Service Definition

Managed Workstation Service
(Business to Department 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 Department (B2D) portion of the Managed Workstation Service.

**Scope**

UITS technical staff monitor and secure a department’s university owned or supported workstations (desktop and/or laptop), mobile devices (tablets and/or smartphones), and printers.

UConn IT staff provide customer support following policies and procedures outlined by UITS.

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**

- UITS staff member available as a point of contact for UConn IT staff
- Ensures UConn IT Staff are provisioned required access to 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 the support of the department’s computing resources
Service Components

**Active Directory**
UCONN IT Staff are provisioned access to a utility that provides them the ability to:
- Create, join and delete customer workstations for their department from the UCONN domain
- Manage administrative rights to workstations

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

**Imaging**
UCONN IT Staff will be provisioned access to:
- Re-image customer workstations

**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
- Review and resolve customer requests assigned by the UITS Help Center

Centrally Provided Utilities

- Active Directory
- Citrix
- Direct Access
- ServiceIT (Footprints)
- HuskyPC Image
- Microsoft Bitlocker Administration & Monitoring (MBAM)
- Microsoft Print 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