

Windows Enterprise Design Master Directory Sources

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Active Directory information for Windows users contains several pieces of information to identify the person associated with a Windows account. This information can consist of a person's first name, last name, department, title, phone numbers, etc. This information is often used to search for a person. One example of such a search would be to use a Microsoft "Outlook" email client to query Active Directory for someone with a certain "last name", select an individual from a list based on "first name" and "department" information, and then send them email. The Exchange Global Address List ("GAL") that is used is based on the information contained in Windows Active Directory. It is important the information correctly reflects your current name and position.

The information loaded into Active Directory for a person can come from several sources. To change the information you must find its source (the "mastering database"). How the Windows username was created is the probably the most important factor. Most Windows usernames are based on an ISU Net-ID, which is created when a person registers for an ISU computer account. Information for a Net-ID based username is "mastered" from official university records.

It is also possible to have "Departmental Exception Usernames", created either through the Solution Center or your local departmental Windows Organizational Unit ("OU") administrator. Changes to each of these types of accounts will be discussed in this document.

ISU Net-ID Usernames

Official university records supply the information used to identify the people associated with ISU Net-IDs. Since these ISU Net-IDs are present in Windows 2000 Active Directory (to be used to login to enterprise Windows systems) this identity information is also populated into Active Directory for use in searching for people in the Windows environment.

Sometimes a person wishes to change how they are represented in Active Directory (and other university directories). The information may be out of date or simply incorrect. Since the information contained in Active Directory is obtained from university "master" sources, it is not sufficient to have your departmental Windows OU administrator simply change the data in Windows Active Directory. Directory synchronization processes will simply change the data back to reflect the correct "master" information.

The correct procedure to change Active Directory information is to know where the university “master source” is maintained and correct it there. Changes at the master university source will automatically be reflected in other directories – including Windows Active Directory.

University information is mastered in multiple locations. Correcting the information involves determining if the change is appropriate, identifying the office mastering the information, and then contacting them about the change.

Employees - Changing Your Proper Name (Given Name, Middle Name, Surname)

Directories display an individual's legal name. If an employee wishes to change how their name is displayed in online directories (Active Directory, the Exchange GAL, the online telephone directory, etc.) they need to contact Human Resource Services. Send an email to Human Resource Services at hrsrecord@iastate.edu. The name requested will be what appears in the on-line and printed phone directories. In the email supply the first name, last name and middle initial to be displayed in conjunction with the displayed email address.

Employees have the option to restrict release of home address and in rare cases, email address.

Employees - Changing Your Department (Short and Long Department Name)

Active Directory (and the Exchange GAL) will display the department name (in short and long forms depending on use) for each employee. This department name is based on where the employee's vacation and sick-leave reporting is processed. In general this will be the department will be where all (or most) of the employee's funding comes from. This information is mastered from Payroll Office records. If the department in Active Directory is incorrect, it is likely the employee changed departments (or the department reorganized) and the Payroll Office was not notified.

Be aware that there may be cases where it may not be appropriate to change this information. The proper steps to perform to change an employee departmental designation are:

1. Inquire within the department to see how this administrative function is handled and whether a change in vacation/sick-leave department is appropriate.
2. If a change is appropriate, the Payroll Office will need an email (to payroll@iastate.edu) from the employee's department requesting a change of current vacation sick leave department to a new department, with a copy to the old department.

Students

Information about students in Active Directory is mastered from Registrar's Office records. Student name changes are handled by the Registrar's Office, 214 Alumni Hall. Any updated information will be reflected in various directories (including Active Directory).

Students have a legal right not to have any directory information included in any directories. Suppression of personal information (proper name, postal address, email address, phone, etc.) in directories is provided by signing a "No Information Release" form available at the Registrar's Office.

Departmental Exception Usernames

A "Departmental Exception Username" is one created for someone who is NOT represented in official university records (in other words, they are not able to register for a normal ISU Net-ID). These usernames may be for visiting staff, special usernames for a "function" (not an individual) or special "system process" accounts.

There are two types of Departmental Exception Usernames. The first type is created through the AIT Solution Center by requesting a "Sponsored Account" (or possibly an "Administrative Account"). These Windows usernames will always start with a letter ("a-z") and be eight characters maximum in length. Windows Active Directory information based on these usernames is from information entered by the Solution Center at the time the username was created. To change this information the Solution Center must be contacted by the person who created the account.

The second type of departmental exception username is an "OU exception account". This type of username is created directly within an OU by a departmental Windows OU administrator. These accounts will have a username that starts with a "!" (such as "!joeuser"). All of the information in Active Directory for these Windows usernames is controlled by the departmental Windows OU administrator. Contact the OU administrator to change this information.