Procedure to grant server access to consultants and vendors

Overview

Here at Brandeis, we use a wide variety of applications. For the purpose of configuring and maintaining them, we often need vendors and/or consultants to have access to our servers. We grant them RDC access to specific Windows servers and SSH access to specific Linux servers. Below, we outline the procedure for granting consultants access to our servers.

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Submit a ticket requesting access

- A ticket needs to be submitted to the netsys team by the consultants on site contact (a Brandeis employee).
- The ticket needs to specify which server they are trying to access.
- The ticket needs to specify which username they will use to access the server.
- The ticket needs to specify the IP address of the machine from which they will initiate their connection (either through wormhole or a domain connected Brandeis machine).
- The ticket need to specify which firewall ports are to be opened on the destination server (the machine they are trying to connect to).
- In the case of a Linux server, the person's public key needs to be attached to the ticket.

Windows Box access request

- Access to Windows servers is granted by AD group membership rather than adding individual users to the Windows server.
- The vendor's/consultant's on site contact (always a Brandeis employee) has to state in the ticket which AD group they should be added to.

Linux Key access request

- We seldom create local account for non Brandeis employees on linux boxes.
- We grant them SSH access to our Linux servers.
- The steps outlined in that document are to be sent to the consultant/vendor, in order for them to generate their ssh public/private key pair properly.