

Fresno State

CALIFORNIA STATE UNIVERSITY, FRESNO

Common Ground Initiative

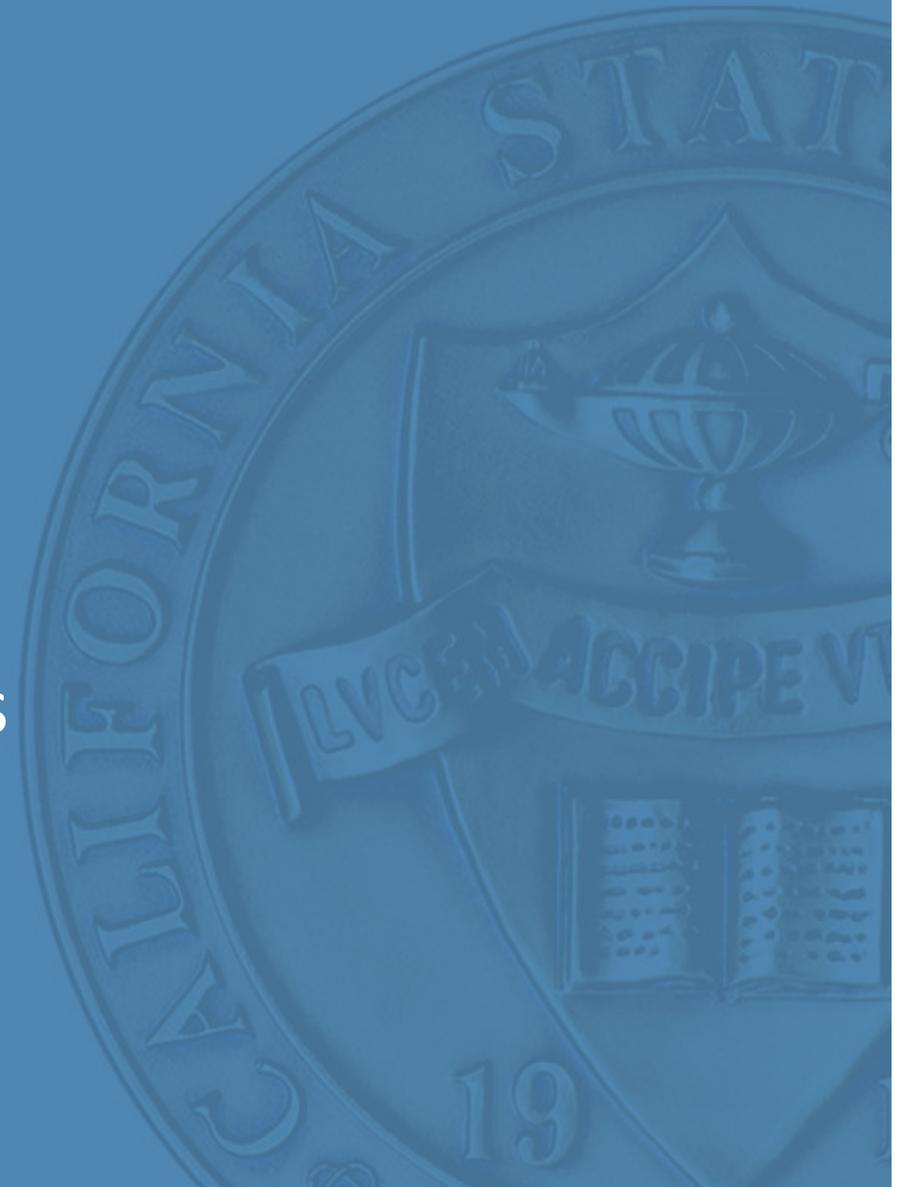
Shared tools and standard practices to improve how computing assets are managed, applications delivered and end-users supported

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Agenda

- Background
- Recommendations
- Rationale
- Benefits
- Support Tools & Practices
- Changes
- Schedule
- Q & A



Consultation to Date

Nov. 2010 - October 2011 - Common Ground initiative developed in consultation with stakeholders including Deans, Associate Deans, Technical and Administrative staff

May 2011 - January, 2012 - Information shared with IETCC, College and Division Support Committee and key stakeholders

January 2012 - IETCC adopted four recommendations for the implementation of key aspects of Common Ground affecting end-user computing. Instructed Technology Services to work with AIT to communicate effectively with faculty.

February 2012 - Otto Benavides forwarded the recommendations to AIT and co-authored draft communications to faculty. AIT adopted the four recommendations and recommended that the VP Admin Services would consult with the appropriate Dean in the case that there is a request for discovery in their college.

March 2012 - AP&P received the recommendations to AIT and forwarded these to the Academic Senate

April 2012 - Academic Senate asked to consider these recommendations and how Technology Services can best move forward with the necessary work.

Recommendations

Apply to state-owned personal computing devices

Remote Support: Adopt the use of remote support tools and practices to support end-users on state-owned personal computing devices. Employees opt-in to any use of remote support.

Standard Tools and Practices: Adopt the use of standard support tools and practices. These tools would be standard on state-owned personal computers.

Authenticate to Active Directory: Employees authenticate to Active Directory when logging on to a state-owned personal computer.

Technology Purchasing Standards: Continue to support technology purchasing standards.

Why are we making these changes?

- Responding to budget constraints while continuing to deliver needed services and make appropriate improvements
- Continually improving practices to support changing needs and achieve efficiencies to facilitate those improvements
- Using effective tools and practices to deliver these services to users in a way that improves their experience

Who benefits from this work?

Users

- more timely and tailored support
- more control over when changes occur
- lays foundation for improved services e.g. encryption, file sharing

Campus

- more consistent service
- efficiencies in how these services are delivered
- cost-savings from purchasing standards
- reduced risks through improved configurations and practices

Support Staff

- better able to manage devices, deliver applications and support users
- consistent practices, shared tools, and common framework

Existing Support Practices

Similar practices are already in use on campus

- Remote support already used within some colleges and divisions
- Remote administration already practiced to address issues
- Automated administration already exists to update Anti-Virus software, distribute patches, and deploy software

Similar practices are common in other organizations

- These tools and practices are in use at other CSU campuses including Chico, L.A., Humboldt, Fullerton, Northridge
- The use of standardized tools and practices prepares organizations for additional improvements in service
- This approach is used throughout higher education

Changes (affecting Users)

Remote Support

End-users can receive “remote support” where this is more timely and effective than “desk-side” support. End-users may opt-in and receive timely remote support or ask for a desk-side support appointment when available.

Standard Support Tools

A standard support tool will be installed on state-owned computers. This tool will help support staff be more effective when providing support and end-users by providing more flexibility as to when changes are applied to their systems.

Employees Authenticate to Active Directory

End-users will authenticate to the campus’ Active Directory if they are not already doing so.

Capabilities and Characteristics

Support Capability	Characteristics
<u>Remote support</u> Team Viewer	Allows support staff to interact remotely with end-user on end-user's computer when invited to assist with issues.
<u>Remote Administration</u> Remote Desktop (RDP) Apple Remote Desktop (ARD) Other administrative tools	Allows support staff to access end-user computer remotely when invited to assist with issues.
<u>Automated Administration</u> Microsoft Systems Center Configuration Manager (SCCM) Deploy Studio (Apple) Apple Remote Desktop (ARD) Microsoft Group Policy Other automated administrative tools	Provide security patches; deploy software; monitor software and hardware configurations; manage standard software entitlements; monitor power utilization; anti-virus and encryption

Practices, Controls and Choices

Practice	Controls	Choice
<p><u>Remote Support</u> I.T. Support Person to End-User Assistance</p>	<p>User initiatives request and must be available during remote support session</p>	<p>User chooses to Opt-In or requests a face-to-face visit</p>
<p><u>Remote Administration</u> I.T. Support Person to Machine</p>	<p>User initiatives request. Exception: In the event of a critical security issue these tools may be used in accordance with existing university policies</p>	<p>Users and I.T. support agree to timing unless issue is urgent e.g. security</p>
<p><u>Automated Administration</u> Automated engines provide security patches; deploy software; manage standard software entitlements; monitor power utilization; file sharing; anti-virus and encryption</p>	<p>Standard processes applied to all appropriate end-user computers in accordance with established practices.</p>	<p>Tools allow users to select when change occurs unless change is urgent</p>

When will these changes take place?

Projects & Schedule

- Remote Support
 - April-May '12 – CHHS, CSM, Students Affairs and VPA
 - June-October '12 – Remainder of campus
- Technology Purchasing Standards
 - '12 – existing practice in Procurement
- PC Support Tools and Practices
 - July-October '12
- Mac Support Tools and Practices
 - May-July '12
- Active Directory
 - Through Oct '12 – campus-wide adoption



Thank you.

We will distribute information to faculty in April or early May to ensure time for communication and questions before summer.

For questions regarding this presentation and suggestions regarding communications please contact Philip Neufeld at pneufeld@csufresno.edu

Q & A