

Enterprise Systems: Client Management

Definition(s):

Client Management software provides for the support of user workstations through software distribution, imaging, hardware and software inventory, operating system installation and migration, and remote control capabilities.

Rationale:

IT support staffs are required to support client environments that are continually growing in both size and complexity. Client Management software enable IT staff to automate many support processes such as software distribution, imaging, and operating system migrations. Remote control capabilities allow IT staff to provide remote support to clients thus improving efficiency in the support process. Inventory and reporting functionality provide increased capability for IT staff to audit and manage user environments thereby enabling improved software license utilization and compliance and policy enforcement.

Approved Standards:

The following functions by the software and vendor should be supported:

- The client management products must provide client inventory functionality. This functionality is to include auto discovery of clients within a TCP/IP network, listing of all software applications installed on a client, and detailed listing of hardware components contained within the client.
- The client management products must provide reporting capability. This reporting capability should include a body of standard application reports as well as the capability to produce custom reports and queries. Accessibility for this reporting functionality should be supported via a web browser.
- The client management products must provide software distribution capability. This distribution capability should provide functionality for complete installation of packaged or custom software applications, targeted client installation based on distribution lists or distribution policies, distribution scheduling, and privilege elevation for installation on clients with locked down desktops.
- The client management products must provide client remote control capability. This remote control capability should include the ability to access a client desktop from a remote location by taking control of the client's screen and keyboard, and remote execution of programs and process control. Functionality must be provided to require permission from the client for remote access of the desktop.
- The client management products should provide 'self healing' capability for distributed applications. This self-healing functionality should provide for the restoration of missing components, repair of system registry, and resolution of version conflicts.
- The client management products must provide for software imaging capability. This imaging capability should include functionality for cloning of standard client configurations and restoration of personalized client software configurations.

- The client management products must provide support for repositories residing on remote windows based database servers.
- Technical support staff should be available 7x24.
- The client management products must provide integration to Active Directory. Integration with Active Directory should provide for management of software distribution and reporting of inventories by units defined within the Active Directory system.
- The client management products must be compatible with existing statewide IT standards published by the Office of Information Technology.

Approved Products:

Novell Zenworks for Desktops

Guidelines/Technical Considerations:

Review Cycle:

Annually, or as required to address new technologies.

Timeline:

Issued: March 2004

Transition:

Transition will occur over time. All new purchases of Client Management solutions must comply with the standard.

Procurement:

Pricing shall be based on the *Novell Master License Agreement* price list and the Office of State Purchasing Contract # 405643. Current list prices for software and software maintenance shall be discounted 86%. Competitive Upgrade pricing is available for organizations that currently have licenses for a competing client management solution.

Date: _____

Approved by: _____