



# The UCOP Managed Desktop Initiative



Background and Overview

# Desktop – a definition

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- When we say *desktop*, we mean a personal computer, plus
  - How it is configured
  - How it is secured
  - What software is installed

# Current UCOP Desktop Environment

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- Variability in and lack of standards associated with:
  - Security configurations
  - Software installations, locations
  - OS configurations
  - Backups
  - Authentication and authorization
  - Age
  - Update and patch levels

# Implications of Current Environment

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## ■ Security

- Inconsistent system patching and updating
- inconsistent virus scanning and protection
- Inconsistent and unregulated user rights and permission administration

## ■ Manageability

- PCs are not configured to capitalize on automated or centralized management technologies

## ■ Impact

- PCs and network at risk
- Inefficiency / lost productivity
- Lack of agility

# Managed UCOP Desktop (1 of 2)

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- Requires a common UCOP-wide ***desktop image***
  - Virus protection
  - Operating System version – XP, SP2
  - OS patch level (critical updates)
  - Core software suite
  - Application version levels
  - Centralized backup

# Managed UCOP Desktop (2 of 2)

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- Requires a common UCOP-wide ***desktop image***
  - Security configuration
    - Restrict user rights and permissions
    - Restrict/disable unnecessary background services
    - Tighten *PC firewall* settings
  - Standard location of files & programs
  - Enable automated patching and update
  - Enable remote management client
  - Enable asset management

# Achieving a Common Desktop

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- Phase I: Planning & Preparation
- Phase II: Pilot Testing & Early Adoption
- Phase III: Deployment
- Phase IV: Monitor and Enhance

# Phase I: Planning & Preparation

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- Establish working group (with dept representation)
- Convene departmental PC Coordinators
- Develop common desktop configuration
- Develop maximally automated desktop re-imaging procedures
- Assess upgrade licensing and system replacement or upgrade costs and issue required POs
- Evaluate human resource requirements and develop timeline

# Phase II: Pilot Testing & Early Adoption

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- Test upgrade process and procedures on existing unique subsets of user groups
- Identify & resolve incompatibilities (e.g., with non-core software)
- Finalize minimum requirements for systems
- Develop instructions for end users and PC Coordinators

# Phase III: Deployment

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- Conduct desktop-by-desktop system re-imaging
- Move all users and systems into the UCOP Active Directory
- Upgrade or replace systems – for systems that do not meet minimum requirements
- Begin systematic monitoring of user support requests and problem reports via a shared UCOP (but department administered) help desk ticketing system

# Timeline

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- Phase I: Planning & Preparation
  - Begin: 8/1/2004
  - End: 12/30/2004
- Phase II: Pilot Testing & Early Adoption
  - Begin: 11/1/2004
  - End: 12/17/2004
- Phase III: Deployment
  - Begin: 1/3/2005
  - End: 3/31/2005
- Phase IV: Monitor and Refine
  - Begin: 3/31/2005
  - End: Ongoing