

**State of Wisconsin
DET File Transfer Protocol (FTP)
Roles and Responsibilities**



Document Revision History

Date	Version	Creator	Notes

This document describes the DET File Transfer Protocol (FTP) Service roles and responsibilities as they are assigned to the DOA Division of Enterprise Technology (DET) and state agencies that subscribe to the service. FTP support falls under Application Hosting.

Functions performed by DET consist of activities general to the management and well-being of the server(s) used to host the FTP daemons and related file stores. This includes operating system updates, security software installation and updates, updates to the FTP software, system monitoring and tuning, disaster recovery planning and related backup and recovery activities, high-level storage allocation and resource planning, and other activities which require administrator-level access to the operating system. Aside from the management of the server itself, DET also manages the creation, deletion, locking/unlocking, monitoring, and overall management of all FTP accounts (user ID and password), either stored within the FTP software or in Active Directory (AD). It will also be DET's responsibility to provide basic FTP usage reports, when requested by agencies.

Agency staff members are responsible for managing the appropriate use of their FTP resources, notifying DET of any necessary account deletions, and security breaches involving the use and storage of account credentials. The installation, management, documentation, training, and use of FTP client software are the responsibility of each agency.

In regards to additional security devices, such as Secure Socket Layer (SSL) certificates or Secure Shell (SSH) key pairs, DET will be responsible for creating, storing, managing, and distributing SSL certificates and SSH key pairs for sites defined in the FTP server. DET will also be responsible for creating, storing, managing, and distributing *server* signed SSL certificates, used by accounts. Individual SSH key pairs will be created, stored, managed, and distributed SSL by agency staff.

Codes:

- R** Administrative staff responsible for the activity
- C** Consulted about the activity
- RD** Responsible through delegation
- E** Agency end user responsible for the activity

Table 1. DET/Agency Co-Managed Roles and Responsibilities

	Responsibility Category	Responsibility	DET	Agency	See Notes
1	Enterprise FTP	FTP server configuration	R		
2	Enterprise FTP	FTP software installation and configuration	R		
3	Enterprise FTP	FTP software version updates and patch installation	R	C	1

4	Enterprise FTP	Create, maintain, and delete local FTP User IDs	R	C	2
5	Enterprise FTP	Create, maintain, and delete security groups used to assign authentication and authorization rights	R	C	2, 3
6	Enterprise FTP	Create, maintain, and delete IAM accounts for FTP access		R	2
	Enterprise FTP	Provision IAM account for FTP access	R		
7	Enterprise FTP	Create and manage SSL certificate or SSH key pairs for use by FTP sites on the server	R		
8	Enterprise FTP	Create and manage server signed client SSL certificates for use by agencies	R	C	4
9	Enterprise FTP	Create and manage SSH key pairs for use by agencies	C	R	5
10	Enterprise FTP	Provide on-call support for the FTP environment	R		
11	Enterprise FTP	Provide assistance in supporting agency users with FTP related problems, not related to FTP client use, training or education	R		
12	Enterprise FTP	Provide assistance in supporting agency users with SSL or SSH related problems.	R		
13	Enterprise FTP	Procurement and annual subscription maintenance of necessary software licenses and technical support agreements	R		
14	Network	Enable network communication between application servers and clients (e.g. firewall management) DET will ensure the agencies have access to the FTP service and will communicate any needed firewall or network configuration needed that the agencies must put in place to get the data back from the FTP service	R	C	6
15	O/S Administration	Manage OS directory structure	R		
16	O/S Administration	Manage, maintain and troubleshoot server OS, patches, and hardware, including backups and restores	R	C	
17	Performance Monitoring and Tuning	Monitor system-level performance	R		
18	Enterprise FTP	Install and manage end user FTP client software		R	
19	Enterprise FTP	Train users and provide documentation on client FTP use		R	
20	Enterprise FTP	Establish and maintain folder structure for FTP site (first three levels - root level, department level, and category level)	R		
21	Enterprise FTP	Establish and maintain folder structure beyond first three levels. The first three levels of the FTP folder hierarchy are established by DET to logically organize data by agency and audience. Creation of any sub-folders can be specified by the agency or they may allow DET to create and name folders.	C	R	7
22	Enterprise FTP	Provide FTP use and statistic reports by request (ad hoc reporting may incur additional fees)	R	C	

Notes

Note	How is this provided?
1	DET submits a change request which is published to agencies in regular communications
2	DET and agencies work together to craft accounts with the appropriate access to meet agency business needs

3	Whenever AD account group membership is changed, the owning agency is notified
4	The agency is responsible for installing the client SSL certificate, after DET has created it
5	Agency must use predefined communication method to exchange client SSH public keys with DET
6	DET and agency must modify their respective firewalls to allow traffic
7	DET makes the actual changes to permissions upon request from agency, whenever those permissions deviate from normal permission inheritance