



EMORY COLLEGE STATEMENT ON DESKTOP MANAGEMENT

I. Program Overview

Emory College Computing Support (ECCS) uses “Desktop Management” as a means to augment the hands on work performed in support of the technical needs of College faculty and staff. Desktop management allows trained ECCS staff the ability to proactively monitor computer health, to ward off security issues, and to remotely assist faculty and staff on and off campus.

Desktop management tools include user authentication, computer inventory and monitoring, remote software installations and upgrades, security management, and remote assistance. Remote assistance is the ability to securely take control of a computer’s mouse and keyboard to solve problems without physically touching the machine. The tools also allow ECCS to deploy and migrate to new computers at a substantially faster rate.

II. Benefits to the Organization

The College is growing in the number of faculty and staff and the number of computers and mobile devices is growing at an exponential rate. In order to scale to provide quality support within a reasonable amount of time, desktop management is a necessary and important set of tools. With technology now a necessity of every day life, it has become more ubiquitous, more powerful, and more complex. We contend with more malicious security issues and catastrophic hardware failures. Mobile devices and activities (laptops, cell phones and PDAs as well as off-site needs) also introduce unique support requirements.

- Desktop management will assist in proactively identifying and rectifying problematic equipment.
- Desktop management will allow ECCS the ability to install or upgrade software (potentially within minutes) to multiple computers.
- Remote assistance allows trained ECCS staff the ability to provide secure “hands on” support around the world.
- Software inventory helps to ensure the College maintains licensing compliance with vendors, preventing expensive litigation.

III. Security and Support

Any machine connected to the Internet (wired or wireless) is susceptible to attack. These attacks have the potential to steal identities and to delete data. Attacks are not limited to traditional computers; cell phones and PDAs, such as the iPhone, are becoming points of entry. Desktop management tools are tested and secured. The tools assist in protecting users from harm or malice and in ensuring that sensitive and confidential data remains secured.

Most of the services run transparent to the end users and include hardware monitoring, software updates and asset management. These allow ECCS staff to proactively address issues to minimize user downtime or loss of data.

IV. Privacy Concerns and Academic Freedom

Emory College Computing Support team members strongly advocate the need for privacy and academic freedom. Preventing downtime and loss of data, along with maximizing the efficiency of both hardware and software, is the primary goal of ECCS. Remote assistance is secure and will not be possible without the end user's consent. Hardware and software monitoring does not include the transfer of any confidential or personal data.

Users must be vigilant in protecting data deemed personal, confidential, research/teaching related or HIPAA/FERPA regulated. This includes backing up the data securely and only connecting to reliable networks.

Only trained Emory College Computing Support staff are able to administer College-owned and/or supported computers.

V. Related Policies

ECCS personnel comply with the Emory College Desktop Management Policy and Emory College Policy on Administrative Access. The Deans of Emory College and the Emory College Faculty Governance Committee have approved these policies.

All Emory employees are subject the following policies: Emory University Policy on Information Technology Conditions of Use, the Emory University Policy of Network IDs and Passwords, and the Emory University Information Access Policy.

All policies are available upon request. University policies are hosted at: <http://policies.emory.edu>