

GSD. Network – How to request Secure Managed File Transfer

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to order SMFT access.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Secure Managed File Transfer service provides file directories accessible by internal and external parties/systems/users using a unified configuration and monitoring/auditing.

Details:

Via service catalog, anyone can order transfer storage space to share files.

The request form can be found here: Secure Managed Filetransfer (SMFT) (I001088)

SMFT is a billable service, with a monthly cost that is currently €50/month, but sooner or later new prices are expected. In return, users get 10 GB of storage and connectivity to SAP systems. If the 10 GB are not enough, you can buy another 10 GB via a separate form.

For people who access the share externally, or for machines/systems, extra accounts can be created, which are then actually created manually, whereby access is then only possible via SFTP and certificate. Currently the account creation in the AD is automatically handled by ServiceNow. Everything that can be configured is transferred via the form. An AD group is created for each directory group, because the access options are controlled via this group (also via the Samba share). The creation happens directly from the form.

The URL (the directory name) always results from a specification that comes from ServiceNow and is always incremented and a One Word Description that the user must provide (should describe what the share is used/needed for). As soon as an SAP system is involved (when a request is made), the "SAP access path" is created in SAP, which is filled out accordingly in the form.

Assignment Group:

EXT_WW_Global-Service-Desk-FLS-Capgemini (until further notice)

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Secure Managed Filetransfer (SMFT) (I001088)

https://fnc.service-now.com/sp?id=sc_cat_item&sys_id=005bca281b5c78500095fc07cb4bcb3f%20