Coursera

Google IT Support Certificate

Minor Certification (IV) -- System Administration and IT Infrastructure Services

Assignment: System Administration Consultation

Consultation Question 2 -- "W.D. Widgets"

Company Background:
- Small company, 80-100 people currently;
- Salesperson (mostly), sole IT person in company;
- Great revenue forecast; continuing to grow, expected to hire 100 more next years.

Found Condition / Chief Complaints	Evaluating needs and facing problems, limitations	Suggested to do / Improvements / Rationale behind
Condition 1 • Lack of IT support team • Human Resources Allocation is not optimised • Lack of issue management system	**PMHx:** • Sole person of IT support in 80-90 people company and expected to expand is non-sense. • No issue tracking system for expanding company, led the operations are not on your pace.	• Hiring 5-8 people with IT backgrounds and assigning them to the IT team is basic for an 80-90-person company, or even more employees to add. • A Ticket Management System for follow-up problems is highly considered. Prioritize every problem and settle issues. • Auto-kanban board (eg GitHub Service is a good approach).

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Condition 2 • Software deployment method can be improved	**PMHx:** • Manually install a lot of sales-specific software on every machine, spending a few hours for each machine.	• There should be some kind of server-side application software and supports multiple client logins to use the same software. • Should contact the software provider for details, and it would lower workload. • They can use Active Directory service to deploy software on multiple machines. • However, make sure the software is not too large and consumes a lot of server resources to run, retrieval of data may cost time. A server upgrade should also be considered if using this plan.
Condition 3 • Backup saving on single server	**PMHx:** • Backup everything on a single file server, customer data and so on. A disaster or human being damage may leave data lost forever.	• A clone, auto-done RAID-5 or cloud backup or NAS is considered to be implemented into the current architecture. • Mirroring data from a single server, and backup to the server in case of damage or loss. You can recover from / roll back from mirror images. • Depending on company culture, in-house likely companies usually use the RAID-5 / NAS and partially likely may use cloud services.
Condition 4 • File Server mapping is missing • Lack of permission setup on user-server level	**PMHx:** • Mapping like a directory for customer data for every machine. • User can alter or delete files on the server, and files may be lost for everyone.	• Read, write execute permission should be tightly configured, and managed to prevent case users from accidentally altering items or in the data security aspect. • After setting up the Active Directory Service, users can be assigned to different groups (policy),

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		which groups permission is vary different but under their responsibility and functional. Permissions should be tightly controlled by the IT team. ● Domain control should also be implemented, for this is initially inappropriate network access. It helps manage the network across the company and rules identity security requests. Further, is also a good way to supervise the security authenticating processes and requests within a network, safeguarding credentials access or denial.

By the way, said...
- 【Optional】Inhouse software
  - Inhouse software depends on company culture, it allows software developers to iterate faster, and make sure the design function is aligned with company needs.
  - However, it should suffer from some support shortage when the developer team leaves the company, and the skill of this software may be deserted. And their vulnerability to the latest threat is high, because they may lack security updates and poor security-based programming practices and maintenance.

Signature of assignment (Q2) submission: _____

Date of (Q2) Submission: _____