Sir Arnel Endaya – IT Supervisor

Objective:

* Prove reliable IT support and services.
* Complete paperless system

Roles/Function:

* Tech support for Autohub
* Maintain & administer IT services
* Network support
* Server administration & support

1500 employees, 600-700 computer users

Centralized IT

10 IT personnel in Luzon/Visayas

3 IT personnel in Mindanao

Types of IT Services

* Domain Controller
* File Server
* Mail Server
* Database Server
* Application Server
* Backup System
* Telephone System/Call Accounting

Network

* Redundant server
* Redundant switch
* No SAN storage redundancy
* Daily backups in VM server 3 (Incremental)
* Monthly tapes
* GFFS scheme
* Layer 7 firewall
* Mesh network topology
* Single ISP (PLDT)

Bare metal backup (Exact copy)

Spaghetti cables

Increase in users was not anticipated, making management difficult

UPS for servers and switches

Lock and key, CCTV protection for data center

BCP

Manual DR

Audited by Ford at least once a year

5000 hacking attempts in log

Encryption, authentication

Laptops are company-assigned or customized

Offsite storage backup

90-day password aging, 5 attempts before lockout

Website blocking