ICT Services - ICT Guideline for Desktop Managed Operating Environment (MOE)

USQ

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Document Category*:	Guideline
Purpose*:	This guideline outlines the scope and approach to the Desktop Managed Operating Environment (MOE) implemented by the University. This guideline is intended to apply to computers and devices supported by ICT Services that are used by: staff who utilize them in an administrative purpose or capacity; and computers and devices located in ICT Services supported and managed general purpose training laboratories or teaching laboratories. All equipment or devices operating within the MOE must operate in accordance with this standard. Computers used specifically in a research environment or special-purpose computer laboratory environment may not be subject to this standard or be supported by ICT Services. This guideline will be reviewed on an annual basis and evaluated in line with changes to business processes.
Responsible Officer*:	Executive Director, ICT Services

1 Guideline Statement

By way of introduction and definition for this specific guideline:

- The Standard Operating Environment (SOE) is defined as a set of approved standard hardware, software, operating systems (including Microsoft Windows, Macintosh and Unix/Linux operations systems) and configurations that are supported by the ICT Services.
- The Managed Operating Environment (MOE) is defined as an extension of a Standard Operating Environment (SOE) with the MOE taking a more holistic view of deploying desktops and applications within the University. It provides a higher level of service to the clients by relying on defined processes and procedures and managing associated costs for deployment and ongoing support.

The University of Southern Queensland (USQ) ICT Services support staff maintain a Desktop Managed Operating Environment (MOE). The MOE is designed to ensure that the large number of desktop and notebook computers provide the necessary ICT functionality to staff and students; can be imaged, maintained, patched and repaired by ICT staff in a manner that improves availability and reliability, with a minimum disruption to staff and students; and at a cost that is appropriate to the University.

The delivery of the MOE to client computers is facilitated by the utilisation of automated deployment and management tools. The expanded use of automation tools across all levels of ICT Infrastructure, Systems and Services is designed to minimise support costs.

As part of its objective to provide cost effective and efficient management of ICT resources, ICT Services maintains a Standard Operating Environment (SOE) comprising a preferred minimum specification of hardware and software products, configurations and management tools. The definition and design of the SOE is managed by the SOE Working Group which reports to the ICT Services Committee. The SOE Working Group comprises representatives from Faculty, ICT Services and departments and reviews the staff desktop SOE and computer laboratory SOE twice per annum corresponding with the commencement of each semester.

The purpose of a SOE is to ensure:-

- That the operating systems, applications and associated software are reliable and consistent, adhering to the core components of the Standard Operating Environment as recommended by the SOE Working Group and defined within the SOE Working Group reports (tabled at ICT Services Committee twice per annum).
- That the software component of the University desktop computer systems meet ICT Services statutory obligations with regard to usage and copyright.
- That the hardware procured by the University is of high quality to maintain reliability, availability and consistency, thus increasing productivity and lowering total cost of ownership (TCO).
- That data stored by clients is secure and protected from tampering by non-authorised persons, misuse or theft.
- That there is compliance with USQ policy, state and federal legislation.

2 Principles

Scope

All ICT equipment or devices operating within the University MOE are subject to this guideline. This guideline should be read in conjunction with the *USQ Policy for ICT Information Management and Security* and the *USQ Policy for the Acceptable Use of ICT Resources.* This guideline applies to computers and devices supported by ICT Services that are used by staff and computers and devices located in ICT supported and managed general purpose training laboratories or teaching laboratories. All new and existing ICT equipment which falls under the scope of this standard will be deployed on the University network and operating with the MOE will be configured in accordance with this standard, unless a waiver is obtained from the Executive Director (ICT Services) or exemption sought and approved.

3 Procedures

All ICT equipment must comply with the following configuration procedures unless an exemption has been granted (*ICT Managed Operating Environment Exemption Form).*

Configuration

Upon connection to the USQ network, computers identified as being subject to the ICT MOE will have the MOE group policy configuration applied. Upon logging onto the network, computers connected to the USQ network and identified as being subject to the ICT MOE will have the ICT Services supported virus package and virus definition files checked daily and updated where necessary.

Standard Operating Environment

The SOE Working Group is responsible for making recommendations about the development and maintenance of a USQ-wide standard operating environment (SOE) for desktop computers, extending to architectures, operating systems and application software. ICT Change Management procedures are to be followed to obtain approval for any changes to any elements of the SOE or the University's ICT desktop production environment. The ICT SOE comprises the baseline set of applications that will be installed by default on all ICT supported desktop computers. Supplementary or additional applications supported by ICT may be requested by the client.

When installing a new computer for a client or rebuilding an existing computer, ICT will install all SOE and appropriately licensed applications, will ensure that the computer is patched to the latest approved operating system and virus patch level.

The maintenance of desktop computers is most efficiently managed and delivered through the deployment of operating systems, software applications, patches and updates via online desktop management applications and tools.

Support

ICT Services will provide support as defined in the USQ Core Desktop Service Level Agreement. ICT will not provide support for non-SOE applications or hardware.

All requests for support are to be directed via the ICT Service Desk or the ICT Self Service Portal.

All requests for change to be directed via the ICT Service Desk or the ICT Self Service Portal.

Procurement

The ICT Services Director (Planning) is responsible for the provision of desktop computer hardware and software preferred supplier agreements. ICT requires that clients submit purchase requests for any ICT software or hardware via the standard ICT procurement procedures. ICT procurement procedures are to be followed for all purchasing requests.

The ICT Services Director (Planning) is responsible for managing the USQ Desktop Refresh Programme. All devices covered under the refresh programme are to be compliant with the requirements as set out in the USQ Perpetual Computer Refresh Program Guidelines.

The licensing obligation for core software installed on MOE computers is the responsibility of ICT Services.

The licensing of all non-core applications installed on MOE computers will be the responsibility of the Faculty or Department providing the software to the end-user. The Faculty or Department will have auditable records of all such software licences. ICT will not install any software without the Faculty or Department providing evidence of the possession of a current end user license.

Data Storage

ICT Services is not responsible for data stored on the client's local hard drive or client side storage device. ICT Services encourages staff to make regular backups and copies of all data and information. In the event of lost or damaged files, a reasonable attempt will be made to recover information but the University and ICT Services staff cannot guarantee recovery of data stored outside ICT Services data centre.

Clients are encouraged to store important information on ICT data centre hosted network storage devices.

Compliance

ICT Services staff and the clients utilizing USQ ICT resources are required to adhere to the USQ ICT policies, ICT guidelines and procedures and should be familiar with the contents of these policies, guidelines and procedures.

ICT Services staff and the clients utilizing USQ ICT resources are required to comply with all Commonwealth, state and international copyright and other intellectual property laws and agreements and other Commonwealth and State laws.

Any person who wishes to have a computer exempted from the MOE must claim exemption by filling out the *ICT Managed Operating Environment Exemption Form*. Applications for exemption will be assessed by the ICT Services Manager (Information Security). Approval will be subject to the outcome of a risk analysis assessment of the computer or device requiring exemption. The ICT Services Manager (Information Security) will keep records pertaining to any non-ICT MOE computer. Depending on their status, non-ICT MOE computers may be subject to various network restrictions that deny them access to various administrative services and systems. These restrictions will be communicated to the person who has requested an exemption.

As part of this goal, it is the responsibility of ICT Services to implement appropriate measures to ensure that all computer devices (including servers, desktop computers, printers, mobile devices) connected to USQ's network have appropriate virus and malware protection, virus definition libraries are current, and that the most recent versions of approved operating systems and security patches have been installed.

This is achieved through a formal process of patch notification, evaluation and release management.

4 References

5 Definitions

Word/Term	Definition (with examples if required)