DOCUMENT REVIEW COMMENTS

INSTRUCTIONS

1. Create a row for each comment. To create a row , Tab out of the last cell.
2. If you have General comments on the document that do not correspond to a page number, place the abbreviation Gen. under the page number column.
3. If there is no paragraph or line number, leave blank.
4 If you have comments addressing a figure on a page, place the figure number under the paragraph number column.

COMMENT CATEGORY DEFINITIONS

Critical. A critical comment indicates non-concurrence with the document until the comment is satisfactorily resolved. Restrict critical comments to Cost/Schedule/Performance Parameters, Concept of Operations, and other fundamental issues that would bring into question the rationale for the document to be approved. If the document sponsor does not resolve the non-concurrence, the document proceeds to appropriate higher-level management with the issue highlighted for resolution.

Substantive. A substantive comment is provided because a section in the document appears to be or is potentially unnecessary, incorrect, misleading, confusing, or inconsistent with other sections.

Administrative. An administrative comment corrects what appears to be a typographical, format, or grammatical error.

Sponsor Column Key. A = Accept R = Reject P = Partially Accept
Sponsor comments required for responses of "Reject" or "Partially Accept"

Document Title	Version	Document Date
Delegated Server Administration Roles and Authority Standard	0.03	8/11/2006

Reviewer			Page No.	Para. No.	Line No.	Category (check one)			Reviewer Comments	To be completed by Sponsor	
Agency	Section	Name – Last, First				Critical	Subst.	Admin.		A/R/P	Comments
DWD	BITS	DWD				X			Overall, it may be very difficult for DET to grant the granular access this document and the Powerpoint seem to indicate can be done within a Windows environment. Both the cost of a tool to facilitate fine grained delegation and the staff time to implement and manage it may be overwhelming.		
DOT	ITSA	Jaeger, Jay	ALL			X			The document does not describe at all the considerations to be used when deciding whether or not to delegate a particular authority under a particular role. It provides no information to be used to help someone decide what to do – a primary goal of a standard or policy.		
DOT	ITSA	Jaeger, Jay	ALL			X			The document does not provide any information to confirm that all the necessary roles have been identified in each domain, nor does it describe the authority required for the roles it does define. The basic problem I see is that there are no USE CASES defined. Use cases, by describing and defining who has to do what in each given situation provide invaluable information in making these kinds of decisions. What I see instead appears to be essentially "best guesses". I don't think that is enough.		

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DWD	BITS	DWD	1					X	Since the document encompasses more than just server administration roles please change the word server to technical in the title.		
DWD	BITS	DWD	1					X	The category and subcategory items should also be changed to reflect that this is not just a server related document.		
DOT	IT Strategies and Architecture (ITSA)	Jaeger, Jay	1	0			X		The title mentions “Authority” but authority is nowhere else mentioned in the document. So I cannot tell what Authority actually means here, but will assume it means “authorization and ability to perform some action”. Is the language intended to imply that anything that requires delegation is, by some definition “Administration”? (The rest of the document carries that implication).		
DOT	ITSA	Jaeger, Jay	1	23-59					Nice definitions. I am supposing these had their origins in ITIL somewhere.		
DOT	ITSA	Jaeger, Jay	1	41-59			X		Primary, Secondary, Tertiary do indeed read like levels. The others: Approver, Audit, Consulted, Informed and Assigned/Uses don’t seem to be levels; they certainly do not form a strict hierarchy. They feel more like classifications. Is a subtitle missing somewhere? Meeting Note: Jay saw as another dimension to describe what they are.		
Rock		Crittenden, Mickey	2		69		X		It may be appropriate to include a bullet that states: O Fosters consistent server administration practices methods, and tools usage.		
DWD	BITS	DWD	2	6			X		Many people felt bullets 1 and 4 within this section were questionable in terms of their actual benefit. Bullet 5 was difficult to interpret.		
DWD	BITS	DWD	2	8	2		X		Should the second line after the comma say ", the customer's role…"?		

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DOT	ITSA	Jaeger, Jay	2	61-66		X			I can't tell what the rationale is for. I cannot tell what this document is standardizing. Meeting Notes: Jay says it was more of a what than a why, and that rationale should be a why. The stuff under there would fit better under description. What is it that we are standardizing? It is the roles, the process, etc. Just say what this standard is intending to do, not all of delegated administration.		
DOT	ITSA	Jaeger, Jay	2	69-82		X			Same problem as above. Since I cannot tell what this "standard" actually standardizes upon, it is hard to "believe" the benefits listed.		
DOT	ITSA	Jaeger, Jay	2	84-92		X			It is becoming slightly more clear, now. This particular material does not appear to belong here. This material belongs under "Description". It is saying that we have a certain set of business requirements. Trouble is, the items listed in this paragraph are not even 10% of the business requirements for delegation. Without that documented (or at least referenced from this document), the rest of the document does not "hold up". Regardless, these are certainly not "Technical Considerations"		
DOT	ITSA	Jaeger, Jay	2	93-97			X		Similar story, but to me this belongs under "Migration Strategy". In the first sentence, line 94, it is not at all clear who "their" is actually referring to. I have no idea what the last sentence, on lines 95 thru 97 is trying to say, nor is it clear how that relates to delegation roles and authority.		
Rock		Crittenden, Mickey	3		115			X	Word 'server' should be 'servers'		

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Rock		Crittenden, Mickey	3		116			X	Add the work 'at' before 'DET'		
Rock		Crittenden, Mickey	3		126			X	"customers business" should read "customers' business".		
Rock		Crittenden, Mickey	3		128		X		The phrase 'trust relationship' needs to be explained, perhaps as part of Appendix A.		
DWD	BITS	DWD	3	1			X		What is the third level role/hierarchy referred to here?		
DWD	BITS	DWD	3	5		X			How will the decision about the access that will be granted to any agency be completed? What is the process people will go through to request access, what type of information is needed to determine how to meet the request, and how will the business impact of the decision be included in the process?		
DOT	ITSA	Jaeger, Jay	3	99-103			X		"role levels" are not defined. The reader is left to guess that if someone delegates authority to another, and if that person then delegates authority to yet another person, that is three "levels". This whole section is "clear as mud".		
DOT	ITSA	Jaeger, Jay	3	100-102		X			"Identifying multiple levels of administration authority will provide adequate coverage in each role". As stated, this is a tautology – it is true on the face of it. It is like saying reading the price tag on a shirt will tell you how much the shirt costs. A more useful statement might be: For each authority, the necessary and appropriate roles to cover the necessary tasks under that role will be identified, defined and documented"		

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DOT	ITSA	Jaeger, Jay	3	101-103			X		The last sentence under Guidelines does not seem to be telling me anything useful. The list is essentially the same as the items under "Role Level" (the ones that don't seem to actually be levels). So, how are they "Additional" roles? (Appendix A does not really list roles and certainly does not list responsibilities).		
DOT	ITSA	Jaeger, Jay	3	113-122		X			Several issues here. First of all, the magnitude of the migration is not described – we cannot tell how big the "breadbox" of migration will be, and what the impact on the agencies and their staff, citizens, partners and regulated entities will be. The delegation model is very restrictive, and does not appear to recognize that the delegation of roles – the boundary between what gets delegated, and to whom, will change over time. Customer is not the best word here. It implies a very unequal relationship. DET and the agencies must be partners in providing service to the citizens and agency partners.		
DOT	ITSA	Jaeger, Jay	3	114-116					As stated earlier, the fact that delegation will need to change over time is not dealt with. The fact that "Customers will have a contact DET to perform" is an assumption about a particular (manual) implementation of delegation. The fact that so much emphasis is placed on such a slow, cumbersome process to get things done tells me directly that the delegation tools and processes envisioned will not be sufficient.		

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DOT	ITSA	Jaeger, Jay	3	113-122		X			This document misses the important point that delegation is appropriate and useful within the central DET IT organization, as well as in the relationship between DET and the agencies. There are all kinds of opportunities to use delegation to limit access to only that which is necessary, to make such actions auditable, improve adherence to standards, and to improve DET productivity.		
DOT	ITSA	Jaeger, Jay	3	124-127				X	OOPS. Well, I guess we missed that boat.		
DOT	ITSA	Jaeger, Jay	3	131-133		X			"High-level domain roles" is not defined.		
Rock		Crittenden, Mickey	4		155			X	Phrase 'in-house created' should read 'in-house developed'.		
Rock		Crittenden, Mickey	4		167			X	Phrase 'in-house created' should read 'in-house developed'.		
Rock		Crittenden, Mickey	4		176			X	Word 'to' should be added before 'administer'.		
DWD	BITS	DWD	4			X			What happened to the documentation the SIS delegated admin team created? This included more details about the process and a matrix that had more details on specifically what functions certain roles could perform.		
DWD	BITS	DWD	4			X			The document should indicate if the roles will be done by DET, agency, or both. This will help agencies determine what they will or won't be doing and should help DET determine if they have enough staff to fulfill the roles only they would be performing.		
DWD	BITS	DWD	4				X		The application owner administrator should include Citrix apps that will be deployed to the Citrix servers as well.		
DWD	BITS	DWD	4				X		There should also be a Batch System Administrator role as well and the primary function should be to manage the batch system/software where as the Batch Operations Administrator should just manage batch jobs.		

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DOT	ITSA	Jaeger, Jay	4-6	145-271		X			I think it is beyond the scope of WEAT to decide whether or not a particular role definition is "good" or not. There needs to be some other way to direct such questions to experts in those particular "domains" of knowledge. That must occur before WEAT is asked to approve these. My current feeling is that those "subject matter experts" are not responding, feeling that either their response really won't matter, or because they are overwhelmed.		
DOT	ITSA	Jaeger, Jay	4-6	145-271		X			These definitions are extremely flat "all or nothing" roles. They are so flat that they really seem to be authorities, rather than roles. I don't see any auditing "class" roles I don't see any consulting "class" roles I don't see any informed class roles		
Rock		Crittenden, Mickey	6		269			X	'DET supported' should read 'DET-supported'		