SERVER ARCHITECTURE DOCUMENT

39 – IT Network Systems Administration

POST-SECONDARY

1   COMPETITION SCENARIO

You are a junior server administrator who has been working for MidCorp for the last several months. MidCorp has just been acquired by UltraCorp and the technical teams are hard at work merging the two environments despite the general lack of documentation. While in the process of making some server changes this morning, the senior server administrator of UltraCorp seems to have accidentally broken several things without informing anybody of what he was doing. His vacation starts this afternoon, and he is unreachable by phone or email. Your job this afternoon is to examine user requests and alerts from the network monitoring system to resolve the issues that have arisen.

As these incidents are significant in both volume and severity, you have also been asked to fill out an incident report that can be presented to your technical lead later this afternoon for further analysis. Each incident must have a single identified root cause and resolution. Ensure that you consider business best practices; the easiest solution may not be the best one within a production environment.

Examples of the ticket format and the incident reporting form are provided on pages 3 and 4 of this document respectively.

Note that Section 7 of the Contest Description may specify no internet access, but this has been revised; competitors will have limited and supervised access to the internet for the duration of this competition. Use of AI or other LLM-based resources will be grounds for immediate disqualification at the sole discretion of the NTC.

2 COMPETITION TOPOLOGY
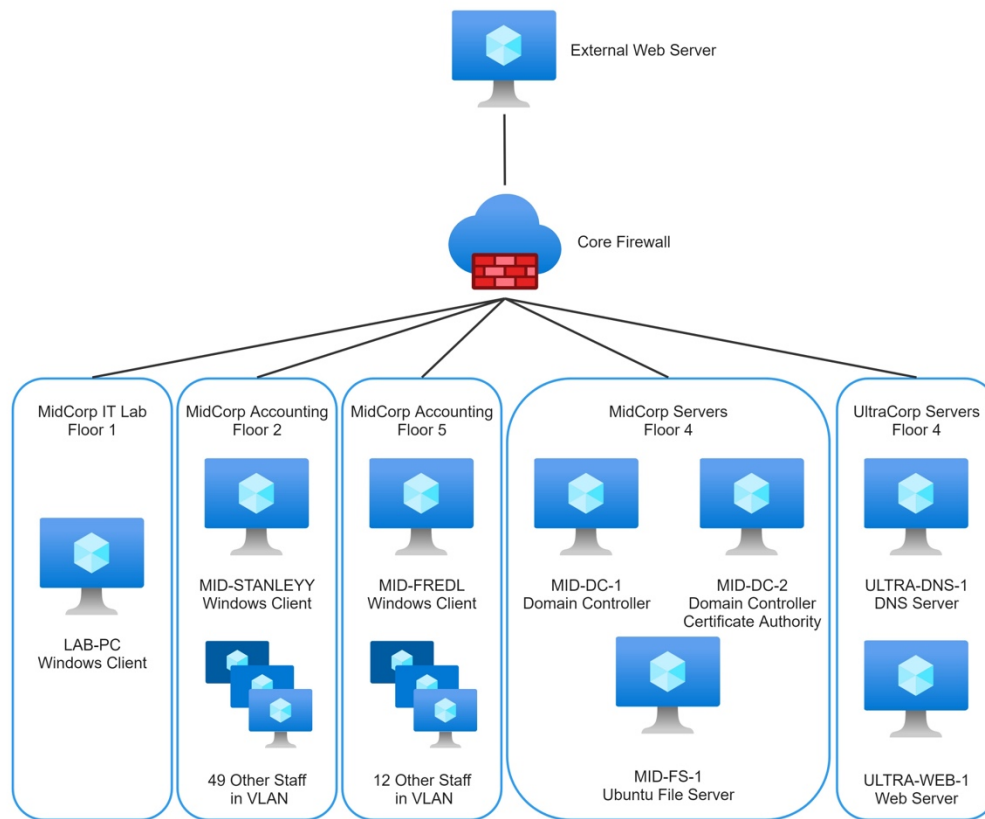
3 TOPOLOGY NOTES

3.1 All necessary passwords are **Password1**

3.2 The 'other' computers in each VLAN may be referenced but have not been created within the scenario environment and are not required to resolve the incidents.

3.3 The administrative linux user account is called admin.

3.4 No significant underlying changes within the environment (installing server roles, creating new virtual machines, changing VLANs, etc.) will be required to resolve any incidents.

Tickets 〉 #INC-1001

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🎫 Network Issue – HELP!

Jim Andrews reported 16 minutes ago via Email

To: helpdesk@midcorp.ca

Details   Related tickets   Tasks   Assets   Associations   Responders   Activities

Hi everyone,

Can you please fix this? I am unable to connect to the internet. I think everybody else on floor 1 is having the same problem.

Please advise.

Jim Andrews | Finance Manager
MidCorp Incorporated

Tickets 〉 #INC-1002

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🎫 Connection problem

Gerald Miller reported 21 minutes ago via Email

To: helpdesk@midcorp.ca

Details   Related tickets   Tasks   Assets   Associations   Responders   Activities

Good morning

My computer is not connecting to the network and has the weird crossed out globe icon in the corner of the screen.

I am unable to access anything and this is a big problem.

Gerald Miller | Accountant
MidCorp Incorporated

MIDCORP TECHNICAL INCIDENT REPORTING FORM

SECTION 1: LIST ALL ROOT CAUSES DISCOVERED (1 PER TICKET)

1. _____

2. _____

SECTION 2: LIST ALL ACTIONS TAKEN TO RESOLVE EACH TICKET

INC-1001 _____

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INC-1002 _____

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