

Subject: Project Updates

Hey Team,

I hope everything is going well on your end! I wanted to provide an update on where we're at on our end with the multiple projects coming down the pipeline.

San Antonio Server - (scheduled 6/12): We have purchased server BOSS, UPS and rack with accessories. At this point have everything we will need to accomplish this project and already have Thursday 6/12 scheduled for a 9:30 am arrival. I will be arriving with JC who will assist me in the setup of the rack and mounting of the equipment. Our goal will be to get the server and network moved, mounted and accessible so configuration can continue remotely. Kiko brought up the potential of using a Ubiquiti PDU which we don't have a problem with, but we will bring a Wattbox PDU with us just in case.

@Natanhael Ceballos do have the licensing details for the server(s)? Did the licenses ship with the servers from Dell?
@Natanhael Ceballos can we make sure the dedicated internet line from SA to Laredo is at full speed and bandwidth before 6/12?

@Christopher Meyer I will need to involve you for setting up a Wattbox PDU on the Wednesday before.

Domain Joining – Password Policies – Migrating Local Data - (estimated beginning week of 6/16 thru first or second week in July):

- **Domain and Password Policy:** Handling password resets for RDSH environments can be difficult. I've looked into all of the options, and the easiest plan is to join all computers to the RDSH domain, ritemgmt.co, and use the domain accounts to login. This would give us the added benefit of being able to push security policies via group policy and lock down computers and accounts a bit better. I am still working on a plan for this which will include guidance documentation for your staff. We should be able to join all of the computers to domain via Ninja assuming they are located at one of the RM sites.
@Natanhael Ceballos do you have any staff that work full time remote and don't come to any of the sites?
@Christopher Meyer a couple of the sites need to have network corrected for site-to-site and domain to function.
- **Migrating Local Data:** This one might be more labor intensive than we're hoping. We're still working through ideas, but the two standout ideas would be map a U: Personal drive to the domain account after the computers are domain joined OR have end users log into OneDrive and make them upload important documents and files to the OneDrive for access on the server.
 - The U: drive option would be the most straightforward approach but require a lot more hand holding. The files that exist in the U: drive on the local desktop are the same files that would exist on the U: drive in the RDSH server. It will be a pain to migrate their data from local accounts to the U: drive without adjusting permissions manually and helping them move. I am working on an idea that may help move this strategy along better though! **We would be able to assist remotely with many of the data transfers required
 - OneDrive is more inconvenient because it's a separate login and a few more clicks for the end users. We would provide very clear guidance documentation for your employees that would walk them through the process. This could ease some of your and our labor involved as it would be easier for employees to handle this one on their own.
 - @Natanhael Ceballos and at @Kiko Garza lets make sure we have our weekly cadence going so we can iron out and lock these plans

Veeam Reconfiguration - (starting soon):

- The Veeam backup solution is located on the domain network and uses domain account, this is not best practice for security. If the domain were to get hijacked, the attacker would have access to the backup and could render it unusable. I am going to reconfigure this server remotely to separate from the domain and on an isolated network. **@Christopher Meyer I will need your help for network hardening.**
- We also want to configure a secondary cloud solution for the backup. Veeam can integrate with various services like Azure Cloud and similar to house a copy of the backup in the cloud. This is especially important for disaster recovery. We are still vetting the best options and will have a better gameplan soon. **@Kiko this may lead to some new charges, we will send you more details before we proceed.**
- **@Natanhael Ceballos I plan to start working on this soon in the background and I will update you as I go.**

Optimizing RDSH Performance - (after domain joining): I have thinking about ways to help with RDSH performance and have a few ideas. We might need to end up rebuilding a fresh RDSH Server template and creating brand new servers after optimizing the settings of the template image. Once computers are on domain we can also use Group Policy to adjust settings for how the computers handle the connection to the servers to make things run more stable. I'm hoping to have a good plan for rebuilding the RDSH servers in the coming weeks.

Security Tools Deployment and concerns - Based on preliminary scans of the environment we have a long ways to go before we can say we have all the systems in good and healthy place with vulnerabilities addressed.

- Compliance check list is showing significant remediation needed. We have started putting significant automation in place but a dialog is required here. We also have started remediating Rite Management environment
- You are using Sophos XDR, and it's a layered endpoint protection solution where you have to buy different levels of protection from basic endpoint protection all the way to managed detection. that does not even include EDR, I think there is confusion on what you have. **@Murtuza Choilawala** will discuss further on the cadence meetings. He is returning back from a conference on Wednesday.

Teams Rooms Project - (ongoing): **@Christopher Meyer has all of the details on this one**

There are some other topics that will need to be addressed at some point that I'll include here:

- Addressing Windows 10 end of life and upgrade compatibility
- Addressing computers with really small SSD storage
- Documenting McLeod workflow and information about deploying/installing

@Natanhael Ceballos While I have your attention can you assist with the following things?

- Sarah still needs the on/offboarding process for end user accounts and the process to set up a computer. Could you help me with that soon?
- Some computers are missing important Windows updates. **Could you instruct staff to leave machines on so we can assist and ensure updates get addressed?**
- Could you let me know the status on the support ticket with McLeod on the performance?
- I will work on some monitoring of RDSH servers and see if I can find any patterns related to the slowness other than network latency.

Please let me know if anyone has any questions!

Best,



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