



SERVER ARCHITECTURE DOCUMENT

IT Network Systems Administration

POST-SECONDARY

COMPETITOR NAME: _____

COMPETITOR PROVINCE: _____



1 COMPETITION SCENARIO

Having completed the morning project, you enjoy a quick lunch in the break room (where the coffee machine is broken again!). Just as you're returning to your desk, an alert pops up on your screen: **"Helpdesk queue overload!"**

During the morning hours, the MidCorp Senior Server Administrator attempted a series of "minor changes" across the domain. Unfortunately, none of these changes were documented, and shortly after completing them, he left for a **two-week backpacking trip in Iceland**, with no cellphone reception.

Several users have now reported issues via email, phone, and the internal helpdesk ticketing system. Some of these problems are minor annoyances; others are preventing people from doing their jobs.

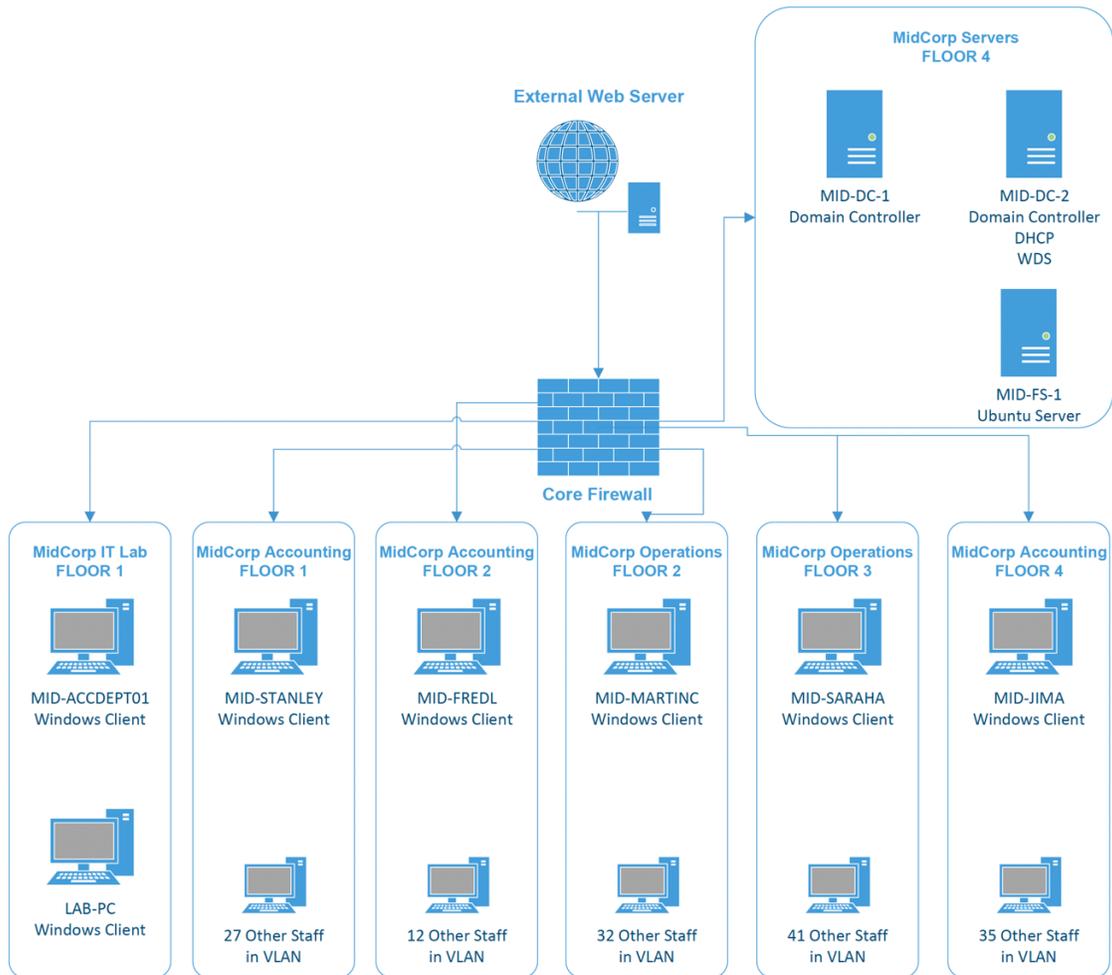
You have been temporarily promoted to *Acting Server Lead* – congratulations? Your job is to resolve as many of these incidents as possible this afternoon. Each ticket must be analyzed carefully, with a clear **root cause** and **resolution** based on industry best practices. Quick fixes may work but consider what would hold up in a real production environment.

All work should be properly documented; the last thing we need is *another* undocumented change heading into the weekend.

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 account *admin@midcorp.ca* has all necessary permissions to make administrative changes for the domain and can be used to assist with the resolution of any incident.
- 3.3 The default administrative user account for any Linux device is named *admin*.
- 3.4 The 'Other Staff' workstations within each VLAN are for illustrative purposes only.
- 3.5 The account *admin@midcorp.ca* has all necessary permissions to make administrative changes for the domain and may be used to make all changes.
- 3.6 All GPOs are configured according to Midcorp company policy.
- 3.7 No significant underlying changes within the environment (creating new virtual machines, changing VLANs, etc.) will be required to resolve any incidents.



Tickets > #INC-2001

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New [[[☆ Edit Reply Associate Discuss Close [[[]

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-2002

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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)

INC-2001 _____
INC-2002 _____

SECTION 2: LIST ALL RELEVANT ACTIONS TAKEN TO RESOLVE EACH TICKET

INC-2001 _____

INC-2002 _____

