

Workstation Management

Service Description Version 1.00

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Purpose

This Service Description is applicable to **Workstation Management** services offered by MN.IT Services and described in the MN.IT Service Catalog. This document defines the scope, Service Components and Support Services required in delivering the **Workstation Management** offering.

Overview

Workstation Management provides technical support for State-owned personal computers (PC). Workstations receiving standard desktop support are managed with standard processes, tools, and policies. Remote administration tools are used whenever possible to minimize interruptions and provide faster service.

Support provided by Workstation Management Technicians include: installations, configurations, connections, maintenance, troubleshooting, and repair of computers, accessories and peripherals.

Benefits

Workstation Management services improve business efficiencies, increases productivity, and provide cost savings. With standard hardware and software, advanced deployment and management tools, and innovative client features, Workstation Management provides a consistent computing experience for end users within an organization.

These are the top benefits of workstation management:

- Single point of contact for reporting incidents or service requests, available 24 x 7 x 365.
- Standard software with uniform configurations ensures end users have the same set of applications to allow for collaboration while reducing training needs.
- Common requested software can be deployed faster and have greater compatibility than unique software.
- Workstation Management decreases the amount of time to deploy new hardware and software.

- Periodic hardware refreshes ensures your business has devices to meet business requirements and the performance demands of new applications. Additionally, newer hardware is less prone to failure.
- Asset tracking provides information about what hardware and software is utilized by the business.
- Devices will be secured to the Enterprise Security Office (ESO) standard to reduce the risk of virus, malware and system exploits.

Standard Features

This section describes the standard features of the Workstation Management service. Where applicable, customer options are noted, along with feature limits and the responsibilities of MN.IT Services.

Operating Systems

The operating system (OS) links the workstation hardware resources (e.g., hard drive, processor and memory), user input/output devices (e.g., keyboard, mouse and monitor), and the workstation software applications (e.g., Microsoft Office, web browser, etc.).

The primary supported operating system by MN.IT Services is the Microsoft Windows client operating system; more specifically Windows 7 and Windows XP. All standard workstations will have Windows 7 Enterprise installed, unless there is business justification to run a different operating system.

OS X, iOS, and Android are supported by MN.IT Services on a limited, best effort basis. Support consists of basic hardware setup, connectivity to the network (wired and/or wireless) and configuration of standard business applications (e.g., email).

Limits

- OS X, iOS, and Android are supported on a limited, best effort basis.

Customer Responsibility

- Provide end user training on how to use the operating system.

MN.IT Services Responsibility

- Provide Microsoft Windows client operating system.

Workstation Hardware

The minimum hardware specification (e.g., memory, processor, disk, etc.) for workstations (e.g., laptops and desktops) is maintained and periodically updated by MN.IT Service's Information Technology Standards and Resource Management division (ISRM). This group also ensures devices meet the State of Minnesota's end user accessibility requirements.

Workstation hardware must be assigned either to an employee, project, or business unit. To maintain audit readiness, tracking software may be installed on workstation hardware. This ensures the status of physical hardware items and the use of software installed on those systems can be monitored.

Within each workstation hardware type there are two classifications:

- **Standard** – A *Standard laptop* or *Standard desktop* offers the computing power and resources needed by most end users to complete their day-to-day tasks.
- **Performance** - A *Performance laptop* or *Performance desktop* offers additional computing power (e.g., processor and/or memory) which is needed when business requirements exceed the standard hardware (e.g., software development applications, CAD, and graphic design packages).

For more information and details about these classifications, visit the [Minnesota IT Hardware Standards](#) website.

Customer Responsibility

- Identifying organization strategy and new business initiatives, which may affect workstation hardware selection.

MN.IT Services Responsibility

- Aligning workstation needs to organization strategy and new initiatives.
- Procuring workstations.
- Maintaining and periodically updating the standard hardware specification(s).
- Supporting full hardware life cycle (procurement, installation, configuration, break/fix, and retirement).
- Rebuilding workstations when they are transferred from one end user to another.
- Disposing of a failed or end-of-life hard drives in a manner which meets or exceeds the Enterprise Security Office (ESO) specifications.
- Coordinating hardware return merchandise authorization (RMA) requests with vendors for failed components.

Laptops

A laptop computer - sometimes called a notebook computer - is a battery or AC-powered personal computer. Additionally, a laptop can effectively be turned into a desktop computer with a docking station, a hardware frame that supplies connections for peripheral input/output devices such as a printer or monitor. End users assigned with a State-owned laptop will be provided with the following equipment:

- (1) keyboard
- (1) mouse
- (1) monitor – external (if required)
- (1) docking station (if required)
- (1) power cord
- (1) laptop battery

Limits

- Laptop bags are not provided by MN.IT Services.

Customer Responsibility

- Identify whether a “standard” or “performance” laptop is required to fulfill the end user or business role need.

MN.IT Services Responsibility

- Laptop hardware refresh within 36 to 48 months from initial purchase
- Monitor (external) refresh within 5 to 6 years from initial purchase, or as required
- Connect the laptop to the customer Local Area Network (LAN)
- Optionally connect the laptop to the customer Wireless Network (Wi-Fi)

Desktops

A desktop computer is a personal computer that is designed to fit conveniently on top of a typical office desk. End users assigned with a State-owned desktop will be provided with the following equipment:

- (1) keyboard

- (1) mouse
- (1) monitor

Customer Responsibility

- Identify whether a “standard” or “performance” desktop is required to fulfill the end user or business role need.

MN.IT Services Responsibility

- Hardware refresh within 36 to 48 months of initial purchase.
- Monitor refresh within 5 to 6 years from initial purchase, or as required.
- Connect the desktop to the customer Local Area Network (LAN).

Workstation Hardware Inventory

The workstation hardware inventory process involves tracking desktop and laptop assets through their life cycle and facilitating their transition through different life cycle phases (e.g., acquisition through disposal). The process collects and maintains the following list of information:

- Hardware manufacturer
- Make/Model
- Serial number
- Asset number
- Current assignee
- Hardware basics (e.g., amount of RAM, total hard drive size and processor)
- Current operating system

MN.IT Services Responsibility

- Maintaining workstation hardware inventory

Workstation Software

To ensure laptops and desktops are deployed consistently, standard operating system builds (including the installation of the workstation client operating system and standard software) will be used. These installations can be automated and greatly reduce the time required to deploy a workstation.

Software is classified into the following categories (with additional information in the sections below):

- **Required software** – Mandatory software installed on all workstations.
- **Standard software** – Provides a common application set to all end users.
- **Common requested software** – Software not relevant to all end users, but common enough to manage and support.
- **Unique software** – Unique software purchased on a “one-off” basis and installed to fulfill a specific business need.
- **Prohibited software** – Applications that are potentially damaging or enables the improper storage or transmittal of government data.

Required software

All State-owned workstations must have required software installed, which ensures workstations are protected from known viruses, malware exploits and system vulnerabilities. It also provides hardware and software inventory, workstation configuration, and remote support capabilities.

Required software includes:

- Antivirus
- Malware/spyware protection
- Local firewall (e.g., Windows Firewall)
- Hard drive encryption (e.g., Microsoft BitLocker)
- Workstation management utilities (e.g., Active Directory Group Policy, Microsoft System Center Configuration Manager)

Limits

- This software is not to be disabled or uninstalled in any form.

Customer Responsibility

- Notify MN.IT Services if required software is not functional.

MN.IT Services Responsibility

- Provide updates to required software on an as needed basis.

Standard software

Deploying standard software to workstations stems from the goals of providing a common application set to all end users and streamlining costs associated with application development, software installation, system administration, software licensing and support. By choosing standard software, MN.IT Services also is positioned to negotiate better pricing and maintenance fees.

Standard software is approved and supported by MN.IT Services.

Standard software includes:

- Microsoft Office productivity suite (e.g., Microsoft Office 2010 including: Access, Excel, InfoPath, One Note, Outlook, PowerPoint, SharePoint Workspace, and Word)
- Microsoft Visio viewer
- Microsoft Lync
- Middleware (i.e., Java runtime engine, Microsoft .Net Framework)
- Media players (i.e., Adobe Shockwave, Adobe Flash, Windows Media Player)
- PDF Reader (i.e., Adobe Reader)
- Web Browser (i.e., Internet Explorer)

MN.IT Services Responsibility

- Provide and install updates to standard software on an as needed basis

Common requested software

Common requested software (common software) can be added to workstations with Standard software installed, but the software may not be relevant to all end users and may incur an additional cost.

Common software is approved by MN.IT Services.

Examples of common requested software:

- Virtual Private Network (VPN) client
- Microsoft Visio
- Microsoft Project

Limits

- Troubleshooting application errors is done on a best effort basis

Customer Responsibility

- Approve requests for common requested software
- Purchasing the initial software, along with any future upgrades that are required
- Provide installation media and license key(s)
- Providing end users with training to use the software

MN.IT Services Responsibility

- Performing the initial installation of software on authorized computers

Unique software

Some business units or end users may require unique or “one-off” additional software (e.g., graphics programs, analytic or web development tools, etc.) to perform their day-to-day business. The installation of such software is permissible where the business unit provides the necessary installation media and license key(s).

Limits

- MN.IT Services does not support or test these applications
- If an end user reports an incident for a workstation that has unique software installed, it may be uninstalled in attempt to resolve the issue

Customer Responsibility

- Purchasing the initial software, along with any future upgrades that are required
- Providing installation media and license key(s)
- Applying patches when they become available, thus ensuring the integrity and security for other computers attached to the network
- Troubleshooting any application errors with unique software
- Providing end users with training on how to use the unique software
- Maintaining software inventory of unique software, including media and license key management

MN.IT Services Responsibility

- Performing the initial installation of unique software on authorized computers

Prohibited software

Some software poses serious risk to business; therefore, it is prohibited to download, install or use applications that are potentially damaging or enables the improper storage or transmittal of government data.

Prohibited software types:

- Software used to “crack” license keys or passwords

- Peer-to-Peer (P2P) or Filesharing software. Examples include but are not limited to: BitTorrent, eMule, Gutella, LimeWire and Kazaa
- Software identified as “Freeware” or “Shareware”, where the End User License Agreement (EULA) specifically states NOT for use on Government/commercial systems
- Software that the State does not legally own or have received expressed permission from the copyright holder to use

Any system found running prohibited software will be required to remove the software immediately. Some systems, depending on the software found running on it, will be required to be completely rebuilt to ensure the system is "clean" (not compromised).

MN.IT Services Responsibility

- Educate end users about prohibited software, including the types of software they should not download, install, or use
- Monitor for the use of prohibited software

Workstation Software Inventory

The workstation software inventory process involves tracking software assets through their life cycle and facilitating their transition through different life cycle phases (e.g., acquisition through disposal). The process collects and maintains the following list of information:

- Software manufacturer
- Title
- Version
- Serial number/license key(s)
- Current assignee

Customer Responsibility

- Maintaining workstation software inventory for unique and common requested software

MN.IT Services Responsibility

- Maintaining workstation software inventory for required and standard software

Software updates

Software vendors will periodically release updates/patches to increase functionality, resolve known issues and address system vulnerabilities. To ensure these updates are deployed in a timely and consistent basis, an automated software update system may be used to advertise, install and track software updates and patches.

End users will be notified when updates are available for installation. Additionally, end users may be able to postpone the installation before the updates will be forcibly installed; which ensures they are installed in a timely manner and reduces security risks to unpatched systems.

Customer Responsibility

- Ensuring users are connecting their assets to a corporate network on a regular basis to get updates
- Installing the updates when they become available (and rebooting if necessary)

MN.IT Services Responsibility

- Maintaining the automated software update system, including release and patch management

Optional Service Features

This section describes optional features for the Workstation Management service offering. These optional features are available to customers at additional cost.

Workstation Backups and Restores

Workstation backup and restore is the process of copying data preemptively for the specific purpose of restoring that same data. Data is often restored due to hardware failure, accidental deletion or corruption of data, a previous version is desired, or the device is lost or stolen.

It is recommended that files be stored in centralized (non-local) location such as a file server or SharePoint. This enables end users to quickly access data after a hardware failure or if the device is lost or stolen; as they do not need to wait for data restoration.

Limits

- The entire workstation hard drive is not backed up, rather only the locations where end users should be storing files (i.e. “My Documents” and their “desktop”)
- Backups provide a “point-in-time” snapshot of the data being backed up. Therefore a backup may not always contain the most recent version of a file, nor does it maintain all of the “versions” (saves) of a file between backups
- Workstations need to be connected to the office intranet for backups to occur

Customer Responsibility

- Identifying specific end users or business roles that should have their workstation backed up
- Specifying which files and/or folders should be restored

MN.IT Services Responsibility

- Deploying and configuring the necessary backup client to authorized workstations
- Managing and maintaining backup and restore services
- Restoring files and/or folders as requested

Accessories and Peripherals

An accessory or peripheral is a device connected to a workstation, but not part of it, and is more or less dependent on the workstation for operation. Examples of accessories and peripherals are printers, image scanners, microphones, speakers, monitors, webcams, and digital cameras.

Limits

- MN.IT Services does not provide support for accessory or peripheral applications, unless they are deemed “standard” software

Customer Responsibilities

- Identify the types of accessories and peripherals needed to complete day-to-day business
- When necessary, train end users on how to use the accessory or peripheral

MN.IT Responsibilities

- Identify and ensure proposed accessories and peripherals solutions meet business requirements
- Procure, deploy and maintain accessories and peripherals required for day-to-day business

Printers

Depending on an end user's role within an organization, their feature requirements for printing capabilities will vary. To fulfill the requirements of office-based end users, networked multi-function devices (MDF) are utilized to provide a wide range of features including color and black and white printing, ability to print on different paper sizes, stapling and/or hole-punching. Often these devices include other capabilities such as fax, scanning and copying.

Limits

- Support for local (USB) connected printers is limited to initial setup and connection

Customer Responsibilities

- Providing paper in the sizes utilized by the printer and required by the business (e.g., legal, letter, 11x17, etc.)
- Providing toner/ink for local (USB) connected printers

MN.IT Responsibilities

- Maintaining network printer device
- Configuring new network printers on the print server
- Managing and maintaining the print server

Additional External Monitor

In some cases, business may decide that specific end users or business roles within the organization should have more than one external monitor. For some end uses, having more than one external monitor can increase productivity. Examples of this include: end users can dedicate one monitor to critical information or use it compare multiple documents side-by-side. Some of the disadvantages of having more than one external monitor are the additional cost, potential for more distractions (because of the additional windows that can be displayed), and the required desk-top space they consume within an office.

Limits

- Hardware configurations may limit the number of external monitors that can be physically connected to a workstation

Customer Responsibilities

- Identify specific end users or business roles that should have additional external monitors
- Approve or reject requests from non-authorized user.

MN.IT Responsibilities

- Procure and connect the additional external monitor(s)

File Server

A file server provides a centralized (non-local workstation) location for shared disk access, i.e. shared storage of computer files (such as documents, images, databases, etc.) that can be accessed by the workstations that are attached to the same computer network. File servers provide two types of file shares:

- Personal – File shares assigned to a specific end user for their sole use
- Shared – File shares assigned to a group or project with permissions granted to several groups or individuals for collaboration

File Server services provides an organization with an aggregate amount of storage which is equal to 2 Gigabytes (GB) times the number of end users. This aggregate includes storage of all personal and shared file shares.

Aggregate example: an organization with 50 end users has 100 Gigabytes (GB) of total storage available across personal and shared file shares. Additional file server storage is available for an additional fee.

Customer Responsibilities

- Requesting the creation, deletion and modification of personal and shared file shares
- Managing content within personal and shared file shares

MN.IT Responsibilities

- Managing and maintaining the file server services, including data backup
- Creating, deleting and modifying personal and shared files shares

Personal accessories and devices

Business organizations can choose whether or not end users should use personal-owned accessories and devices such as a digital cameras and home-based printers. MN.IT Services does not prohibit the use of personal accessories or devices, however these devices are not supported. Furthermore, any software installed to use a personal-owned device will be treated as “unique software” (as identified in this Service Description).

Limits

- MN.IT Services does not provide support for personal-owned accessories or devices. This includes but is not limited to the installation of software or configuration of the device
- MN.IT Services does not supply resources needed to operate personal devices, such as batteries, paper or printer toner

Customer Responsibilities

- Provide guidance to end users if personal-owned equipment should be used, and if so, in what manner
- For devices that store government data, they must meet or exceed any security requirements established by the Enterprise Security Office (ESO)

Web Content Filtering

Web content filtering (also known as web filtering or web blocking) is commonly used by organizations to prevent computer users from viewing inappropriate web sites or content, or as a pre-emptive security measure to prohibit access of known malware hosts

Customer Responsibilities

- Identifying workstations that should be exempt from web content filtering

MN.IT Responsibilities

- Managing and maintaining web content filtering services

Office Moves

From time to time, end users may change office locations. MN.IT Services can assist with disconnecting workstation hardware in the current office location and/or re-connecting it in the new office location.

Limits

- May not be available in all office locations, including home offices

Customer Responsibility

- Provide notification to MN.IT services to determine if sufficient resources are available

MN.IT Services Responsibility

- Assist with disconnecting and/or reconnecting workstation hardware

Professional Services

MN.IT Services may be able to provide additional or expanded Workstation Management services, than what are specifically listed in this service description.

Customer Responsibility

- Provide business requirements for MN.IT Services to review

MN.IT Services Responsibility

- Review business requirements and determine if professional services can be offered
- Provide the professional services description, responsibilities and rate(s) for the proposed service(s)

Additional Service Information

Planning for Service Changes and Growth

Workstation Management is designed and deployed based on the number of laptops/desktop computer deployed within an organization. Additional capacity is built into the initial planning and deployment of services based on common growth scenarios.

When user growth greater than 5 percent is predicted, the customer is asked to notify the MN.IT Services through the standard change request process to allow appropriate evaluation and planning of service expansion. This notification process applies to increasing the number of total workstations as well as expanding the scope of customer usage scenarios (such as deployment of mobile devices) or introducing new applications that run within the workstation environment.

Customer Responsibilities

- Provide workstation usage and growth estimates
- Provide advance notification of any significant user growth or workstation service usage beyond initial estimates

MN.IT Services Responsibilities

- Plan capacity based on the customer's sustained growth rate and add infrastructure and workstations as required
- Adjust growth capacity to enable evaluation and planning for necessary service expansion.

Related Information

Optional: References to applicable documents such as:

- Minnesota Statutes 207 Chapter 16E (Office of Enterprise Technology)
- Enterprise Technology Fund 970 Rate Schedule
- Operational documents and information on MN.IT Services website
- Workstation Management Service Level Agreement