

# CSG Desktop Support Status Report

CSG Desktop Support Projects FY2005 through Spring 2005

Title: Desktop Support Project Status

Author: Andy Lego

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## Project Manager's Summary:

This report covers the first quarter of 2005. During this period Desktop Support has refined the usage of remote patch administration tools, moved to tighter integration with the helpdesk for client support issues, initiated a program of client desktop system standardization, upgraded the antivirus client on all supported systems, and implemented remote administration of client systems.

## Remote Patch Administration:

Even as recently as 2004, Microsoft and computer security deemed critical Windows system security patching had been accomplished primarily with support FTE's visiting each individual desktop system. Utilizing PatchLink, a remote patch deployment client server product, security patches are now pushed out to supported client systems from a central server and no longer requiring support visits to the desktop.

The PatchLink system has not proven to be completely reliable though it is more efficient than visiting each desktop system. There is currently a migration to Systems Management Server (SMS). SMS is a Microsoft product and more tightly integrated with Active Directory and the Windows operating system and promises to be more reliable than PatchLink.

## Helpdesk Integration:

Historically, the desktop support group provided support to client groups such as ESH, LSS, NuMI, and CD with a dedicated support person available with a phone call to any user. This support methodology isn't totally efficient and provides no metrics for evaluation of support performance and issues.

The desktop support group no longer accepts any support issues or initiates any support related work without a helpdesk ticket generated either by the user or support personnel.

## System Standardization:

Over the last six months as systems were visited they were upgraded to a standard configuration. This includes Windows XP-SP2, Office 2003, and a suite of core support applications. To speed up the migration to a standard model, DecisionOne is providing assistance towards the well defined project. All supported systems (not withstanding documented exceptions) will be at the 'standard model' by July.

#### Symantec Antivirus Client Update:

In February, Symantec announced that various versions of the Norton/Symantec antivirus client software installed on our supported systems had a security issue with the scan engine. The software is installed on roughly 500 client systems. The fix was to replace all versions of the client on all systems with the newest version (9.0.3) of the client from Symantec.

It was discovered early in the update process that older versions of the client didn't uninstall from systems cleanly and made the installation process of the new client virtually impossible. Testing and cooperation with the CSI group helped us to mitigate the issues though the updates were still time consuming.

It took roughly six weeks utilizing a combination of a remote script developed by Andy Romero and desktop visits for the older versions of the antivirus client to complete the work.

#### Remote Administration:

Increasingly there is a move from a support model requiring a visit to the client system for common issues to a mixture of desktop visits and remote administration using the tools included with the Windows XP operating system. The ESH client desktops are virtually completely supported using remote tools. The proliferation of Spyware infestations reported by the Symantec antivirus scans is one issue quickly addressed remotely.

Created by [andylego](#)

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