

ITS Notes
FTC Meeting
February 8, 2011

Topics

- Mac Book Air BCCR Option
- www2 Upgrade
- Altiris

Mac Book Air BCCR Option

The following is a proposed option instead of the current Light Weight Mac Laptop option.

Mac Book Air 13 inch
256GB Flash Storage
2.13 GHz Intel Core 2 Duo
4GB 1066 MHz SDRam
Keyboard
Ethernet Adapter
External CD Drive (Air Super Drive)
3 Year Warranty

www2 Upgrade

On January 9, the Personal Web Server (www2) was upgraded to replace an aging computer. This was intended to improve performance, user experience, and security.

After this upgrade, several issues were reported. We believe these issues have now been resolved. The following is a summary of current status:

1. **BROKEN LINKS**
Accessing any web page using the old address format (/~username) will now display the correct page. The need to manually remove references to usernames as part of the address path is currently under review. No action is required at this time. Whether you use the /~username or the /first-last reference, you will be taken to the same page. So, we recommend that when you publish new pages, and give out links to existing pages, you use the /first-last name link.
2. **QUOTAS**
Account quotas have been removed effective 1/27/11.
3. **MISSING FILES**
For some people, after the migration, files were missing from the directory. The latest version of these files have been restored and no data was lost as a full backup was done just prior to the move.

ITS is reviewing the project to improve both processes and communication. This review includes soliciting feedback from those who were impacted by this change.

USE of ALTIRIS CLIENT MANAGEMENT SUITE at BC

— FACT SHEET —

What is Altiris Asset Management?

Altiris is a set of software tools produced by Symantec, that allows automated management of computers and software. It was implemented as part of the BCCR process in the spring of 2008 after communication with the BC community. It is currently installed on approximately 3,000 computers deployed to-date, including 770 Macs in academic areas.

Altiris is used in two ways: to facilitate the BCCR process, and to aid the daily management of the BCCR computers and the software on them.

BCCR Process

The Altiris Software makes it possible for the BCCR team to deliver to faculty/staff a customized computer system with minimal interruption to their work. The use of Altiris software, the online survey, the data transfer service, and the desk-side checklist followed by the BCCR team on the day of deployment are all utilized with the primary goal of making the transition from old computer to new as simple and seamless as possible for the user and with minimal disruption at desk side.

Altiris gathers information that assists with the planning and deployment of the new computer. Altiris replaces the interview process used in prior deployment cycles. For each deployment, this saves the BCCR team approximately 15 minutes of scheduling time and a minimum of 15 minutes of meeting time for both a team member and a faculty/staff member. It also eliminates keystroke error. Altiris also provides the total disk space usage. The BCCR team uses this data to estimate the time needed to transfer files to the new system.

Daily Management of the BCCR computers

ITS manages thousands of computers. Tools are necessary to manage these computers in a cost-effective manner. Altiris is installed on the new BCCR computer and integrated with PeopleSoft Asset Management which allows ITS to continuously track assets. There are many potential ways to use the data Altiris collects (see information below).

What's gathered?

- Hardware Information: computer name, manufacturer, asset tag, serial number, total disk space utilized
- Networking Information: IP address and mac address
- Software Information: OS version, executable files installed, path of Outlook files on Windows computers
- Disk usage and types of files installed
- Username of who logs in most frequently

How can Altiris be used?

- If a security threat is identified, for a particular software release, ITS knows where it is installed
- If a particular hardware component is identified as faulty by a manufacturer it can be determined how widespread the impact is at Boston College.
- When a new OS is released an assessment can be made of whether BCCR machines have available memory or hard disk space to accommodate the release.
- ITS can identify needs. For example, the Iron Mountain backup excludes video files and JPEG files that are costly to store for many people. Knowing what is actually being stored can help with storage and migration planning
- Computers often change owners through their life cycle, and one person often activates many computers. Knowing who logs in helps identify the owner and who to contact when there are issues.
- When the BCCR computer is ready to be replaced in the next round, the information aiding the transfer to a new computer will already have been gathered.

Access to data gathered?

The ITS Security team has reviewed all BCCR procedures including the use of Altiris reports. Access to reports is limited to the BCCR team and systems administrators. Access level is set based on the work requirements of that particular person. All requests for special reports are reviewed by ITS senior management for approval.

Future expansion

ITS will not extend further without consulting the BC Community.

ALTIRIS CLIENT MANAGEMENT SOFTWARE: SUMMARY TABLE

The Altiris Client Management Suite consists of the following solutions components:		In Use at BC?
1	Hardware Inventory	<p>✓ YES.</p> <p>Altiris collects:</p> <ul style="list-style-type: none"> -the computer name, serial number, asset tag, OS version -information regarding hardware and peripherals; mouse, keyboard, monitor, video card, BIOS, CPU, printers, USB and PCMCIA devices -Networking information (TCP/IP, Mac address, manufacturer and general connectivity information) -disk space usage (The following file types are inventoried for the Mac in the context of disk usage: APPL, JPEG, TIFF, PDF, MP3, M4A and MOV and for Windows: AVI, JPG, PDF, GIF,XLS, DOC, PPT, MOV, OST and PST). The only data collected is how many files and total size files consume on disk. This does not include any file names or file paths and files cannot be opened or read.
2	Software Inventory, Usage	<p>✓ YES.</p> <p>Altiris collects information about:</p> <ul style="list-style-type: none"> -the Operating System and installed executable files. -the Altiris client itself (version, install path, history execution of inventory tasks and discovery dates) -system usage, who logs on and off, when they log on and off and the duration of logon -the processes running on the client computers -Active Directory membership (location of computer in Active Directory), if applicable --A modification was made to also return the file name and path to any local pst files on Windows computer. This allows for any locally saved Microsoft Outlook files to be properly transferred to the new system. Altiris does not read email.
3	<p>Patch Management</p> <p>Altiris has functionality to download and stage Windows updates for selective push to clients. It integrates with the inventory solutions to assess vulnerabilities and push patches to Windows clients as necessary.</p>	<p>NO.</p> <p>This feature has never been used but the plug-in for it is distributed during Altiris installation.</p>
4	<p>Application Metering</p> <p>Returns information on application usage with the goal of maximizing resources by managing licensing. This solution can log and report on how many times an application is sent a start and/or stop event and the duration of the session.</p>	<p>ONE TIME/LIMITED APPLICATION.</p> <p>This feature was used once to track usage of Adobe Professional that would inform licensing needs going forward. BC is not currently utilizing this feature to track application usage. While not currently in use the plug-in is distributed during Altiris installation.</p>
5	<p>Software management</p> <p>Can be used to push various software packages to client computers. Can also provide a self-help software portal that provides users access to approved software packages.</p>	<p>✓ LIMITED APPLICATION.</p> <p>Software management is configured and used to manage Altiris clients ONLY (reinstall and uninstall). The plug-in is distributed during Altiris installation.</p>
6	<p>Connector solution</p> <p>The connector provides integration with BC Active Directory.</p>	<p>✓ YES.</p> <p>User information is imported from AD into the Altiris system. This information is limited to what is currently available in the Exchange Global Address List (GAL), which is just the BC directory information: Name, department and email address,</p>

<p>7</p>	<p>Altiris Client Management Database (CMDB) This is Altiris' Asset Management System.</p>	<p>✓ LIMITED APPLICATION ITS only uses the components that allow us to manage the integration with PeopleSoft Financials Asset Management. Altiris integrates with PeopleSoft Financials Asset Management to provide updated asset information during the lifecycle of the asset. Altiris "passes" the following to PeopleSoft: Serial Number, Manufacturer Model, Primary User, Computer Name, Last Discovered, and Asset Group</p>
<p>8</p>	<p>Altiris Reports Allows ITS to configure reports to support the BCCR process and to manage the system.</p>	<p>✓ YES. The ITS Security team has reviewed all BCCR procedures including the use of Altiris reports. Access to reports is limited to the BCCR team and systems administrators (fewer than 10 in total) There is a request process for data to be supplied via custom report. These requests are logged and reviewed by ITS senior management for approval.</p>
<p>9</p>	<p>Altiris Deployment Server Can be configured to migrate computer systems and deliver BC images and software packages to targeted computers.</p>	<p>NO This feature has not been in use since 2009. The software deployment feature was initially configured in 2008 to push licensed applications (SPSS and FileMaker) within the BCCR deployment process. The deployment client was uninstalled prior to delivery of the system.</p>