

## Workstation Management & Support – Service Detail



### **Overview:**

CIO/OFT offers a multi-faceted approach to help you tighten control over your hardware and software procurement and asset management. Our services allow you to speed and simplify hardware and software deployment. Using CIO/OFT workstation management and support you can keep pace with fast-changing technology, maximize user satisfaction and productivity and free scarce technical expertise to focus on your core business initiatives.

### **Features:**

#### Workstation Configuration Management

Using Microsoft System Center Configuration Manager (SCCM), CIO/OFT can help you gain control over your desktop software and hardware.

Hardware and software inventory enables authorized user to access reports on a variety of demographic data, including hardware, software, configuration, and user activity.

Our software distribution capability facilitates rapid and efficient deployment for complex mission-critical applications to multiple locations from a central point. The service also obtains, distributes and installs software patches needed by client systems. Our robust system can distribute software to hundreds or thousands of workstations, using any combination of Active Directory, inventory or user data to target distributions.

Packages are customized to meet agency or business, which are then put through two subsequent testing phases:

1. Acceptance testing in which the customer certifies that the package meets their business need in a lab/development environment.
2. Distribution testing, where a sample of production workstations are piloted to verify that the customized package behaves correctly on production equipment.

Once testing is complete, the package is distributed as needed. Depending on the scope and impact of a distribution, a project manager may be assigned to help coordinate the testing and distribution process.

#### Remote Control

We can save you a tremendous amount of time, travel and money through our Remote Control service. You will no longer need to visit every workstation on your network to configure user settings or to problem solve network issues. Remote Control provides the ability to remotely access workstations via a web interface, allowing you direct control of a workstation to troubleshoot problems or to transfer files.

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### Image Creation & Maintenance Service

Our Image Creation & Maintenance Service designs, customizes and coordinates testing activity of operating system & software images for workstation, laptop or tablet deployments and for major software upgrades on existing equipment.

Images are typically customized for each unique hardware and software configuration based on NYS technology standards and customer requirements. Image updates are created to address application or operating system issues. Once an image is created, the customer conducts acceptance testing and certifies that the image meets customer needs.

Each image is cataloged and stored, and copies are made available to the customer or the customer's designated agent.

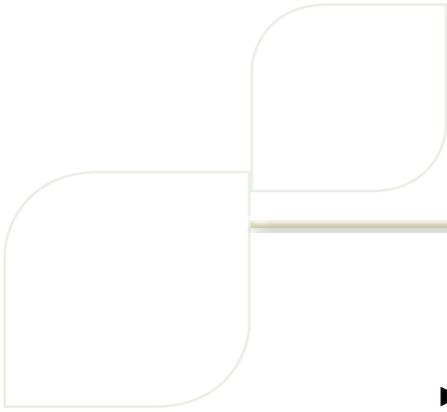
NOTE: All SCCM-based services, including Imaging, require that the agency purchase an SCCM Client Access Licensed or the Core Client Access License.

### Anti-Virus for Workstations and Servers

Realize tremendous cost savings through CIO/OFT's ability to purchase bulk quantities of Anti-Virus software, signatures, and configuration support for over 30,000+ workstations from 240+ central sites and over 1,600 field servers. Hackers are busier than ever and every single workstation and server needs to be protected. Our Anti-virus service is a proactive approach to protect servers and workstations from malicious viruses, worms and Trojan horses. Updates are constantly disseminated when released including emergency distributions of new virus signature files.

Management of the Anti-virus Workstation service includes:

- ▶ Installing Anti-Virus product on workstations when needed
- ▶ Migrating / deploying workstations to proper local servers for antivirus signatures and configuration updates
- ▶ Coordinating remediation of workstation virus infections and antivirus Product problems (service shutdown, lack of signature updates, etc.)
- ▶ Performing extensive proactive antivirus console monitoring
- ▶ Responding to vendor virus alerts taking actions needed including emergency distribution of new virus signature files
- ▶ Upgrading Product levels
- ▶ Testing antivirus product functionality on new workstation images



- ▶ Creating product installation CDs and packages for specialized purposes (notebook installs, home installs, etc.)
- ▶ Auditing sites to determine status of Product on workstations within site and take corrective actions as appropriate.

#### Management of the Anti-virus Server service includes:

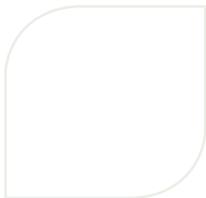
- ▶ Coordinating Product installation on servers.
- ▶ Deploying servers to proper antivirus signature/configuration server.
- ▶ Remediating servers experiencing antivirus product problems (service shutdown, lack of signature updates, etc.).
- ▶ Performing extensive proactive antivirus console monitoring.
- ▶ Upgrading Product level.

#### Endpoint Network Integrity

Network integrity insures that the confidentiality, integrity and availability of information are transmitted over secured, classified data networks. CIO/OFT provides multiple functions associated with the Network Integrity of the Human Services network. Intrusion detection devices, firewall rules, user account analysis, workstation and server vulnerability testing, remediation and incident investigation are only a few of the elements. Our goal is to help clients comply with State and CIO/OFT security policies and standards.

#### Network Integrity services include:

- ▶ Providing user account analysis
- ▶ Deleting user accounts and mailboxes
- ▶ Coordinating system audits for the CNS-Net Agencies
- ▶ Providing information related to State Agency requests for investigations of misuse of the services provided by Human Services Network
- ▶ Providing vulnerability analysis for Microsoft security patches and approving patch deployment and auditing results.



- ▶ Performing proactive and reactive in-depth vulnerability analysis of targeted workstations or servers with remediation as required.
- ▶ Reviewing new services or changes to services related to network security.
- ▶ Reviewing and analyzing non-virus alerts as to impact on the HSN and Data Center (e.g., networking equipment vulnerabilities).
- ▶ Reviewing and approving Firewall Rule requests.
- ▶ Providing IDS incident investigation and response.

#### On-Site Services and Workstation Deployment

Need to move staff to a new facility and don't know where to begin? Use CIO/OFT as a single point of contact to provide an array of project management and on-site services to help you manage and coordinate all phases of a software and workstation deployment project. Projects typically involve multiple participants from a variety of organizations including customer teams; CIO/OFT service providers, vendors, landlords, electrical and cabling contractors as well as other support teams.

Our Site Survey offering develops detailed office or site specific documentation which is used in all subsequent phases of a workstation deployment. Depending upon project requirements, documentation may include: site location and contact information, user data, device, inventory, LAN topology, WAN information, floor plans for signal cable, data cabling summaries and wiring closet layouts.

#### **Benefits:**

- ▶ Users experience less down time
- ▶ IT staff spend less time fixing problems
- ▶ Reduce complexity by standardizing and automating IT processes
- ▶ Improve end-user satisfaction and increase productivity while controlling costs

#### **Additional Information:**

Please contact CIO/OFT Customer Relations at [customer.relations@cio.ny.gov](mailto:customer.relations@cio.ny.gov) or 1-866-789-4638 or see our website at [www.cio.ny.gov](http://www.cio.ny.gov) for additional information.