



North Carolina
Department of Environment
and Natural Resources

P O L I C Y and S T A N D A R D

Section: Information Technology Services

Subject: Network, Server, and Desktop Standards

Approved By: DENR Chief Technology Officer

Eff. Date: 3/17/2008

Revised: _____

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1.0 Background and Purpose

The DENR Technical Management Committee (TMC) recognizes that technology trends and general practice have led to an enterprise computing environment characterized by excessive complexity. As complexity increases, quality of support tends to decline and cost of support to increase. Also, enforcement of department-wide IT policies becomes problematic, if not impossible. DENR seeks a network and workstation standard that maximizes the flexibility of its staff in the selection of productivity applications, provides common management interfaces, minimizes resources required for user and application support, and allows top-down application of policies across the enterprise through technical controls.

2.0 Policy

The DENR TMC is responsible for setting enterprise-wide network, server, and desktop standards. All DENR agencies must conform to those standards, although exceptions may be granted on a case-by-case basis as outlined in section 5.0 below.

3.0 Standards

3.1. Server and Network Operating System (NOS): Microsoft Windows Server 2003 (or the current version) is to be the Server and Network Operating System for DENR. This includes the implementation and use of Microsoft Windows Active Directory.

3.2. Management Tools: Systemtools' Hyena is to be used as the standard desktop administration tool for DENR Local Area Networks (LANs). Microsoft System Center Configuration Manager (SCCM) is to be used as the standard management suite for DENR LANs.

3.3. Desktop Operating System: Regardless of the hardware configuration, desktop computers as defined above will operate with the version of Microsoft Windows specified by the Chief Technology Officer (CTO). At the present time that specification is Windows XP Professional with service pack 2.

3.4. Desktop/Laptop Imaging: Symantec Ghost Solution Suite is to be used as the standard software for imaging and deploying desktop and laptop computers.

3.5. Server Naming Convention: A standard naming convention for servers is to be adopted. Using the available fifteen characters the convention is as follows:

- Characters 1-4 are to represent the division or business unit. (e.g. the Asheville Regional Office would use ARO)
- Characters 5-8 are to represent the site number where the server is located. (e.g. servers at the Asheville Regional Office would use 029)
- Characters 9-12 are to represent the function of the server. (Examples below)
- Characters 12-15 are to represent a sequence or iteration number.

Server functions are defined as follows:

- APP – Application server
- DB – Database server
- DC – Domain Controller
- FS – File and/or print server
- MGMT – Management server
- WEB – Web server

4.0 Adoption of the Standard

These standards apply to any purchase and installation made after this document's effective date. The standards are not retroactive.

5.0 Exceptions

It is expected that all divisions and offices within DENR shall adhere to these standards; however, exceptions may be granted for special situations. Written requests for exceptions should be directed to the CTO. Where appropriate the CTO may forward the proposal to technical experts in DENR ITS to comment on the request. The request plus comments shall then be placed on the TMC agenda for review and a decision by the TMC. The requester shall attend the TMC review session to make their case. The requests should include: 1) the name

and title of the requester, 2) the requesting organization, 2) the exception that is being requested, and 3) a statement of the special circumstances that are intended to justify the request.

The request will be approved by the CTO without further review if the division requesting an exception has a TMC-approved Technology Plan which includes provisions for the purchase and support of desktop computers, with these purchases linked to their business objectives.