

LanDesk Communication – to IT Staff in DII and AHS

4/30/13

This communication is focused on IT Staff within DII and AHS and upcoming changes to expect when we Go Live with Service Desk. A separate communication will go out to all affected end users of our ticketing systems (Footprints and TrackIt).

Phase I – (Shawn Potter)

LDMS LANDesk Management Suite was installed in February. There are many features in LDMS, and a few have been enabled, while several others are in progress or planned. The LANDesk client has been installed on close to 5000 devices across the multiple domains that DII supports. The LDMS phase of LANDesk includes the following;

1. **Remote assistance** – This will allow a technician to either shadow or take control of the end user’s desktop. Contrary to what you may have heard, this is not a monitoring tool. Standard procedure will remain that the end user is contacted before a tech takes over control or shadows a machine. There is also an icon that appears on the desktop tray when a tech is connected to the machine. Remote assistance can be requested by people that support end users and need this type of connectivity.
2. **Software Distribution** – There are multiple options for software deployment within LDMS. Currently, software patching has been configured and implemented for the latest versions of Java, Reader, and Flash. LDMS will automatically patch these applications approximately 24-48 hours after a patch is released. Other patches will be coming in LDMS as we make headway on the configuration. Software will also be available on demand through the Service Desk phase of LANDesk. This will eventually include free software and approved software. Once a request for software has been made and approval obtained, the end user requesting will receive a link to their software. The software can be delivered and installed without the need of a technician present or an administrator password. Software can also be removed by technicians remotely. These functions can be performed as needed, or jobs can be scheduled during off hours minimizing impact on the end user.
3. **OS Deployment and Profile Migration** – Examples of equipment provisioning include building of a machine for rebuild or data migration. This can be due to things like a corruption by a virus or simply a new user needing a new PC or replacing an existing PC. This is not fully functional yet but the end vision is that IT will input the MAC address of the PC and we will create provisioning “jobs” before the PC even arrives. The PC can be placed on the end user’s desk and once cabled and powered on the PC will start building immediately and the user will have a functioning PC within a couple of hours.
4. **Asset Management** – The Asset Management portion of LDMS will inventory and audit all software and hardware where the LANDesk client is installed. Ultimately departments will be able to report on their own inventory when they need it. Devices will also report their “Health Status” to LANDesk. Most devices built will have multiple reporting capabilities to head off

failures of hardware before they happen. Machines report on issues like degrading memory, hard drives, and temperature issues to name a few. LANDesk flags and reports on these imminent failures and the objective will be to fix it before it breaks. There are many reports available in LANDesk both canned and fully customizable to cater to individual departments and agencies.

5. **License Metering** – LDMS has the capability to measure what is installed for software and compare it to what is actually owned for licensing. For example, if a department has purchased twenty cuts of Microsoft Visio this would be entered manually into LDMS. If a twenty first installation happens then LDMS will alert that you are out of license compliance. However, LDMS can be queried to report who has the currently owned Visio licenses and how often are they are being used. If there are licenses not being accessed, the department can shift those licenses rather than purchase additional.
6. **Power Management** – This has not been configured at this point but LDMS has the potential to power down unused equipment during off hours. This is not an all or nothing function. Areas such as care providers, correctional facilities, etc. can be untouched by power management. LANDesk can also wake machines up prior to the start of the workday. This could potentially save a significant amount of funds spent on power consumption.

Phase II – (Shawn Potter)

Service Desk is considered Phase II of the implementation. The team has been really busy designing screens and workflows. We have already had a “first round” of testing, so some of you have already been exposed to the new system. It will be different than Footprints and TrackIt. We will be following the ITIL framework as our guide. We are looking into ITIL training for staff to help understand the different processes.

There will be a single ticketing system, with integrated login functionality. As analysts, you will also be receiving training on how to use the system. It is very different from Footprints or TrackIt. It is no longer a “one size fits all” type of system. There are different processes in place. They are defined below to help understand where items should belong within the system.

We have been developing the following processes within the system:

- 1) **Incident** – break/fix (End users will use this when something isn’t working right and broken)
 - End users will NOT be choosing categories when submitting incidents. They will all be forwarded to the Service Desk for initial triage and category assignment. This is different than DII’s current implementation of Footprints, but similar to AHS’ implementation of TrackIt. We are working on a plan to help train the Service Desk to assign and categorize the tickets. More to come.
 - Major Incident – we can promote an incident to a “Major Incident”. The purpose of incident is to restore service ASAP. If we need to determine root cause, establish a work

around, then we would also create a “problem”. This would be the “parent” of the incident.

- 2) **Problem -- Only for Analysts use (IT Staff)** – This process will be used by DII & AHS analysts when one of our systems is having problems (root cause analysis to determine and resolve the underlying causes of incidents, and proactive activities to detect and prevent future problems/incidents.) We will be able to link incidents to the problems. (Multiple incidents may trigger the creation of a problem) (Similar to a Global Ticket)
- 3) **Change -- Only for Analysts use (IT Staff)** – This will be the process used for documenting and approving system configuration changes. ALL changes should be entered into this new module.
 - a. DII is in the process of creating formal change management. Currently, we are building the Change process to get analysts used to using it to track all system configuration changes. As we develop our formal process, we will be adding formal change approvals within the process.
- 4) **Service Request (Service Catalog)** – This will have “shopping cart” functionality. I am currently re-categorizing the service catalog to closely follow our Service Catalog on our DII Website. I am including brief descriptions of service requests to help the user choose the right option. These requests will get forwarded to the appropriate group for “Request Fulfillment” and completion.

Self-Service “Approved” Standard Software Installation for end users – Basically an end user can request new software (to be set up and approved by Desktop Staff within the system), such as Adobe Reader or iTunes, to be deployed automatically to their desktop with no technician intervention. A Request would be created, fulfilled, and closed automatically

- 5) **IT Purchasing** – We are creating a separate workflow for IT Purchasing requests, which will include approval functionality within it. Since we are merging with AHS, some of the process may be subject to change in the future. At the very least the request will be able to be entered and routed to the appropriate person for approval, and then to our IT Procurement Office for “request fulfillment”.
- 6) **User Account Management** – This has turned out to be one of our most complicated workflows. We are incorporating user account management requirements from AHS and merging a few systems they have in place with approvals. This will be a much more streamlined process once it’s complete – when end users need to create/change/terminate a user account, they can choose the “systems” that need the changes. Each system will create a separate subtask and be assigned to the appropriate group for completion. Once all tasks have been completed, it will close the “master” request.
- 7) **Dashboard** – there will be a dashboard for both analysts and end users with pertinent queries. It will track status of existing requests and highlight when our SLA has been breached, etc.
- 8) **Reporting** – Reports will be developed. If you have specific queries or reports you would like for your team, please let me know and we can work on those. As long as we are capturing data, we should be able to report on it.

As the team has been working on Service Desk, they realize the potential of the system. However, the development is a very long process because it is so granular and customizable. We hope to be ready for second round of testing soon – we will have most bugs worked out of the system, emails working, etc. It is imperative that you help us test this when we ask – and test all processes you are asked to test. We need to make sure it is error-free before opening up testing/training for our end users.

Let us know if you have any questions.