

*i***ITCO**

---

Win2K or WinXP  
Desktop  
Deployment  
Overview

---

**White Paper**

## Key Deliverables

### **Standards**

The key to restraining cost proliferation in a desktop environment is keeping desktop components as similar as possible. Defining desktop standards that ensures the predictability of desktop components is a key component that contributes to a) making a desktop easy to fix by an administrator, and b) easy for the user populous to understand and move from machine to machine. Standards to be defined would be:

- Hardware standards for new purchases
- O/S configuration standards
- Base application configuration standards, which apps should be on every desktop
- Additional applications standards, which apps can be optionally installed based on user function
- Defining a home usage policy that allows a company to minimise having to maintain licenses and hardware at a users home, yet still allow that user to be very productive.

### **Security**

After CODERED and NIMDA everyone knows that the easiest way to create a security nightmare is to just install an O/S and follow all the default options. The O/S is not the only aspect of good security at the desktop, at iTCO we look at everything, including; effective anti-virus software; appropriate domain administration and policies; clear text passwords over the network; and (of course) procedures.

### **Desktops Delivery Mechanism**

Once you have a desktop defined you need to deliver it to your users. Developing an effective delivery mechanism and strategy is key to saving many administration and user hours. At iTCO we like to develop solutions for these areas:-

For Desktops or Laptops adhering to the hardware standard:

- New machines from the vendor. iTCO would provide these vendors with the O/S and software image necessary to deliver a machine that just requires network configuration and recovery of a users last machine "state".
- Failed machine (not hardware related). iTCO would provide the customers internal IT with the same mechanism as a vendor to quickly resurrect the functionality of the box.

For desktops not adhering to the hardware standard:

- iTCO will provide a mechanism to deliver a clean O/S or upgrade via an unattended install. With Win2K and WinXP there are a number of ways to achieve this, iTCO will help you decide and develop which is the best way to automate this time consuming task.

### ***Retention of User State***

One of the most annoying aspects of a desktop upgrade is the ability to quickly recover and retain the users' desktop "state". This includes his personal data files and key application settings. iTCO will help you create this mechanism.

### **Deployment**

iTCO will supply a deployment team to complete the first pilot group. Scheduling the rollout of additional departments, locations, campuses etc. is highly dependant on your organization. iTCO will work with you to define the most effective rate of deployment. Too fast and your help desk may become overwhelmed, too slow and users are unhappy that they are not using the new O/S yet.

Licensing also becomes complex if you have taken the opportunity to upgrade application components during the migration. iTCO can help you get the most from your vendors.



---

iTCO Solutions Corporation  
P.O. Box 610090  
Redwood City, CA 94061  
United States

<http://www.itcosolutions.com/>

Enterprise Sales Team Contact  
Ryan Edwards  
National Accounts Manger  
Tel: 650-367-0514  
E-Mail: [redwards@itcosolutions.com](mailto:redwards@itcosolutions.com)