PURPOSE

The purpose of the Client Deployment policy is to ensure consistent function and delivery of the LANDesk client applications and to maintain security and privacy of Creighton computer systems. Well ordered, well organized and well defined processes and practice in deployment of the full client will ensure that our investment in this system is used to the fullest in the long run. This will ensure that the system stays healthy, avoids corruption, and is able to provide an efficient mechanism for support.

SCOPE

This policy applies to all instances of LANDesk client software installed on Creighton-owned hardware that are connected to JAYNet.

POLICY

1. The initial client will only be used for inventory management and staging for future client upgrades.
2. The initial client will be installed on all Creighton owned computers connected to JAYNet.
3. The full client will provide inventory management, remote assistance, software deployment and patch management components.
4. The initial client will be available via web download.
5. The full client will only be deployed by LANDesk System Administrators where requested to computers which have met full client pre-requisites.
6. Access to the ‘Client Setup’ tool in the LANDesk w/32 console will be restricted to System Administrators.
7. Client configurations will not be expanded, limited or modified by Support Administrators. System Administrators will make the details of the initial and full client configurations available to Support Administrators.

DEFINITIONS

Deployment
Deployment refers to the installation of software, typically over a network. Software must be packaged and/or scripted before installation can be initiated. The installation of packaged or scripted software can be initiated remotely by a LANDesk Support Administrator or locally by the user of the computer. The LANDesk client is packaged or scripted through the LANDesk system.

Initial Client
The initial client is a vehicle for collecting hardware and software inventory information about the body of computers supported by the LANDesk system via the inventory agent. Because
the initial client is a non-invasive application, and can in no way present a privacy risk to the user, it is available for any support administrator or end-user to install. Deployment of the Full client replaces an Initial client installation.

**Full Client**
The full client includes support for remote assistance, patch management, software deployment as well as the basic inventory agent. These tools designed to increase the level of service and support available to the Creighton community.

**Scope**
LANDesk Scopes determine the range of devices a Support Administrator can see and manage through LANDesk. Scopes can be defined by attributes in our device inventory. We are using the pre-existing structure defined in our Blue domain to scope devices.

**Support Administrators**
LANDesk Support Administrators are authorized users of the LANDesk system. These people are technology support professionals (i.e. service desk analysts, desktop technicians and network administrators) who use the tools in LANDesk to assist the customers that they are responsible to serve. Support Administrators are able to access specific tools and resources for which they are authorized.

**System Administrators**
LANDesk System Administrators are the custodians of the LANDesk System. These people are technology support professionals who support and maintain the tools and resources in LANDesk. They are responsible for all parts of LANDesk including, but not limited to, system maintenance and upgrades, maintaining the security and integrity of the system, and providing assistance to Support Administrators. System Administrators may also serve in a Support Administrator capacity by using the tools in LANDesk to assist the customers which they are responsible to serve.

**Technology Support Professionals**
University employees whose position descriptions include technology support responsibilities are referred to as Technology Support Professionals. This term is used since position titles that include technology support responsibilities (i.e. PC/Network Technician I, Help Desk Technician, etc.) may vary among this group of employees.

**RESPONSIBILITIES**

**Support Administrators** are responsible for adhering to the standards outlined in this policy when working with client installations on computers which they support.

**System Administrators** are responsible for adhering to the standards outlined in this policy when using Creighton University’s desktop support system.
ADMINISTRATION AND INTERPRETATIONS

This policy shall be administered by the DoIT Executive Director of Customer Service and Support. Questions regarding this policy should be directed to the Executive Director of Customer Service and Support.

AMENDMENT/TERMINATION OF THIS POLICY

The University reserves the right to modify, amend or terminate this policy at any time. This policy does not constitute a contract between the University and its faculty or employees.

REFERENCES TO APPLICABLE POLICIES

LANDesk Client Deployment Standard

EXCEPTIONS

Servers
Servers are not required to have the initial client installed on them.

Minimum Hardware Requirements
Computers that fall below the minimum technical requirements for LANDesk are not required to have the initial client installed on them.

Exception Process
Additional exceptions will be granted on a case by case basis. All exception requests must be submitted with appropriate documentation and approval from a VP/Dean/Administrator prior to being reviewed by the Division of Information Technology.

VIOLATIONS/ENFORCEMENT

Any known violations of this policy should be reported to the LANDesk System Administrators at 402-280-1162 or via e-mail to landeskadmins@creighton.edu. Violations of this policy by LANDesk Support Administrators can result in immediate withdrawal or suspension of LANDesk access privileges and/or disciplinary action in accordance with University procedures.