

Cobweb Customer Directory Integration (CDI) Service Description

1. Introduction

The Cobweb Customer Directory Integration (CDI) Service enables synchronisation of the customer's user account details with the "Cobweb Control Panel". If you are using Microsoft Active Directory to manage users, you can simplify user management with our Customer Directory Integration service.

CDI enables Active Directory user account information to be extracted and then synchronised with your "Control Panel". The CDI service can be used to synchronise user details, contacts, password synchronisation and allows for bulk user creation.

1.1 Business Benefits

Cobweb Customer Directory Integration (CDI) service provides one-way synchronisation from a customer's local / on-premise Active Directory to the "Cobweb Control Panel".

- Simple user management for administrators
- Optional automatic service assignment for easy provisioning of services
- Internal and Cobweb Hosted Services user details regularly synchronised
- Optional password synchronisation allowing unified password sign-in experience.

2. Security

- The delivery of the Cobweb CDI service is controlled by our ISO27001 Information Security Management policies and procedures
- The data is encrypted and sent over HTTPS to the "Cobweb Control Panel"
- The network security at the data centre is fronted by multiple resilient firewalls. Security procedures involve advanced monitoring of network traffic, router loading and application behaviour
- Our state-of-the-art data centres are managed on a 24/7 basis by a dedicated security team to ensure maximum reliability, system redundancy and high fault tolerance.

3. CDI Support

3.1 CDI Administrator Support

- The CDI service is supported 24/7 via Telephone, Email and Online Support
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during Core Hours of business – including service set-up / configuration
- Access to Administrator Support is for named Company Administrators.

3.2 Support Hours

- Core Hours: 08:00hrs to 18:00hrs GMT time zone, excluding weekends and UK Public Holidays.

4. CDI Administration & Management

Administration is provided through the web-based “Cobweb Control Panel” self-care administration portal.

Functionality available to customer administrators through the “Cobweb Control Panel” includes:

- Add New Users
- Edit Existing Users
- Bulk User Creation
- Disable User Accounts
- Order Additional Services.

Customer Directory Integration Service Features	Included
<p>User Accounts Synchronisation Relevant user account changes in the customers internal Active Directory are securely synchronised with the equivalent users details within the “Cobweb Control Panel”.</p>	√
<p>User Password Synchronisation The “<i>Password Filter</i>” and “<i>Password Change Listener</i>” functions automatically secure and deliver the password changes to the “Cobweb Control Panel” to ensure a unified password sign-in experience.</p>	√
<p>Selective Attribute synchronisation Customers can limit the set of attributes to be synchronised. Customers can choose which properties on a user’s account will be synchronised and remove properties (like Office or Department) that do not require synchronisation into the “Cobweb Control Panel”.</p>	√
<p>Failed Synchronisation report attempts Customers can view failed synchronisation session logs in the “Cobweb Control Panel”.</p>	√
<p>CDI Supported Install The Synchronisation Agent will need to be installed on a server that is joined to the domain that you wish to synchronise to the “Cobweb Control Panel”. If password synchronisation is required the “<i>Password Filter</i>” and “<i>Password Change Listener</i>” agent are required to be installed on all domain controllers.</p>	*Chargeable

<p>Instant Users Provisioning Newly created users can be instantly provisioned in the “Cobweb Control Panel” without manual intervention. The tool can configure different domain names for different users if required.</p> <p>The Deleted User Policy This policy defines how to handle objects deleted from the external Active Directory. Administrators can choose to delete them from the “Cobweb Control Panel”, disable them or leave them in the current state.</p>	√
<p>Instant Services Provisioning The Customer Administrator can configure the tool to set-up the Cobweb Hosted Services that should be automatically assigned to the new internal users and these will automatically be synchronised into the “Cobweb Control Panel”.</p> <p>Instant Provisioning is available for the following Cobweb Hosted Services.</p> <ul style="list-style-type: none"> • Exchange 2007 Mailboxes <ul style="list-style-type: none"> • Outlook Web Access, Outlook Access, ActiveSync, IMAP4, POP3 • Initial Mailbox Size • Secondary Address Pattern • Windows SharePoint Services v3 <ul style="list-style-type: none"> • <i>Site Access Rights</i>: Reader, Contributor, Web Designer, Administrator • Office Communications Server 2007 R2, User Account. 	√

5. Platforms Supported:

Cobweb Customer Directory Integration (CDI) Service is available and fully supported on the following platforms:

There are 32bit and 64bit versions available that are supported to run on operating systems:

- Windows Server 2003 sp2
- Windows Server 2008
- Windows Server 2008 r2

Service delivered from a Tier 4 ISO27001 accredited data centres, which includes multiple internet feeds with automatic BGP redundancy, interpretable power supplies, fire suppression systems and 24/7 manned security.

The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security.

v: 2.2

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