

## **March 25, 2013**

The LANDesk project is a joint initiative between the Agency of Human Services (AHS) and the Agency of Administration (AOA) to implement LANDesk, an enterprise service management system.

Phase 1 of the project has been successfully completed. The LanDesk Management Suite is functional and currently has inventoried almost 4,500 desktops (AHS and AOA). Our plan was for 5,000 nodes, so we are already about 90% complete. More desktops are reporting each day as they are reconnected to the network.

We have already realized the following benefits:

- Accurate real-time inventory of desktops/laptops – currently reporting 4,500 workstations in the LanDesk Management Suite
- Ability to push patches/deploy software remotely whether they're on a LAN or not (e.g. home users), all from a single console
  - The LanDesk team successfully configured patching compliance and deployed to desktops on the AHS domain -- 2055 AHS machines have not only received the patch and compliance job (within hours) and have actually successfully installed the Reader, Java 7 and Flash updates! This week we plan to push the same patches to the desktops on our Agency of Administration domain, which is roughly another 1,000 computers.

Phase 2 of the project is designing our new Service Desk ticketing system (to replace Footprints and TrackIt).

Phase 2 officially began February 4, 2013. The Service Desk team has been building new screens, processes and workflows. DII and AHS Staff have been testing. As we work through design details, we will be reaching out to you, our customers, for further testing. We are developing a test plan, as well as a training plan to ensure all users can use the new system. We will be sending out emails to users asking for assistance in our testing, and have a formal test plan in place. This should occur in the next few weeks.