

Coursera

**Google IT Support Professional Certificate
MINOR Cert (IV)
System Administration and IT Infrastructure Services**

Google Career Certificates (Hong Kong), HKFYG scholarships

Assignment

System Administration Consultation

Receive grade

To Pass 80% or higher

Question ②	Easy (Most)
Question ③	Easy
Question ①	Hard

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Assignment:

For this writing project, you'll be presented with three scenarios for different companies. You'll be doing the systems administration for each company's IT infrastructure. For each scenario, present improvements to processes based on the company's needs and current restrictions. There's no right or wrong answer to your consultation, but your responses should explain the problem, the improvement, and the rationale behind them. Please write a 200-400 word process review for each company presented to you.

Learning Goals:

1. Use the systems administration concepts you learned in the course to provide technical improvements to current processes.
2. Implement solutions based on an organization's restrictions, like financial resources, number of users, etc.

Overview: You'll take what you learned in the System Administration and IT Infrastructure Services course and apply that knowledge to real-world situations.

3. Question 3

You're doing systems administration work for Dewgood. Evaluate their current IT infrastructure needs and limitations, then provide at least five process improvements and rationale behind those improvements. Please write a 200-400 word process review for this consultation. Remember, there's no right or wrong answer, but make sure to provide your reasoning.

Non-profit Company:

NPO

Dewgood is a small, local non-profit company of 50 employees. They hired you as the sole IT person in the company. The HR person tells you when they need a new computer for an employee.

Currently, computers are purchased directly in a physical store on the day that an employee is hired. This is due to budget reasons, as they can't keep extra stock in the store.

Con. 1

The company has a single server with multiple services on it, a file server, and email. They don't currently have a messaging system in place. When a new employee is hired, you have to do an orientation with them for login. You're also responsible for installing all the software they need on their machine, and mapping the file server to their computer. The computers are managed through Windows Active Directory. When an employee leaves, they're currently not disabled in the directory service.

Con. 3

Con. 4

The company uses an open-source ticketing system to handle all internal requests as well as external non-profit requests. But the ticketing system is confusing and difficult to use, so lots of the employees reach out to you directly to figure out how to do things. In fact, so many things are difficult to find that employees typically ask around when they have a question.

There are nightly backups in place of the file server. You store this information on a disk backup and take it home with you everyday to keep it safe in case something happens onsite. There's also a small company website that's hosted on the single server at the company. This website is a single html page that explains the mission of the company and provides contact information. The website has gone down many times, and no one knows what to do when it happens.

Con. 5
Con. 6
Con. 7
Offline backup

Con. 8

ddx - peripheral
- gateway

Webhost
GTA7Am, Host Service

should - shall be consider

Question 3

(Con.1) ~~Hire~~ Hire more IT Member In Company even You are NPO ; 50 members & 1 IT guy is not enough.

(Con.2) Computer and its general material should be bought from supplier in bulk.

- Supplier stocking is more reliable compared to physical store.

(Con.3) Multiple service on single server is fatal.

- Should be divided into different virtual machine or even cloud service.

- Even, the budget is limited, separate mini-server-machine also helps in case of disasters happened.

(Con.4) Active ~~Dir~~ ^{Directory} Account should be updated depend on employee status.

or training

(Con.5) Guideline for ticket management is needed, & implementing ticket mana. system is good approach. May be a Knowledge Mana. System to handle basic and easily occurred problems.

(Con.6)

Office disk backup should be done by auto, and NAS - RAID 5 is option ; Offline backup is also recommended to reinforce but store the disk backup in separated space in a good approach, but not in home.

Cont'd Question 3~~Ex~~

Single server in company solution to consider.

- o WebHost for website (static page)
- o GitHub page ↑

- Raspberry Pi server for email is affordable for APM

- NAS 4-bay is consider for file backups.

* Active Directory service for Software deploy

* Active Directory login should up-to-day status permissions

- Ticket Management System Guideline / Video Tutorial / Training Workshop that provide by 3rd party shall be consider.

- Project Kaban ticket mana. In GitHub shall be consider; more easy