Managed Workstation Service
(Business to Customer Solution)
Purpose

This document defines the scope, service roles, service components, and current support requirements required in order to deliver the UITS Business to Customer (B2C) portion of the Managed Workstation Service.

Scope

UITS technical staff monitor, secure, and support a customer’s university owned or supported workstation (desktop and/or laptop), mobile device (tablets and/or smartphones), and printer.

The Managed Workstation Service offers the customer faster support turnarounds, active notification on potential computing problems, and a more uniform, consistent, and predictable computing experience.

Service Roles

Managed Workstation Service Manager

- Documents the relevant processes, procedures, and best practices regarding the management of customer’s workstations
- Facilitates communications and notifications relevant to a community

Service Components

- Microsoft Security updates
- Husky PC Image application updates and upgrades
- University Anti-virus configuration
- Full Disk Encryption with centrally backed up recovery keys (Windows 7)
- Shared departmental storage
- Support initiated thru the UITS Help Center

Current Support Requirements

- Husky PC standard workstation running the Husky PC Image (Windows 7)
- Apple Macintosh workstation running OSX 10.10. or 10.11
- Workstations joined to the UITS Active Directory
- Customers are provisioned standard user accounts to their managed workstations (Windows 7)
- Customers with administrative accounts on their managed workstations will have issues remediated by workstation re-image (Windows 7)
- Software that does not come preinstalled with the HuskyPC Image will be the responsibility of the customer and/or Department