Deployment Software for Desktop Management

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1.0 PURPOSE

The purpose of this policy is to provide the College of Charleston campus community with a quick, effective means for installing software and troubleshooting software and hardware problems on desktop computers.

2.0 JUSTIFICATION

Over the years, the campus community has seen a significant growth in the area of desktop computers, with no significant addition of support staff. Implementing deployment software on desktop computers will allow Help Desk technicians, computer technicians, academic computing liaisons and others to provide support remotely. Once a faculty member or staff member has given permission to install deployment software on his/her computer, the computing staff who has responsibility for maintaining that computer, can for example download anti virus fixes immediately. They can also use screen sharing technology to troubleshoot desktop computing problems over the phone.

3.0 USE OF DEPLOYMENT SOFTWARE

The Departments of Academic Computing and Administrative Computing recommend that all faculty and staff install deployment software on their computers.

3.1.1 Though strongly recommended, a faculty member or staff client must approve the use of deployment software on his or her machine because the user may believe that he/she is compromising privacy or the security of information. In addition, faculty and staff must approve each subsequent use of deployment or screen sharing software (exception: general updates to previously installed anti virus software). Faculty and staff who opt for installing deployment software should contact Help Desk to arrange for installation.

3.1.2 Not using deployment software will affect the level of service (response) that Help Desk staff can guarantee (see Policy # 2).
3.1.3 The quality and speed of network connections affect the usefulness of deployment software. To use deployment software, client computers must be connected to the campus network. Clients who connect to the campus network via a slow connection will not benefit from all features of desktop management software.

3.1.4 To use the deployment software, a faculty or staff member should have the minimum hardware requirements outlined in the policy for desk standards for service levels one and two.

3.1.5 A faculty or staff member should immediately contact Help Desk if he or she has any concerns or problems with the deployment software.

3.1.6

4.0 SCREEN-SHARING FEATURE

The deployment software works hand in hand with screen-sharing software. The technicians at Help Desk utilize screen-sharing software to connect to an individual computer over the network and look at the screen to see the problem exactly as the user does. The technician can then troubleshoot and resolve the problem of using the deployment software. This process requires some client involvement. The connection is permanently terminated at the end of the consultation session.

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