



**Enterprise File Server Service**  
Business to Business Model  
Service Definition

## Purpose

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This document defines the scope of the defined service, service roles, service components and current support requirements needed in order to successfully deliver the UITS Business to Business (B2B) model of the Enterprise File Server (EFS) Service.

## Scope

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UITS will provision UCONN IT Staff the ability to create new folders on a departmental share and set access control lists for folders on the file system. UCONN IT Staff will also be provisioned the ability to manage and create Active Directory security groups which can be used to manage access to folders on the UITS EFS Service system.

*It is recommended that if a school, college, department or division is enrolled in the UITS Managed Workstation Service in the B2B Model that the enrollment in the UITS EFS Service should also be in the B2B Model.*

## Service Roles

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### Enterprise File Server Service Manager

- Facilitates communications and notifications relevant to the Enterprise File Server Service customers and university community
- Ensures UCONN IT Staff are provisioned access to manage existing UITS EFS Service active directory security groups, create new security groups, and control the access control lists for defined areas on the UITS EFS Service file system
- Document best practices for managing the file system of a school, college, department or division on the UITS EFS Service

### UConn IT Staff

- Technical professional(s) identified by the school, college, department or division as being responsible for that areas file server access and organization
- Creates new folders and assigns permissions as well as manages access to existing folders with UITS UCONN domain security groups

## Service Components

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### Active Directory

- Access is provisioned via customer UCONN NetIDs using UITS UCONN domain security groups

## Current Support Requirements

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- 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
- Hard quotas are managed by the **Service Manager** and any request for an increase to a hard quota should come from the appropriate UCONN IT Staff for a department, division, school or college
- 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
- Support for automatic drive mapping(s) to the UITS EFS Service on Microsoft Windows computers requires a customer's UCONN NetIDs be a member of the applicable mapping security group
- Apple Mac OS X computers must be manually configured to mount the shared volume(s)

- Requests for new folders or modifications to an individuals access received by the UITS Help Center for a Business to Business Customer will have a Service IT request created and assigned to the applicable UCONN IT Staff