Hokies Self-Service

Marc DeBonis - Systems Architect
VTmig - Microsoft Implementation Group
Virginia Tech - IS&C
March 11th, 2003
Background

- Populated root
- Users accounts in root
- Resources in children

- Production
  - Migrated from NT 4
  - Since July 10th, 2000
- Hosting DDNS for w2k.vt.edu zone
- 3762 users
- 6042 contacts
- 18 NT trusts
- 15 W2K child domains
Problems

- High TCO for user and computer maintenance
  - Resetting passwords
  - Unlocking accounts
  - Managing Exchange mailboxes
  - Workstation domain membership
  - System security for workstations
- No data synchronization between directories
  - Various data sources <-> AD
Problem of high TCO

- User required to contact several resources to modify data or service levels
  - Local staff
    - Local department IT staff (if any)
      - Centralized Helpdesk
        - Central IT Information Resource Management Group
        - Central AD administrators (worst case)
Solution to high TCO (part 1)

- Create ou for each department
- Create ou admins security group for each ou
- Add local IT staff to this group
- Delegate basic permissions to group
  - Reset password
  - Read all properties
  - Manage groups, group policy links
  - Unlock account
  - Roaming profiles, Home drive, et al.
- Instruct localized IT staff on use of MMCs
- Currently 22% of ous have ou admins
Solution to high TCO (part 2)

- Created a web based interface to the AD to allow end user management of their own data and services (Hokies Self-Service)
  - **My Information** - view/modify subset of user data
  - **My Security** - reset password, move account between ous, view local IT staff contact info
  - **My Services** - join workstations to a centrally administrated child domain with different levels of facilities management
  - **My Exchange** - create a calendar-only or full exchange account
  - **My Storage** - allocate 2.5GB of space on NetApp NAS, automatically set up roaming profile & home drive mapping, end user initiated backup recovery [WIP]
Login

To log in simply enter your Hokies ID and password below. If you have questions about your Hokies ID or about getting one [click here](https://hokiespw.ais.vt.edu/work/selfservice/authenticate.php). If you do not have a Hokies ID you may log in with your PID and password.

- **Hokies\:** [ ]
- **Password:** [ ]

[Log-In] [Clear]

---

The Hokies Self-Service website was developed and is maintained by VTmig (Virginia Tech Microsoft Implementation Group).

Javascript and cookies must be enabled and you must have Internet Explorer 5+ or Netscape 7+ to use Hokies Self-Service. [Detailed Privacy Statement](https://hokiespw.ais.vt.edu/work/selfservice/authenticate.php)
Welcome to the Hokies Self-Service website.

My Information
This section contains information broken down into three subsections: My Account, My Account Statistics, and My Contact Info. Here you can view and/or change your account attributes. (Version 1.1)

My Security
This section allows you to view/change which Organizational Unit (OU) you are in and also to join an OU. It also provides you with a list of your OU Administrators, who may be able to help you in the event that your account is locked out, forgot your password, etc. Additionally, this is where you go to change your Hokies password. (Version 1.1)

My Services
This section will allow you to add/remove workstations and modify your level of service in the University Services Domain. (Version 1.0)

My Exchange
This section will allow you to get an Exchange mailbox and change the type of mailbox you have. (Version 1.0)

And Coming Soon...

My Storage
This section allows you to sign-up and/or view the properties of the network storage space allocated to you. This will enable you to setup things like roaming profiles.

Version 1.3
My Information

For information about what an attribute is or does click on its name in the left column. Attribute names that appear in italics appear in the Global Address List (GAL) of Outlook/Exchange. You may change any fields that contain a white text box.

<table>
<thead>
<tr>
<th>My Account</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Unit</td>
<td>IAD</td>
</tr>
<tr>
<td>Object Class</td>
<td>user</td>
</tr>
<tr>
<td>User Logon Name</td>
<td>marcd</td>
</tr>
<tr>
<td>Direct Reports</td>
<td>HOKIES\zbowden</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:marcd@exchange.vt.edu">marcd@exchange.vt.edu</a></td>
</tr>
<tr>
<td>Logon Hours</td>
<td>Unrestricted Logon Hours</td>
</tr>
<tr>
<td>Manager</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Account Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad Password Time</td>
</tr>
<tr>
<td>Last Logon</td>
</tr>
<tr>
<td>When Changed</td>
</tr>
<tr>
<td>When Created</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
</tr>
<tr>
<td>Display Name</td>
</tr>
<tr>
<td>First Name</td>
</tr>
</tbody>
</table>
### My Security

**Organizational Unit (OU) Information**

- **Your current Organizational Unit is:** `iad`
- **Your OU Administrator(s) are:** Unavailable
- **Liaison:** Dave Hawes
- **Alternate Liaison:** James Powell

---

**Change the OU that you belong to**

- **OU:** cns
- **Department:** Communications Network Services
- **Liaison:** Wendy Robinson
- **Alternate Liaison:** Phil Benchoff
- **OU Administrators:** HOKIES\hutsonj, HOKIES\jchristi, HOKIES\marc420

---

**Information about changing your Hokies Password**

Please enter your old Hokies Password:

Password:

Please enter your new password:

New Password:

Please verify your new password:

New Password:

For more information about creating a Hokies Password, click [Here](#)
### Manage a Computer in the University Services Domain

**DURANDAL**
- **Workstation Name:** Windows 2000 Server
- **Operating System:** Windows 2000 Server
- **Service Pack:** Service Pack 3
- **OS Version:** 5.0 (2195)
- **Status:** Enabled

**Level of Service:** Some Facilities Management

**Change Level of Service to:**
- **No Facilities Management**
- **Change**

Click [Here](http://hokieepw.aie.vt.edu/work/selfservice/main.php) for detailed information about No Facilities Management.

### Add a Computer to the University Services Domain

You currently manage 1 computer in the University Services Domain. You are allowed to manage up to 3 computers.

- **Workstation Name:**
- **Level of Service:** No Facilities Management

Click [Here](http://hokieepw.aie.vt.edu/work/selfservice/main.php) for detailed information about No Facilities Management.

### Remove a Computer

Click [Add Computer](http://hokieepw.aie.vt.edu/work/selfservice/main.php) to remove a computer.

For more details about the University Services Domain, click [Here](http://hokieepw.aie.vt.edu/work/selfservice/main.php).
Current Exchange Mailbox: Full Exchange User

You can find information about setting up Outlook by clicking here.

To setup forwarding from your POP account to your Exchange account please use the Pidtool.

Full Exchange User

A Full Exchange User account is configured so that all data is received by the Exchange server, including your e-mail. Your address is still marcd@vt.edu. It is strongly recommended that you forward your POP account to your Exchange account. Go to the Pidtool Forwarding page for more details. The address to use for the forward is marcd@exchange.vt.edu. If you choose not to set up forwarding, you will receive mail on both servers so be sure to check both of them regularly. For a more detailed explanation click here.

For information about importing existing Meeting Maker data to your Exchange account, click here.

For information about importing existing mail to your Exchange account from Outlook Express click here or from Eudora click here.
My Storage

You currently have a share on the NAS. You have a Roaming Profile that is loading from this share and you have a Home Directory that is mapped to this share. If you would like to delete your share on the NAS: [Delete Share]

**Your NAS Settings:**
- Your quota is 2.5 GB
- Roaming Profile: Loaded from the NAS
- Home Directory: Mapped to the NAS

[Modify Share]

Space reserved for snapshot information
Problem of data synch

- Data disconnect between existing directories (SIMS, Banner, others) and AD
- Manual process to manage user and contact state in the AD (high TCO)
- No extended information created for objects in AD (GAL sparsely populated)
- Email confusion for Exchange users vs SIMS users (if not in GAL then manually type sendto)
Solution to data synch

- Developed nightly LDIF extract synch process
  - For all new employees add contact in the AD
    - Email forward to pid@vt.edu
  - For modify of current employees, modify applicable data in AD
  - For exiting employees, disable and mark for deletion from AD

- Hook to Hokies Self-Service
  - Users who are contacts in AD can login (via pid/password) and “upgrade” to a full user object
  - Once a full user, they have access to all Self-Service components
Summary

Problem
- High TCO for user and computer management

Solution
- Delegate permissions to local IT staff
- Create web interface for end user management of data and services
- Host child domain with multiple levels of FM for computers
Summary

- **Problem**
  - Lack of data synchronization

- **Solution**
  - Nightly LDIF extract to update user and contact objects in AD
  - Hooks in Hokies Self-Service to allow contacts to upgrade to full user accounts
References

- VT Microsoft Implementation Group
  - http://vtmig.w2k.vt.edu
- Windows 2000 at Virginia Tech
  - http://www.w2k.vt.edu
- VT NT User’s Group
  - http://vtntug.w2k.vt.edu
- Hokies Self-Service
  - http://selfservice.w2k.vt.edu
Hokies Self-Service

Marc DeBonis - Systems Architect
VTmig - Microsoft Implementation Group
Virginia Tech - IS&C
March 11th, 2003