firewall with IP Schema standards
 - ☐ Test features and services
- ☐ Migrate all Development VM's to Prod Host 01. Coordinate outage and testing with DevOps Team
 - ☐ Rename and Re-IP according to IP Schema standards
 - ☐ Update firewall with IP Schema standards
 - ☐ Test features and services
- ☐ Update all internal documentation with changes

Project - VDI Pilot

Thursday, January 28, 2021 6:40 AM

VDI Roll Out

- Objective: Create and deploy ATG and ProVal General Use VDI images
- Due: 01/29

- ☒ Create "ATG VDI Users" Security Group in AD
- ☒ Create "ProVal VDI Users" Security Group in AD
- ☒ Create "VDI All Users" Security Group in AD
- ☒ Build new files server PVL-EUR-File-02.
 - ☒ Create 250 GB Storage drive
 - ☒ Create root folder with "VDI Template" and "UPD" share. Assign "VDI All Users" to shares
- ☒ Rebuild RDG 01 Server 2019
- ☒ Build CB 01 Server 2019
- ☒ Build new files server PVL-EUR-File-02.
 - ☒ Create 250 GB Storage drive
 - ☒ Create "VDI All Users" share on new drive
 - ☒ Create VDI Template share on new Drive
- ☒ Rebuild VDI Win 10 Enterprise Template
 - ☐ Create DevOps template and store on File 02
 - ☒ Create General Use Template and store on File 02
- ☒ Deploy VDI services to new hosts
 - ☒ Deploy Gateway and Licensing services to PVL-EUR-RDG-01
 - ☒ Deploy Connection Broker services to PVL-GER-CB-01
 - ☐ Add ProVal wild card certificate to servers
 - ☒ Add DNS entry for vdi.provaltech.com
 - ☐ Deploy UPD to File server share and assign "VDI All Users" to share
 - ☐ Assign VDI templates to corresponding security groups
- ☐ Test spin up and UPD creation on test users
 - ☐ Test with multiple users from home office and physical office
- ☐ Add selected users to corresponding security groups
 - ☐ Deploy as primary use

Project – Document Management Build

Thursday, January 28, 2021 6:43 AM

DMS and KMS Standards Build

- Objective: Create a DMS structure that works for all departments
- Due: 01/15

- ☒ Meet with ATG Group to determine required knowledge management structure
- ☒ Meet with SDM Team to determine required process management structure
- ☒ Meet with MSP Consultants to determine client share requirements
- ☒ Create pilot site

DMS and KMS Pilot and Review

- Objective: Review and Validate new DMS Structure
- Due: 01/22

- ☒ Deploy SharePoint Document Management Structure baseline
- ☒ Deploy SharePoint Knowledge Management Structure baseline
- ☐ Create "How to Document" in the "ProVal Way" OneNote and share with test group
- ☐ Share sites with pilot team members for testing and feedback
- ☐ Make modifications based on feedback

DMS KMS Roll Out

- Objective: Deploy AD Integrated DMS Structure
- Due: 01/29

- ☐ Create AD Security groups for specific DMS and KMS repositories
- ☐ Create Site templates and OneNote templates for KMS and DMS
- ☐ Create DMS sites for existing clients and platform KMS sites as required and assign corresponding security groups
- ☐ Create client shares. Create Autotask knowledgebase entries with client tags and links to OneNote
- ☐ Create end to end documentation standards and process
- ☐ Train staff on new process and layout.

Project – CS Operations LMS

Thursday, January 28, 2021 6:44 AM

CS Operation LMS Topic Build

- Objective: LMS Topic Layout for 2 Quarters
- Due: 01/22

- ☐ Meet with MSP Consultants to determine knowledge gaps on CS Operations
- ☒ Meet with Sales and Marketing to determine current MSP trends to be aware of
- ☒ Meet with ownership to determine areas of concern to address
- ☒ Create an LMS topic list with high level summaries for 2 quarters

CS Operations LMS Q1 Content Creation

- Objective: Develop Q1 CS Operations Content
- Due: 2 Per Month for Q1

- ☐ Prep and create detailed presentation for Q1 topics
- ☐ Review and modify presentation with Marketing
- ☐ Present to team for training
- ☐ Upload to media channels

Project – Secure Access Roll Out

Thursday, January 28, 2021 6:45 AM

Connectivity Audit and Impact

- **Objective: Create Access Control Documentation**
- **Due: 02/19**

- ☐ Create "How-To" document on accessing US VPN and EUR VPN
- ☐ Work with consultants to create "How-To" documents for customers to white-list ProVal source IP's on their customers firewall from our VPN connections and production systems
- ☐ Add required users to US or EUR VPN
- ☐ Notify staff of cutover to new VPN system. Ensure everyone has the new configuration and connectivity.
- ☐ Test VPN access and mesh network tunnels
- ☐ Verify external IP's from VPN entry points

Secure Access Cut Over

- **Objective: Convert all users to new VPN entry points**
- **Due: 03/01**

- ☐ Update staff on cutover time and date
- ☐ Have test users from each business unit test access over the weekend prior to cutover
- ☐ Disable all existing client VPN entry points
- ☐ Verify US and EUR VPN tunnels and systems access
- ☐ Provide dedicated support next business day

Secure Access Cut Over

- **Objective: Retire personal workstation access and aged hardware**
- **Due: 03/26**

- ☐ Generate age report on ProVal assets
- ☐ Migrate users from local computing to VDI based on age report
- ☐ Deploy certificate –based access policy for GPO
- ☐ Validate all ProVal endpoint have valid certificate installed
- ☐ Notify staff of policy enforcement so they can migrate from local access on personal devices to ProVal-owned device es
- ☐ Enforce certificate based access policy
- ☐ Migrate remaining users to VDI

Security Practice Research

Monday, January 11, 2021 9:29 AM

Meeting with Al Alper - 1/11/21

highwire networks

- NLM - Auvik and Domo

- Next-gen endpoint protection - Sophos , Carbon black, deep instinct, sentinel one

- WEbDNS - zscaler, zoros,

<https://stellarcyber.ai/>

Meeting with Blackpoint IT - 1/13/21

- Works more on the endpoint level. Integrates with Webroot and Sophos (for now) to scan the end-point for security

Meet with Kaseya Compliance as a Service

2/3 @ 4pm

Rapidfire tool suite

VSA integrated

Continual audit and remediation plan. Tickets and alerting