



Enterprise File Server Service
Business to Customer Model
Service Definition

Purpose

This document defines the scope of the defined service and service roles and current support requirements needed in order to successfully deliver the UITS Business to Customer (B2C) model of the Enterprise File Server (EFS) Service.

Scope

UITS technical staff will create new folders on the root of a departmental share and add or remove a customer's access to a folder upon the receipt of a request via Service IT.

These requests should be initiated by individuals who have been designated by their dean, director or department head as being in the **Enterprise File Server Access Authorizers** role within their school, college, department or division.

It is recommended that if a school, college, department or division is enrolled in the UITS Managed Workstation Service in the B2C Model that the enrollment in the UITS EFS Service should also be in the B2C Model.

Service Roles

Enterprise File Server Service Manager

- Facilitates communications and notifications relevant to the Enterprise File Server Service customers and university community

Enterprise File Server Access Authorizers

- Initiates and approves requests for new folders and adding or removing individuals access to existing folders on the Enterprise File Server Service
- UITS requires a minimum of two individuals be listed as **Enterprise File Server Access Authorizers** for each school, college, department or division
- The respective deans, directors or department heads may assign different authorizers for different shares on their EFS Service file system

Current Support Requirements

- Modifications for a school, college, department or division will be performed by UITS technical staff via a request from the appropriate **Enterprise File Server Access Authorizers**
- Customers will not have the ability to manually create folders on the root of the folder structure
- Only folders will be created at the root level of the file structure and access provisioned via UCONN NetIDs
- Any requests for restricted folders will be created at the root level of the folder structure
- Hard quotas are managed by the **Service Manager** and any request for an increase to a hard quota will be forwarded to the appropriate **Enterprise File Server Access Authorizers** for approval
- The UITS EFS Service supports computers running Microsoft Windows 7 or 8/8.1 and Apple Mac OS X 10.9 or 10.10 operating systems
- Support for automatic drive mapping(s) to the UITS EFS Service on Microsoft Windows computers requires the computers to be joined to the UITS UCONN domain. Apple Mac OS X computers must be manually configured to mount the shared volume(s)