$\leftarrow \textbf{Back} \quad \begin{array}{l} \textbf{System Administration Consultation} \\ \textbf{Graded Quiz} \end{array}$ **Due** Jul 2, 11:59 PM +08

Congratulations! You passed! Final Project Grade received 15 ystem and ministration pass 80% or received 15 ystem and ministration of the consultation Quiz: System Administration Consultation 3 questions

Video: Alex: How passion turned into success
1 min Learning Goa. Submit your assignment Course Wrap Up 1. Use the Psystem ନ athm ନିର୍ମ୍ମ ମଧ୍ୟ ମଧ୍ୟର ନ ସମ୍ମେଷ୍ଟର ନୁ ଅଧ୍ୟ ପ୍ରଥମ the course to provide technical improvements to

> Implement solutions based on an organization's restrictions, like financial resources, number of users, etc.
> Receive grade
> Overview: You'll take what you learned in the System Administration and IT Infrastructure Services course and Your grade 100% apply that kn**រីសកិខម**ិទ្ធខ[ុ]សិទ្ធក្នុងស្រីកខុងប្រឹក្សាវិទ្ធារាជ្ញា Assignment: For this writing project, you'll be presented with three scenarios for different companies. You'll be doing the systems administration for each company's IT infrastructure. For each scenario, present improvements to processes based on the company's needs and current restrictions. There's no right or wrong answer to your consultation, but your responses should explain the problem, the improvement, and the rationale behind them. Please write a 200-400 word process review for each company presented to you.

1/1 point

1/1 point

Try again

 $You're\ doing\ systems\ administration\ work\ for\ Network\ Funtime\ Company.\ Evaluate\ their\ current\ IT\ infrastructure$ needs and limitations, then provide at least five process improvements and rationale behind those improvements. Write a 200-400 word process review for this consultation. Remember, there's no right or wrong answer, but make sure to provide your reasoning. Network Funtime Company is a small company that builds open-source software. The company is made up

software engineers, a few designers, one person in Human Resources (HR), and a small sales team. Altogether, there are 100 employees. They recently hired you as a system administrator to come in and become their IT $\,$

When a new person is hired on, the HR person purchases a laptop for them to do their work. The HR representative is unfamiliar with what type of hardware is out there; if a new employee requests a laptop, the HR person will purchase the cheapest option for a laptop online. Because of this, almost everyone has a different laptop model. The company doesn't have too much revenue to spend, so they don't order laptops until someone

gets hired at the company. This leads to a few days of wait time from when someone starts to when they can actually work on a laptop. The company doesn't label their computers with anything, so if a computer is missing or stolen, there's no way to audit it. There's no inventory system to keep track of what's currently in the fleet. Once a computer is purchased, the HR person hands it to the new employee to set up. Software engineers that use Linux have to find a USB drive and add their preferred distribution to the laptop. Anytime someone needs something from HR -- whether it's office related or tech related -- they email the HR representative directly. When a new employee gets a machine, they're given logins to use cloud services. They get a personal orientation with HR to make sure they can login. This requires the HR person to block off a few hours for every new employee. If an employee forgets the login to their machine, they have no way to retrieve a password and they have to reimagine their machine. Employees don't have a strict password requirement to set for their computers.

The company currently has many of their services in the cloud, such as email, word processors, spreadsheet

applications, etc. They also use the application, Slack, for instant communication. Network Funtime Company is a small software company that has unique IT infrastructure requirements. To improve their processes and address these limitations, we propose the following five recommendations: 1. Standardize Laptop Procurement: Implement a standardized laptop procurement process to ensure consistency and compatibility across the company. This involves creating a list of recommended laptop models that meet the requirements of software engineers and designers. By providing this list to the HR representative, they can make informed decisions when purchasing new laptops. Standardization will also simplify IT support and troubleshooting. 2. Implement Inventory Management: Establish an inventory management system to track all company-owned computers. Each computer should be labeled with a unique identifier, enabling easy auditing and identification in case of theft or loss. This system will help maintain an accurate record of the hardware fleet, making it easier to manage and plan for future hardware needs.

3. Centralize Software Distribution: Create a centralized software distribution system to streamline the setup process for new employees. Instead of relying on individual engineers to install their preferred Linux distribution, provide a standardized image with the necessary software and configurations. This will save time and ensure consistency across the software development environment. $4.\,Self\text{-Service Password Retrieval: Implement a self\text{-service password retrieval system for employee machines}.$ This will empower employees to reset their passwords without relying on IT support. By reducing the reliance on the HR representative for password-related issues, the IT department can focus on more critical tasks, improving overall efficiency.
5. Enforce Strong Password Policies: Implement a strong password policy for employee computers. This policy should include requirements for minimum password complexity and regular password updates. By enforcing strong password practices, the company can enhance security and reduce the risk of unauthorized access to

These process improvements will address the current limitations and needs of Network Funtime Company. They will enhance efficiency, standardize procedures, improve security, and reduce reliance on HR for ITrelated tasks. By implementing these recommendations, the company can optimize their IT infrastructure and provide a more streamlined experience for employees.

CorrectThank you for your submission! An excellent response

sensitive information.

1. explains the problem or restrictions that the company faces in great detail. 2. lists five or more process improvements and explains how they plan to implement each of them. 3. thoroughly explains the rationale behind each improvement recommendation.

 $You're\ doing\ systems\ administration\ work\ for\ W.D.\ Widgets.\ Evaluate\ their\ current\ IT\ infrastructure\ needs\ and$ limitations, then provide at least five process improvements and rationale behind those improvements. Pleasewrite a 200-400 word process review for this consultation. Remember, there's no right or wrong answer, but make sure to provide your reasoning.

W.D. Widgets is a small company that sells widgets. They're mostly made up of salespeople who work with lots of clients. You've taken over as the sole IT person for this company of 80-100 people. When HR tells you to provision a machine for a new employee, you order the hardware directly from a business vendor. You keep one or two machines in stock, in case of emergency. The users receive a username that you generate for them. You then give them an orientation on how to login when they start. You currently manage all of your machines using Windows Active Directory. The company uses only Windows computers. When a new computer is provisioned, you have to install lots of sales-specific applications manually onto every machine. This takes a few hours of your time for each machine. When someone has an IT-related request, they email you directly

Almost all software is kept in-house, meaning that you're responsible for the email server, local machine software, and instant messenger. None of the company's services are kept on the cloud. Customer data is stored on a single file server. When a new salesperson starts, you also map this file server onto their local machine, so that they can access it like a directory. Whoever creates a folder on this server owns that folder and everything in it. There are no backups to this critical customer data. If a user deletes something, it may

The company generates a lot of revenue and is rapidly growing. They're expecting to hire hundreds of new employees in the next year or so, and you may not be able to scale your operations at the pace you're working.

W.D. Widgets is a sales company with specific IT needs. To improve their processes, the following five recommendations are suggested: 1. Automated Software Deployment: Use a tool like Microsoft System Center Configuration Manager (SCCM) to easily install sales-specific applications on new computers. 2. Self-Service IT Support Portal: Create a portal where employees can submit and track their IT requests, so you can prioritize issues and provide timely assistance. 3. Transition to Cloud Services: Move email, file storage, and instant messaging to the cloud to offload local infrastructure management. This will allow you to focus on more strategic IT initiatives and support the company's growth. 4. Implement Data Backup and Recovery: Regularly backup critical customer data to an offsite location or cloud storage to prevent permanent data loss. This will safeguard the company's valuable customer 5. Scalability Planning and Resource Allocation: Assess the current IT infrastructure and plan for future growth.

Evaluate hardware resources, network capacity, and server capabilities to ensure they can support the anticipated increase in employees. By implementing these improvements, W.D. Widgets can streamline IT processes, enhance efficiency, and

An excellent response $1. \ \ explains the problem or restrictions that the company faces in great detail.$ $2. \ \ lists five or more process improvements and explains how they plan to implement each of them.$ ${\it 3. \ } thoroughly \ explains \ the \ rational e \ behind \ each \ improvement \ recommendation.$

prepare for future growth.

Thank you for your submission!

⊘ Correct

3. You're doing systems administration work for Dewgood. Evaluate their current IT infrastructure needs and limitations, then provide at least five process improvements and rationale behind those improvements. Please sure to provide your reasoning.

write a 200-400 word process review for this consultation. Remember, there's no right or wrong answer, but make Non-profit Company: Dewgood is a small, local non-profit company of 50 employees. They hired you as the sole IT person in the company. The HR person tells you when they need a new computer for an employee. Currently, computers are

purchased directly in a physical store on the day that an employee is hired. This is due to budget reasons, as they can't keep extra stock in the store. The company has a single server with multiple services on it, a file server, and email. They don't currently have a messaging system in place. When a new employee is hired, you have to do an orientation with them for login. You're also responsible for installing all the software they need on their machine, and mapping the file server to their computer. The computers are managed through Windows Active Directory. When an employee leaves, they're currently not disabled in the directory service.

requests. But the ticketing system is confusing and difficult to use, so lots of the employees reach out to you directly to figure out how to do things. In fact, so many things are difficult to find that employees typically ask around when they have a question. There are nightly backups in place of the file server. You store this information on a disk backup and take it home with you everyday to keep it safe in case something happens onsite. There's also a small company website that's hosted on the single server at the company. This website is a single html page that explains the mission of the company and provides contact information. The website has gone down many times, and no one knows what to

The company uses an open-source ticketing system to handle all internal requests as well as external non-profit

Dewgood is a small non-profit organization with unique IT infrastructure needs and limitations. To address their requirements and enhance their processes, we propose the following five recommendations: $1. \, Standardize \, Computer \, Procurement: \, Establish \, a \, standardized \, computer \, procurement \, process. \, Instead \, of \, a \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, procurement \, process. \, Instead \, of \, computer \, process. \, Instead$ purchasing computers on an as-needed basis, maintain a small stock of pre-configured computers that meet the company's requirements. This will eliminate last-minute purchases and ensure consistent hardware and software configurations for new employees.

2. Implement Messaging System: Introduce a messaging system for internal communication within the organization. A reliable and user-friendly messaging platform like Slack or Microsoft Teams will improve collaboration and streamline communication among employees. This will reduce the need for employees to reach out to the IT department directly for information or assistance. 3. Improve User Onboarding Process: Create a comprehensive onboarding process for new employees. This should include a standard orientation session that covers login procedures, software installations, and fil server access. By providing clear instructions and documentation, new employees can quickly get up to speed and reduce the time required for IT personnel to assist with individual setups. 4. Enhance Ticketing System: Evaluate and implement a user-friendly ticketing system to streamline internal and external requests. Choose a ticketing system with a simple and intuitive interface, making it easier for employees to submit and track their requests. This will reduce the reliance on direct contact with the IT department and ensure all requests are properly recorded and addressed. 5. Improve Website Management: Enhance the management and availability of the company website. Consider

By implementing these improvements, Dewgood can enhance their IT processes, improve efficiency, and ensure better availability and accessibility of critical resources. Standardizing computer procurement, $implementing \ a \ messaging \ system, \ refining \ the \ on boarding \ process, \ improving \ the \ ticketing \ system, \ and$ enhancing website management will address current limitations and provide a solid foundation for the organization's IT infrastructure.

migrating the website to a more reliable hosting platform or engaging a third-party service provider to handle website hosting and maintenance. This will ensure the website remains accessible and minimize downtime. Additionally, document the steps and procedures for troubleshooting and restoring the website in the event of

Correct Thank you for your submission!

do when it happens.

1. explains the problem or restrictions that the company faces in great detail. 2. lists five or more process improvements and explains how they plan to implement each of them.

3. thoroughly explains the rationale behind each improvement recommendation.