

DLIT : Desktop Services Projects

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(Archive of Projects - posted as PDFs in [Attachments](#))

Summary of DLIT-Desktop projects currently in progress (April 2007 status)

| Project | Dept | Status (est. completion) | Details | Contact |
|--|---------|--------------------------|---|-------------|
| MS Licensing | Desktop | April 2007 | With ITEC and others, coordinate MS Office (and possibly MS OS licensing) decisions and purchases. Also, manage subsequent deployment, as appropriate. | Oliver |
| Evaluate MS Vista OS | Desktop | December 2007 | Many enterprises are expected to take about 1.5 years before starting to roll out Vista (released Dec'06). Evaluation this year will prepare DS for deployments as appropriate. | Oliver |
| Internal Unit Restructuring | Desktop | March/April 2007 | Restructure roles and responsibilities to allow greater focus by individuals on both addressing service calls and focusing on system-wide project work. | Oliver |
| Characterize DS's services and staff allocations | Desktop | March 2007 | Characterize at a high-level information with the goal of ensuring DS's staff resources are focused on areas most important to | Oliver, Oya |

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| | | | the Library, and that DS is properly resourced. | |
| Administrative System Support | Desktop | February 2007 | Explore how the current distributed model of administrative support is working and make recommendations. | Oliver, Oya |
| Review AD and FS pilot of 2006 | Desktop | May 2007 | Review decisions and experiences gained since DS's deployment of Active Directory (AD) and File Server (FS) services in Dec'05. Including provisioning services by CIT (Domain, server management, and Storage Farm services). | Oliver |
| Detect and secure sensitive data on staff computers. | Desktop | July 2007 | With CUL HR, CUL Accounting, and Library management, promote IT security within CUL. Tools and support from CIT, along with new university policies, obligate us to focus on detecting sensitive data on staff computers, and then either eliminating it or securing it via procedures and technology. | Oliver |
| Explore contracted services for specific support functions | Desktop | March 2007 | Evaluate utility of contracted services, such as CIT's OnSite Solutions for support of demands not provisioned by DS | Oliver |

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| | | | and which may be cost-effectively managed in this manner. | |
| Continue DS's on-line documentation | Desktop | On-going | Particular focus on DS's policies and procedures, both for internal and external use. Goal is to clarify expectations (DS's roles and responsibilities; identify tasks outside of baseline services.) | Oliver |
| Complete third year of staff monitor replacements with LCD monitors | Desktop | August 2007 | Nominally starts in July. | Oliver |
| Co-prepare public computing support proposal | Desktop | March 2007 | With Kornelia, create an action plan around a vision of services with a focus on Olin and Uris libraries. | Oliver and Kornelia |
| Strengthen administrative relationship with HR. | Desktop | On-going | DS depends on HR to alert us to staff changes so we can better serve staff and their units. DS needs to know of new staff arriving, staff transferring, and staff leaving so we can maintain our communications list and prepare required equipment and follow up with managers as appropriate. | Oliver |