



70-298

Microsoft

*Designing Security for a Microsoft Windows Server
2003 Network*

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Case Study #1, Alpine Ski House

Overview

Alpine Ski House operates ski resorts that provide accommodations, dining, and entertainment to customers.

The company recently acquired four resorts from Contoso, Ltd.

Physical Locations

The company's main office is located in Denver.

The company has 10 resorts in North America, three of which are in Canada. The four newly acquired resorts are located in Europe. Each resort has between 90 and 160 users.

Planned Changes

The following planned changes will be made within the next three months:

- The company will open a branch office in Vienna. The Vienna office will support the four European resorts in the same way that the Denver office currently supports the North American resorts.
- All servers in North America will be updated to Windows Server 2003.
- All client computers will be upgraded to Windows XP Professional.
- After the member servers and client computers in the Windows NT 4.0 domain are upgraded, the NT domain will be migrated into Active Directory.
- A new file server named Server1 will be installed and configured. It will run Windows Server 2003.
- Each resort will have several kiosks installed for unauthenticated users, such as resort customers.
- To remain competitive in the upscale market, the company will make wireless internet connections available to customers visiting the resort.

Business Process

The information technology (IT) department is located in the Denver office. The IT department operates the company's Web, database, and e-mail servers. The IT department also manages client computers in the Denver office. IT staff members travel to resorts to perform major upgrades, new installations, and advanced troubleshooting of servers that are located in resorts in North America.

Each resort has at least one desktop support technician to support client computers. Depending on their experience, some technicians might have administrative rights to the servers in their resort.

The European resorts have a common finance department.

The human resources (HR) department maintains a Web application named hrbenefits.alpineskihouse.com that provides confidential personalized information to each employee. The application has the following characteristics:

- It uses ASP.NET and ADO.NET.
- It is hosted on a Web server in the Denver office.
- Employees can access the application from work or from home.

The reservations department maintains a public Web site named funski.alpineskihouse.com. The Web site has the following characteristics:

- It uses ASP.NET and ADO.NET.
- It is accessible from anywhere on the Internet.
- The Web site also includes static content about each resort.

Directory Services

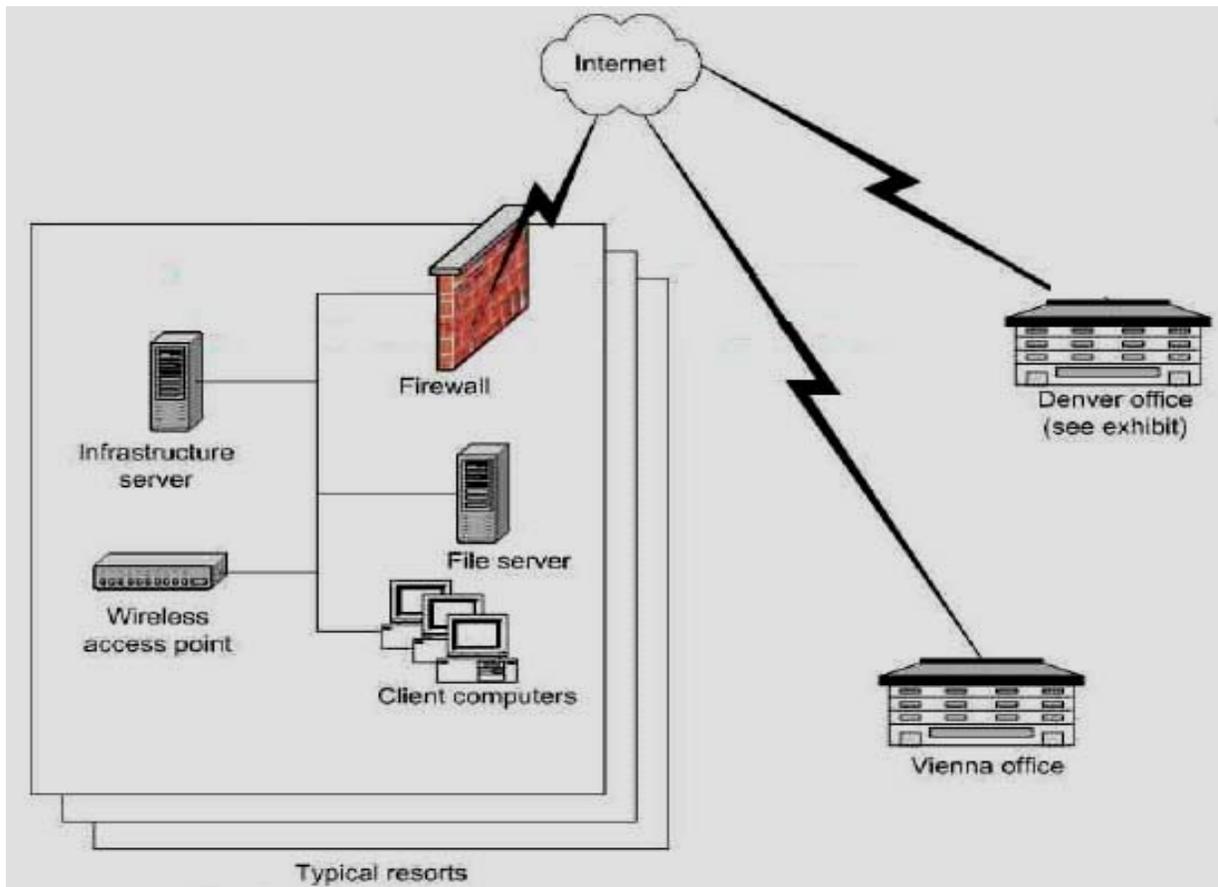
The company uses an Active Directory domain named alpiniskihouse.com for North America. The Denver IT Department administers the domain. The alpiniskihouse.com domain will remain the forest root domain.

The European finance department has a Windows NT 4.0 domain named CONTOSODOM. Each European resort contains a domain controller that runs Windows NT Server 4.0

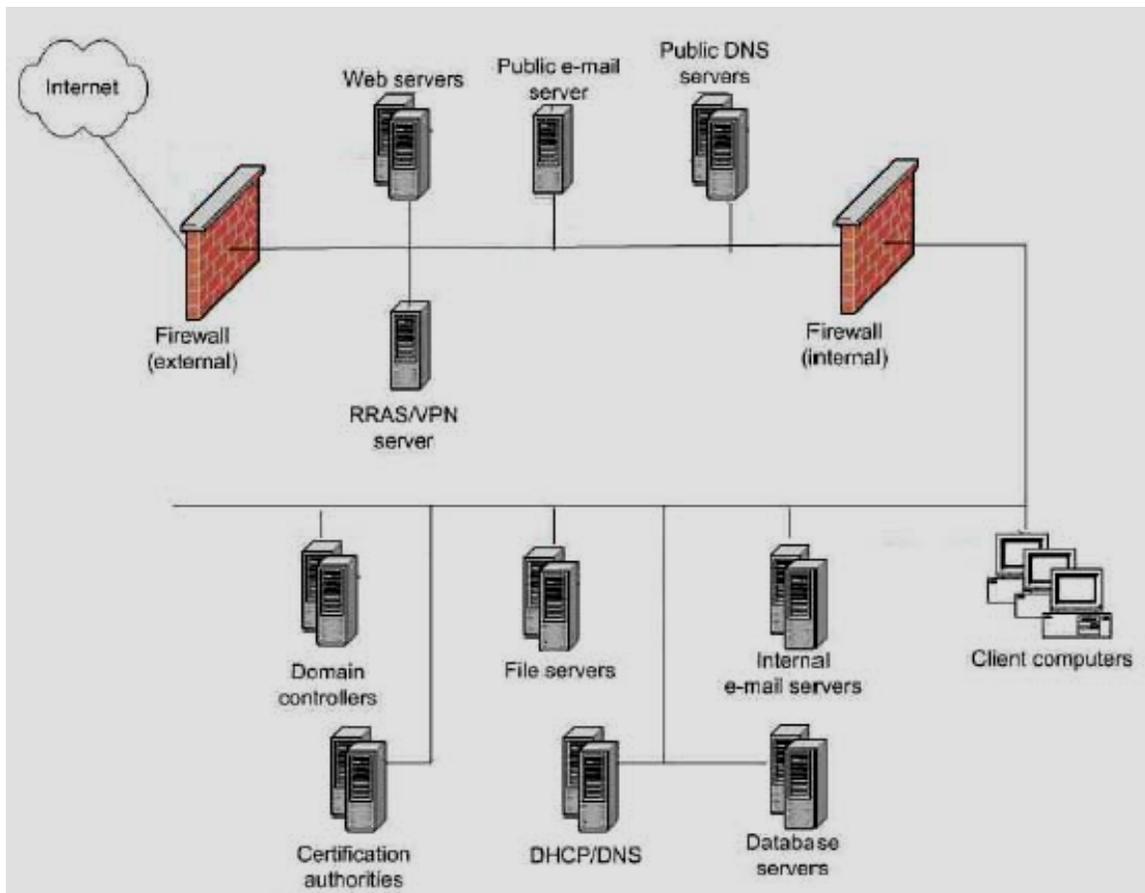
All employees have user accounts in either Active Directory or in the Windows NT 4.0 domain.

Network Infrastructure

The existing locations and connections are shown in the **Network Diagram** exhibit.



The network configuration of the Denver office is shown in the **Denver Office Configuration** exhibit.



All company servers in North America run Windows 2000 Server. All company servers in Europe run Windows NT Server 4.0. All company client computers currently run Windows 2000 Professional.

There is one file server in each resort and in each office.

The company's offices and resorts are connected by VPNs across the Internet.

Wireless access points have been installed at each resort for staff use.

Chief Information Officer

Securing our corporate data is vitally important. Here are the priorities, as I see them:

- We keep a significant amount of personal customer information on file. This data is an important corporate asset that we must protect.
- All public key infrastructure (PKI) certificates that we use must be trusted widely. Customers must not be required to perform additional actions to gain access to our Web sites.

We established security policies and logging requirements. If someone attempts to violate these polices. I need to be notified immediately so that I can respond.

IT Manager

To avoid expensive dedicated WAN links, we use VPNs instead. However, we do not want users to download updates directly from the Internet.

Also, I want to automate routine administrative tasks. When we get busy, sometimes even important tasks are not completed. So, IT administration must require as little manual overhead as possible.

I am worried that my staff is overwhelmed by the amount of log items that just show regular actions like logging in and printing. I am concerned that something important is going to be missed.

Currently, the legacy application used to manage resort functions at the resorts reads and writes a registry value that nonadministrative users cannot change. The application will run correctly if users are made administrators on the client computer, but this violates the company's written security policy.

Organizational Goals

The following organizational goal must be considered:

- The company must be able to share information between offices and resorts, but customer's personal information and other confidential corporate data must be encrypted when it is stored and while it is in transit.

Written Security Policy

The company's written security policy includes the following requirements:

- When an administrator performs a security-related action that affects company servers, the event must be logged. Logs must be saved. When possible, a second administrator must audit the event.
- Only IT staff and desktop support technicians at the resorts are allowed to have administrative permissions on client computers and to change other user's configurations.
- All client computers must be configured with certain desktop settings. This collection of settings is named the Desktop Settings Specification, and it include a password-protected screen saver.
- Kiosk computers must be configured with more restrictive desktop settings. This collection of settings is named the Kiosk Desktop Specification. The ability to change these settings must be restricted to administrators.
- All client computers must be kept up-to-date with critical updates and security patches when they are issued by Microsoft; however, the IT department must approve each update before it is applied. Only European IT administrators are allowed to approve updates for computers in Europe. Only North American IT administrators are allowed to approve updates for computers in North America.
- Public Web servers must not accept TCP/IP connections from the Internet that are intended for services that the public is not authorized to access.
- Customer user accounts must not be stored in the same Active Directory domain as employee accounts. Administrators accounts from the domain are domains that store the customer user accounts must not be able to administer the employee accounts under any circumstances.
- All data in the hrbenefits.alpineskihouse.com Web application must be encrypted while it is in transit over the Internet.
- Each employee must use a PKI certificate for identification in order to connect to hrbenefits.alpineskihouse.com.

Customer Requirements

The following customer requirements for wireless access and kiosk computers must be considered:

- Staff and customers must be able to access the wireless network; however, corporate servers must be accessible only to staff.
- Kiosk computers can be used for browsing the Internet only. Kiosk computers will run Windows XP Professional.
- Frequent customers must be able to establish accounts through funski.alpineskihouse.com. The account information must be stored in Active Directory.
- All customer personal information must be encrypted while it is in transit on the Internet.

Active Directory

The following Active Directory requirements must be considered:

- The domain must contain one top-level organizational unit (OU) for each company location. Accounts for staff members must be located in the OU for their primary work location.
- All IT staff that support users must be members of the AllSupport security group. Highly skilled IT staff must also be members of the security group named AdvancedSupport. Less experienced staff members must also be members of the BasicSupport group.
- All client computers in Europe must be configured according to the Desktop Settings Specification, even if the domain upgrade is incomplete at the time.
- Desktop support technicians at each resort must be able to reset user passwords for staff at that resort.

Network Infrastructure

The following network infrastructure requirement must be considered:

- Authorized IT staff must use Remote Desktop Protocol (RDP) to manage the servers in the perimeter network.
- IT staff must also be able to use RDP to manage servers at resorts.
- Resorts must receive critical updates and security patches from their own continent.
- Each resort must have one or more Windows Server 2003 computer that is configured as an infrastructure server to handle DNS, DHCP, and any VPN connections.
- After Server1 is deployed, all users in the company must be able to create and read files stored in a shared folder named AllUsers and Server1.
- Only members of the Web Publishers security group may make changes to the public Web site. All changes must be encrypted while being transmitted.

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