

# Desktop Management

## The Achilles Heel of the Security Team

- Why desktop Management
- Strategies for Effective Desktop Management



# Desktop Management- What is it?

- Desktop Management is Big Job even in a small company
- Data Protection is a major concern
- Productivity is tied to the desktop
- Regulatory compliance can be affected by desktop management practices
- The number of personal computers is significant
- Accurate list of software, peripherals, and configuration are necessary but difficult to maintain
- Increasing Number of remote workers complicates the task



# Desktop Management - Issues

- Constant stream of patch updates for security complicates the task
- Constant stream of patch updates for security and other reasons requires timely attention
- Virus updates, spyware updates, and personal firewall for remote users must also be addresses
- Manual processes and “just enough to get by” scripting are no longer viable options to desktop management

# Staying Current

- Staying current with operating system patches, virus and spy ware updates help prevent
  - Theft of Sensitive Data
  - Unintentional sharing of Sensitive Data
  - Loss of Data
  - Corruption of Data

# Employees Handle Sensitive Data

- Price Lists
- Customer Lists
- Customer Data
- Human Resources Data
- Strategic Plans
- Product Plans
- Corporate Financial Information



# Employee Productivity is Tied to the Desktop

- Employees Depend on their desktop for
  - Correspondence                      - Word Processing
  - Contacts                                - Presentation
  - Scheduling                             - Analysis
  - Research                                - Project Planning
- For many knowledge workers, the desktop has become mission critical
- **When the desktop is unavailable, work stops!**



# Employee Productivity is tied to the Desktop

## ● Work-in-Process Data on the Desktop

- Can represent weeks of effort
- May be difficult or impossible to recreate
- Loss can affect
  - Project timelines which in turn can cause customer satisfaction issues and/or contractual penalties
  - Sales proposals resulting in lost revenue



# Best Practices for Desktop Management

- Asset Management
- License Management
- Automatic Discovery
- User Profiles
- Automated Software Management
- Remote Management





# Strategies for Effective Desktop Management

# Map Desktop Management Goals to IT Strategy

## ● IT Strategy Goals

- Regional Expansion
- Enablement
  
- Cost Reduction
  
- Market Driven Projects

## Desktop Management

Support all users regardless of location  
Maintain Control of all IT Assets  
Remote Management

Automate Desktop Management  
Reduce Capital Investment  
Better Utilize IT Assets

Implement a Desktop Management of IT solution that requires minimum staff.  
Quickly deploy software applications and updates

# Reduce Desktop Management risks

- Functions/Current Process /Your Risk
- Asset Mgmt/ Manual Inventory/Do you have unauthorized software installed on your IT Assets ?
- License Mgmt/ Manual Tracking / How quickly and accurately can you demonstrate software compliance ?

# Reduce Desktop Management risks

- Patch mgmt/ MS SUS (server update service) end user intervention / What % of desktops have the latest MS patches applied ?/ What % desktops have unauthorized software installed and being used?
- Software Distribution / None / What is the cost of incomplete or long software upgrade process ?
- Virus Protection /Anti Virus Software end user intervention / How do you know if your organization is vulnerable to security threats

# Reduce Desktop Management risks

- Remote Access /None/ What is the average issue resolution time for your remote knowledge workers?
- Backup/End User Intervention/ What is the procedure for recovering lost data due to theft or hardware failure?
- Reduce Underground Support



# Obtain Speed at Lower Cost

- Speed to Deployment
  - Reduce or eliminate implementation time
  - Reduce training time
  - Deploy without involving end-users, even remote users
- Minimize TCO
  - Minimum 3 year TCO
  - Hardware, Software, Training, Maintenance, Support
  - Gain Immediate ROI by linking to high priority, strategic system deployment/upgrades
  - Reduce or eliminate upfront capital investment

# Dazzle your Customers

- Deliver Support wherever they are located
- Reduce issue resolution time
- Increase system Uptime
- Provide click to connect access

# Planning for the Future

- Instant

- Seamlessly ?

- Provide onsite ?

- On Demand Agility

- Grow from a point solution to an integrated solution

- Lower switching cost and risk

- Quickly “undo” deployments





We need to get the  
Desktop Management  
Paradigm right at  
our Organization!!  
By a mixture of willingness  
to follow best practices and  
also automated tools.

- Issues ? Discussion?
- Thank you for your Attention.

