

Active Directory Services

Last updated 11-3-23

[Active Directory Services](#) is the shared centralized authentication and authorization service that provides authorization, roles and group services and enforces security policies, installs, and updates software, and assists with identity management. Microsoft guarantees a 99.99% availability for Azure Active Directory (AAD), Business-To-Business (B2B), Active Directory Synchronization Service (ADSS), and Azure Domain Controllers. WaTech will maintain a 99.9% service availability for the Enterprise Active Directory (EAD) Production Root, excluding scheduled maintenance periods. WaTech will maintain a 99% service availability for the EAD Pre-Production Root, excluding scheduled maintenance periods. WaTech will use generally accepted information technology management practices and tools and every reasonable effort to meet the service levels for EAD.

Services provided under Active Directory services:

- [Enterprise Active Directory \(EAD\)](#)
- [Azure Active Directory \(AAD\)](#)
- [Business-to-Business \(B2B\)](#)
- [Active Directory Synchronization Services \(ADSS\)](#)
- [Azure Domain Controllers \(DC\)](#)

Intended customers

AAD, B2B and Azure DC is available for EAD and Enterprise Shared Tenant customers. ADSS is for entities that have their own Azure Active Directory Tenant. With the increase in cloud-related services and collaboration with vendors and state entities outside of EAD there has been an increase in AAD, B2B, ADSS and Azure DC services.

Options available with this service

- AAD and B2B services are offered as part of the Enterprise Shared Tenant to customers who are part of EAD.
- ADSS is a hosted service by Microsoft that runs in Azure Cloud. ADSS allows organizations to operate independently with the ability to collaborate with multiple AAD Tenants. ADSS syncs users, groups and contacts between multiple AAD tenants to enable cross-organization collaboration within separate M365 instances.
- Azure DC is a service offered to EAD customers hosted by WaTech in Azure to provide agencies an extension of EAD for cloud services. Agencies can connect via VPN from their existing Azure or AWS environments to take advantage of domain services. The service fees include the pre-production and production environment.

Customer engagement

- Monthly Forest Resource Group (FRG) meeting where Active Directory related topics are discussed. Governance is via the Enterprise Active Directory Steering Committee.
- Monthly Advisory Committee and Fireside Chat sessions where agencies can discuss services related to Active Directory.
- Semi-annual customer town hall with all Computing Services teams providing updates and gathering customer feedback.

Helpful information

Service category

Identity

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- [Enterprise Active Directory \(EAD\)](#)
- [Enterprise Shared Tenant](#)

How to request service

Eligible organizations must first enter into a [Master Service Agreement \(MSA\)](#). [See if you qualify for an MSA](#).

and

Submit a request for service through our [Customer Portal](#).

Service owner

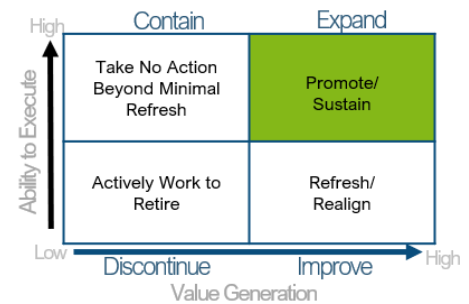
Angie Sherrer

- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with business relationship managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

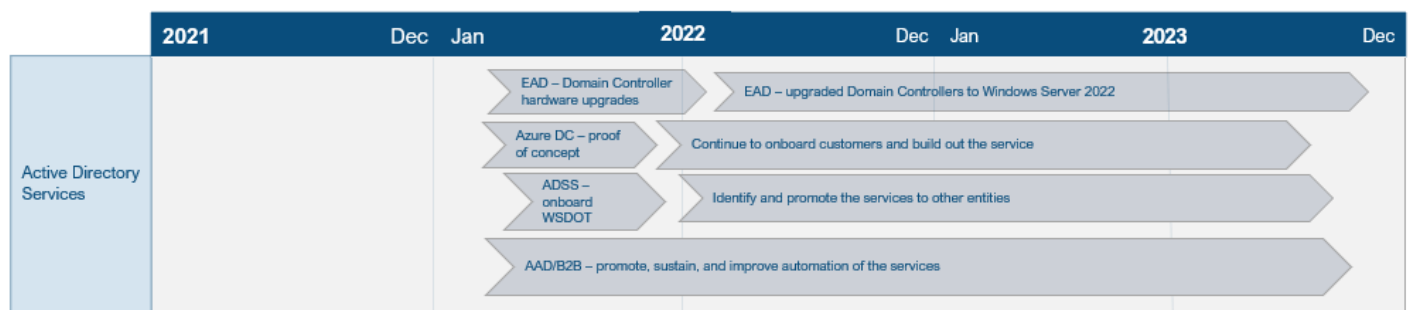
Current activity

- Upgrade Global Catalog (GC) servers to Windows Server 2022 and maintain cadence with security and monitoring tools advancements. Complete GC upgrades to Window Server 2022 by end of Summer 2023.
- Azure DCs as a Service has onboarded five new customer agencies and continues to grow the customer base.
- Maintain the current environment and upgrade hardware to support the rollout of Microsoft Defender for Identity Sensors.
- Promote the ADSS services to other entities that have their own Azure Active Directory tenant enabling collaboration within the Enterprise Shared Tenant managed by WaTech. WSDOT and WSP have been completely onboarded into ADSS and we are now working with OSOS.



One- to two-year goals

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- Develop a roadmap based on Microsoft recommendations to migrate on-premises EAD and build redundancy in Azure to reduce the reliance on the Quincy data center. Continue to build out and improve the DC/GC in the Azure service as a replacement for on-premises DCs in Quincy.
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- **Three- to five-year goals**
- Maintain continued cadence with security and monitoring tools advancements.
- Expand the ADSS service where and when appropriate to improve collaboration.



Service review and fully loaded service budget projection

Revenue source

EAD is a vital service to manage identities and is now a part of the Enterprise Shared Tenant Management fee. AAD service and B2B service capabilities are also part of the Enterprise Shared Tenant.

Azure DC operates on a nominal fixed-per-agency rate. This service will break even when 10 agencies join the service.

ADSS operates on a one-time onboarding fee and tiered monthly rate based on the number of agencies receiving the service.

Net income over time

The Dip in revenue in FY2022 is a result of rolling the EAD into the Shared Tenant service offering. Cost Centers 4721 and 4724 will become a part of Cost Center 4365.

