Week 5 Interactive Assignment

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**The organization is expanding and so is the website traffic. The current web hosting provider will no longer be used, so the organization will need to move the existing web pages to a new in-house web server. Additionally, the organization wants to add content pages for the new products that will be sold as well as add functionality for an online store. Unfortunately, you have discovered that there are no properly documented change management and configuration management processes.**

**For the interactive assignment, you need to include the phases of the configuration management process and present documentation that provides an explanation for each phase of process the organization should follow. Please include any additional items that you feel are necessary, such as obtaining baselines and how to change baseline configurations.**

* **Provide an outline of the steps for the change management and configuration management processes of the new server as well as the website that needs to be updated and hosted. This information should discuss the change management process for updating the new web server and keeping it secure.**

According to Limoncelli et al., the process for change management is as follows:

* **Submit a request for a change**. After identifying a change that needs to be made, submit a request for the change.
* **Change request review.** When a change request is submitted, it is then reviewed.
* **Change approval.** Next, the change request is either approved or denied, and the change request documentation is updated.
* **Change scheduling and implementation.** If the change is approved, it is then scheduled and implemented at a time that will have the least amount of effect on operations.
* **Document the change.** Documentation is one of the most vital parts of a change. It shows what changes were made and why.

Configuration management is used to support and promote a stable and healthy network. Following, is the process of configuration management according to Prakash et al.:

* **Version control.** By maintaining a complete history, using tools such as git, everyone with access to the repository can see what has been done and by who and when.
* **Baselines and release information.** Along with version control, the release information lets one know what the latest release is, when it was released, and provides a baseline for the product or service.
* **Audits and reviews.** These are used to ensure that all processes are being followed. They can also be used to help identify where issues are that might need to be corrected.
* **Documented processes.** By having the processes documented (and preferably signed), it provides the knowledge required to follow the process and provide acknowledgment of the users of the process.
* **Script building, integration, and deployment.** The use of scripts can increase speed and efficiency in configuration management over manual input.
* **Identify the owner of the website and where it is being hosted.**

The company is the owner of the website and is migrating it to its own in-house servers.

* **Identify who is responsible for the security of the website and when it was last updated.**

The company’s IT department system administrators and information security professionals will be responsible for the security of the website. The latest updates will be applied with the server migration.

* **Identify who will be responsible for updating the new website and where it will be hosted.**

The same website development team and system administrators will be responsible for the updates to the new website after it is migrated to and hosted on the new in-house servers.

* **Identify the importance of written signatures from the stakeholders to begin and indicate when the project ends**

The most significant reason for signatures from the stakeholders is accountability. The signatures present acknowledgment of authorization to the proposed project.

* **Provide documentation of the change management and configuration management processes.**

Documentation of the change management and configuration management processes provides transparency and history for the procedures of the systems.