

# ACCC SLA for Departmental Use of the UIC-AD

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Effective 8/14/2008

## **Introduction:**

This document describes the services provided by the ACCC for campus departments who wish to use the UIC Active Directory.

## **Service Description:**

The ACCC will create and delegate a organizational unit "OU" with full rights for departmental use. The ACCC will also create and delegate Group Policy Objects "GPOs" as needed by the department. Requests for new GPOs can be serviced by sending email to [LAN@uic.edu](mailto:LAN@uic.edu), response can be expected in one business day.

## **Requirements:**

**Technical Expertise** - The department must have a REACH person with sufficient technical expertise to maintain and manage the department's OU. Department administrators should demonstrate that they are proficient in managing a Windows 2000 Server by passing Microsoft Exam 70-215 or Windows 2003 Server Exam 70-290.

**Server Restrictions** – Departments will be restricted to running windows member servers in the UIC-AD. Domain controllers will be restricted to the ACCC for maintenance. Exchange servers are not supported in the UIC-AD.

**Object Restrictions** – The UIC-AD is populated with all user NetIDs on the UIC campus. Departments will not be restricted in the creation of user objects however any user object created in the departmental OU must exceed 8 characters in length. If a user ID is less than 9 characters the ACCC will automatically delete the account to avoid collisions with the UIC NetID name space.

**Account Delegation** – The AD accounts generated and maintained in the accounts.ad.uic.edu container will not be delegated to administrators in the UIC-AD tree.

**Group Policy Object Naming** – Group Policy Objects will always begin with a short department abbreviation. This abbreviation will allow automatic grouping of objects by department.

**Workstation Restrictions** – The ACCC officially supports Windows 2000 workstation and Mac OS 10.4 as the minimum requirements for use the UIC-AD. Clients are available for older operating systems but the ACCC will only provide support for Windows 2000 and Mac OS 10.4 or higher.

**Workstation Security** – All of the workstations and servers in the UIC-AD must have updated antivirus software with current definitions. Workstations and servers are required to check for and apply virus definitions and OS critical updates nightly.

**ACCC Acceptable Use Policy** – All users of the UIC-AD must comply with the ACCC acceptable use policy.

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**Service Cost:**

There is no cost to using the UIC-AD. The ACCC will create an OU in the UIC-AD and delegate all rights to department administrators. A basic orientation to the tools needed and recommended practices will be provided via phone or email. The basic setup involves two (2) hours of service to install a sample workstation and go over basic AD tools with a technical person in the department. Extended services beyond basic setup will be subject to the standard ACCC service call hourly fee.

**Agreement:**

By filling out the section below you have read, understand and agree to the requirements for using the UIC-AD. Failure to comply with the stated UIC-AD requirements or the ACCC acceptable use policy can result in suspension or removal from the UIC-AD. Provided the department complies with the UIC-AD requirements this service will automatically renew each year at no cost to the department.

Name of REACH Person:	_____
Department:	_____
Email Address:	_____
Phone Number:	_____
Department Head:	_____
Service Description:	UIC Active Directory Department OU
OU Name Desired:	_____ .depts.ad.uic.edu
Date Requested:	__ / __ / __
ACCC Approved by:	_____
Approval Date:	__ / __ / __
Contact Information:	Mark N. Goedert – ACCC (mgoedert@uic.edu)

Please sign and return this form to;

Mark N. Goedert  
ACCC  
MC135

You can also sign and fax it to;

312-413-7583

Once the agreement is received we will contact you to start the process of configuring the UIC-AD for your department.