

Process Owner: IT Operations	FORM	F-CMG-3.1
	<i>Link GPO - USER_GPO_XFILES to SheerID Campaign</i>	

Request Information				
Requestor	Jan Francis Lictao			
Implementing Team	Server Ops			
Ticket Number/s	201917463			
Change Classification		Major	x	Minor
After the fact		Yes	x	No
Emergency		Yes	x	No
Proposed Change Date	July 21, 2019			
Proposed Change Start/End Time	17:00 – 17:30			
Proposed Change Verification Time	17:45			

Objective of the change
To delete all saved files from SheerID tools as part of the security measures that have in place regarding the security, availability, process integrity, confidentiality, and privacy of information of customers for SheerID.

Technical/Operational Impact of the change		
Negative: All user profile saved files will be deleted.	Beneficial: Meet the security measures in place with the campaign.	Neutral: Free up space for the computers.

Affected IT Infrastructure components			
Site	Hostname	IP Address	Function
JKA	JKA-VWIN-DC01	172.17.0.121	Domain Controller

Affected Departments and corresponding contact persons		
Department	Contact Name	Contact Info
ServerOps Team	Rovie Salvatierra	0917-627-4325
SheerID	Lestle Carlos	lcarlos@openaccessbpo.com

Test Environment implementation and Verification Summary
No test required as GPO was already implemented to other Campaigns.







Test Environment Results Summary
No test required as GPO was already implemented to other Campaigns.

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Configuration Change Template

Baseline File	3.1.145 JKA-VWIN-DC01
Baseline Version	4.0

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
SheerID: GPO  USER_GPO_GLOBAL_WALLPAPER  USER_GPO_XCMD  USER_GPO_XTASKMGR  USER_GPO_XCTRLPANEL  USER_GPO_XMDDR  USER_GPO_XBLOATWARE	Add GPO – USER_GPO_XFILES to delete all saved user files upon sign out.	No impact to production.	GPO

Physical Implementation Procedures / Advisory

Advisory sent to SheerID GTL and TL.

“Hi Ms. Lestle / Team,

Good day.

Please be advised that we will be implementing the automatic file deletion policy on Sunday, July 21 2019 at 17:00 - 17:30. After the implementation, users should expect that all of their files will be deleted upon log-off / automatic shutdown on idle.

Also please be reminded that leaving your computers on and non-shutdown after use is an offense under our Employee Code of Conduct and Information Security Policies.”

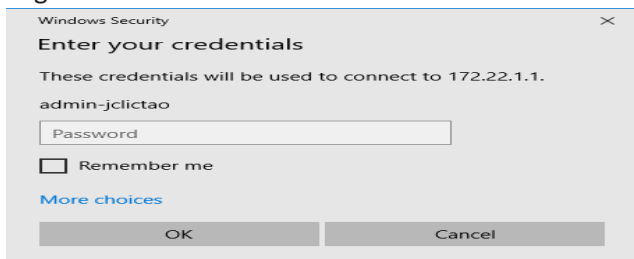
Backup Procedures

No Backup procedures required.

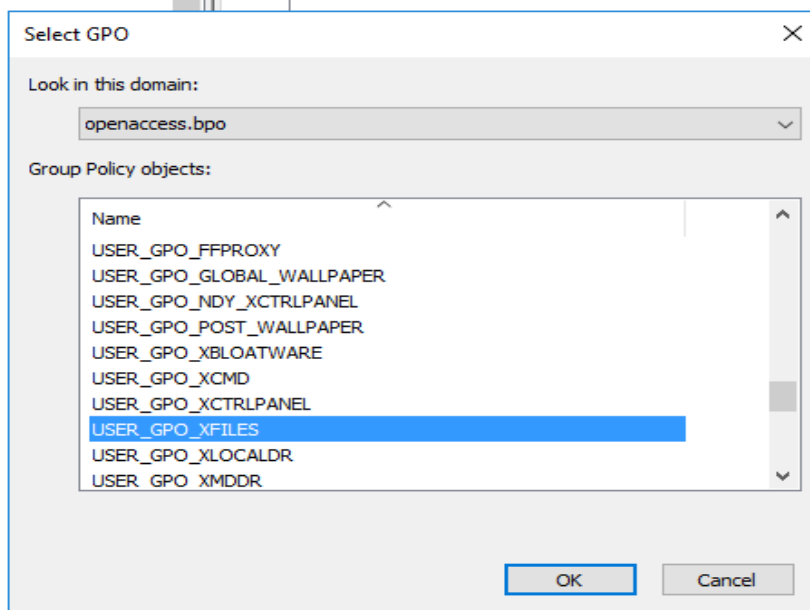
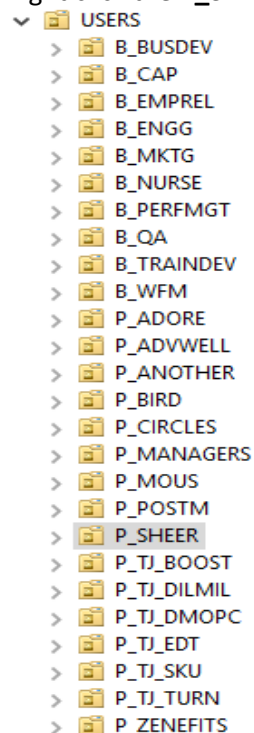
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Technical Configuration Procedures

1. Login to Domain Controller **JKA-VWIN-DC01** via RDP using admin account.




2. Open **Server Manager** > **Tools** then click **Group Policy Management** or run **gpmc.msc** to open GP Management.
3. On Organizational Unit, navigate to **MKT_JKA** > **USERS** > **P_SHEER**
4. Right click the **P_SHEER** then select **Link Existing GPO** and locate **USER_GPO_XFILES**, tick **OK**.



5. Open PowerShell and run **gpupdate /force**

Verification Procedures

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1. SheerID agent will login to their computer using NT account.
2. Open CMD the run **gpupdate /force** and **gpresult /r** to display the existing policy. The Applied GPO must reflect on the result.
3. Rlogin to computer and all saved files on the user profile is deleted.
4. Notify SheerID team and Lestle Carlos after the implementation for the confirmation.

Back-out Procedures

1. Log-on to the Domain Controller. Run **gpmc.msc** to open the Group Policy Management.
2. Navigate to SheerID Organizational unit, **MKT_JKA > USERS > P_SHEER** then right click assigned GPO – **USER_GPO_XFILES** and click Link Enabled to unlink the Policy.
3. Open PowerShell and run **gpupdate /force**.