Service Definition

Managed Workstation Service (Business to Business Solution)
Purpose

This document defines the scope, service roles, service components, centrally provided utilities, and current support requirements required to deliver the UITS Business to Business (B2B) portion of the Managed Workstation Service.

Scope

A set of centralized utilities that UITS provisions UCONN IT staff. These centralized utilities will empower UCONN IT staff to monitor, secure, and support their customer’s workstation (desktop and/or laptop), mobile device (tablets and/or smartphones), and printers.

Service Roles

Managed Workstation Service Manager

- UITS staff member available as a point of contact for UCONN IT staff
- Ensures UCONN IT Staff are provisioned access to the set of utilities
- Facilitates communications to stakeholders in regards to any issues, upgrades, or feature enhancements related to the service

UCONN IT Staff

- Technical Professional(s) identified by the department as being responsible for a department’s computing resources

Service Components

Active Directory

UCONN IT Staff are provisioned access to a utility that provides the ability to:
- Join customer workstations to the UCONN domain
- Allow customers to logon to workstations with their NetID and password
- Create and apply group policy objects (GPO)
- Determine which workstations are discoverable by Configuration Manager

Configuration Management (Microsoft Windows)

UCONN IT Staff are provisioned access to utilities that provide the ability to:
- Schedule deployment of Microsoft Security updates/upgrades
- Deploy applications to end-user workstations
- Remote Assist end-user workstations
- Manage University Anti-virus settings
- Create and Deploy Microsoft Windows System Images
- Report on workstation compliance
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Version: 1.1
Revised: 06/17/2015

Service Components (continued)

Managed Encryption (Microsoft Windows)
UCONN IT Staff are provisioned access to a utility that provides:
- Full Disk Encryption
- Ability to recover an encrypted hard drive
- Ability to report on encryption compliance for workstations

Managed Print Server (Microsoft Windows)
UCONN IT Staff are provisioned access to a utility that provides the ability to:
- Deploy printers to customer workstations
- Manage printer drivers and settings

HuskyPC Image & Custom Image Server (Microsoft Windows)
UCONN IT Staff will be provisioned access to:
- HuskyPC Image used by UITS to configure Microsoft Windows workstations
- Server space to store and backup custom Microsoft Windows images

Problem Management System
UCONN IT Staff have access to the UITS Problem Management System (ServiceIT):
- Report issues related to components of the Managed Workstation Service

Centrally Provided Utilities

- Active Directory
- Citrix
- Direct Access
- ServiceIT (Footprints)
- HuskyPC Image
- Microsoft Bitlocker Administration & Monitoring (MBAM)
- Microsoft Print Server
- Microsoft System Center Configuration Manager 2012 (CM2012)
- Microsoft Windows File Services
- Microsoft Windows Image Storage Server

Current Support Requirements

- Microsoft Windows and Apple OS X Clients exist in the UITS Active Directory
- Microsoft Windows workstations have the required TPM hardware and Operating System (Windows 7/8) necessary for managed encryption
- Citrix Receiver for Configuration Manager Console access