

Computer Information & Networking Services

File Server Procedures

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File Server Procedures

1 Requests for new file servers

1.1 External Requests

Requests for new file servers will most often come from within CINS. However, it is possible that another department will request a server for a specific purpose.

All external requests for server hardware are to be submitted via a Price Quote for Hardware in RemedyWeb. The CINS network group will review the request and hold a meeting with the requester to determine exactly what the needs are.

- What is the purpose of the new server?
- Is the server critical to the department?
- What application software will be purchased for the new server?
- Who will access the server and via what method?
- Can an existing server achieve the intended purpose?
- Where will the new server be housed?
- If housed in the department, does a secure space, network cable, and UPS exist?
- Who will manage and maintain the server?
- If the department will manage and maintain the server, what provisions will be made to train a designated and backup administrator?
- Who will support the application software?
- How will it be backed up?

The CINS network group will obtain a hardware quote based upon the information gathered. Operating system licenses and standard file server software such as backup and intrusion prevention will be included in the quote. If application software is to be purchased, the requester will submit a Price Quote for Software request in RemedyWeb and CINS will coordinate the purchases.

All new servers will be delivered to the CINS network group for installation where configuration and security standards will be applied. If the network group approves the departmental management of the server, the designated administrator shall be present during installation.

1.2 Internal Requests

Internal requests for new servers will originate or be coordinated with the CINS network group. The network group will determine the hardware and software needs and submit a written request to the CINS Executive Director. The CINS Director of Operations and Networking Services is to be copied on all requests.

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The network group will install the new server while employing configuration and security standards. The network group will manage and maintain the new server.

2 Requests to purchase server-based software

All requests to purchase server-based software will be submitted to CINS via a Price Quote for Software in RemedyWeb. The CINS software group receives these requests and will determine what the requirements are. The software group will consult with the network group to determine if an existing server can be utilized and any other special considerations.

If the software is purchased, the software group will be responsible for the installation and deployment. The network group is to be notified of the installation and will be involved as needed.

3 Standards for installing a new server

3.1 Network Servers

- Apply current operating system service packs and driver updates.
- Install and configure virus detection software.
- Restrict user and group access rights to only those who need access.
- Install, configure, and test backup software.
- Install and configure secure remote console.
- Document configuration.

3.2 Windows Servers

- Format all drives NTFS
- Apply current operating system service packs/critical updates and driver updates.
- Rename local administrator and create a decoy.
- Disable local administrator decoy and guest accounts.
- Restrict user and group access rights to only those who need access.
- Stop unnecessary services.
- Install and configure virus detection software.
- Install and configure intrusion prevention software.
- Install, configure, and test backup software.
- Document configuration.

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3.3 Linux Servers

- Format all drives ext3.
- Apply current operating system service packs/critical updates.
- Create at least one normal user and initiate all logins with this user.
- Stop unnecessary services.
- Install and configure virus detection software.
- Install and configure intrusion prevention software.
- Install, configure, and test backup software when necessary.
- Install and configure Secure Shell for remote access.
- Document configuration.

4 Standards for maintaining servers

4.1 Netware Servers

- Review virus scan log files.
- Review backup log files.
- Review server error log files.
- Review disk space usage.
- Apply operating system and application patches.
- Document modifications and critical events.

4.2 Windows Servers

- Review virus scan log files.
- Review backup log files.
- Review event log files.
- Review disk space usage.
- Apply operating system and application patches.
- Document modifications and critical events.

4.3 Linux Servers

- Review virus scan log files.
- Review backup log files.
- Review system log files.
- Apply operating system and application patches.
- Document modifications and critical events.