



Skills Management 8.5.648

Genesys Skills Management 8.5.648 Optional Feature Configuration

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1 Overview

This document describes the key roles and permissions that are needed for the installation and ongoing maintenance of the Skills Management System. It is intended as a guide to assist teams planning the installation of the product. The different actors specified are designed to group permissions into small, logically related blocks, but there is no requirement that different actors are actually unique – one person could do the roles of many actors, or a team of users may be responsible for the actions of one actor. Similarly, depending on the installation requirements some of the actors may not be required.

Unless specified this document is referring to the requirements for an on-premises, or self-cloud hosted solution. If Silver Lining Solutions are providing a managed cloud deployment, then most of the actors will be provided as part of that managed service.

2 Actors Overview

In a complete installation of Skills Management, a number of different actors might be required. This following sections describes the actor and the tasks which they may need to carry out.

3 Database Administrator

3.1.1 Installation

Responsible for creating an account which the automated installer can use to create the necessary databases and analysis cubes for Skills Management.

Depending on organisational policies and procedures may also want to create the initial empty databases before the installer updates them

3.1.2 Support and Maintenance

The DBA is responsible for ensuring the databases are backed up and maintained according to the company's usual standards and policies. In a high availability environment this might also involve monitoring failover etc.

3.1.3 Summary of Required Permissions

- Create databases and database users.
- Manage backups and maintenance plans.
- In high availability environments manage and monitor failover.
- Able to set up Analysis services on the SQL Server (or another server)
- Able to enable Distributed Transaction Co-ordinator service to run on database server

4 Network Engineer

4.1.1 Installation

Responsible for ensuring that all necessary firewall ports are open to allow communication between the servers and client machines. Please see the separate document "Skills Management – Firewall Requirements" for details of the standard ports.

Also responsible for any traffic management infrastructure such as load balancers – ensuring that they are configured as designed and routing traffic correctly to the web servers.

4.1.2 Support and Maintenance

Ensuring other changes to the network don't impact adversely on the Skills Management installation.

4.1.3 Summary of Required Permissions

- Make necessary firewall changes (on both servers and network devices dependent on network configuration)
- Set up load balancers (DNS, routing and sticky sessions etc)
- In high availability environments manage and monitor failover.

5 Webserver Administrator

5.1.1 Installation

Responsible for ensuring that the web servers are configured correctly with all prerequisites installed.

5.1.2 Support and Maintenance

Responsible for managing IIS generally – ensuring log files don't become too large and that the servers are updated and patched appropriately.

May also need to help with troubleshooting issues, by providing access to the support team.

5.1.3 Summary of Required Permissions

- Create web sites and web applications
- Turn on and off web server features
- Install pre-requisite software on the web servers
- Start and stop application pools
- Read both IIS and application log files
- Able to enable Distributed Transaction Co-ordinator service to run on web server

6 Security Specialist

6.1.1 Installation

If the system is being hosted using HTTPs or using the Secure Token Service (STS) the security specialist is responsible for providing valid security certificates that can be used for the installation.

6.1.2 Support and Maintenance

Responsible for ensuring certificates remain valid and do not expire.

6.1.3 Summary of Required Permissions

- Generate/procure valid security certificates

7 Active Directory Engineer

7.1.1 Installation

Responsible for ensuring the installation team can access the Skills Management servers to carry out the installation, and that they have sufficient rights to do so.

If the system will be using AD based single sign on, the Active directory engineer will be responsible for providing the necessary AD information and accounts to allow the system to be installed and configured correctly.

7.1.2 Support and Maintenance

Responsible for ensuring that the service accounts used to run the application do not expire and that if password changes are required on those service accounts responsible for making sure that all references to those passwords are updated when the password changes.

Responsible for ensuring continuous access for the Support team, so that any issues can be investigated and resolved.

7.1.3 Summary of Required Permissions

- Create user and service accounts on the network/domain.

Able to grant accounts the log on as a service and batch job rights.

