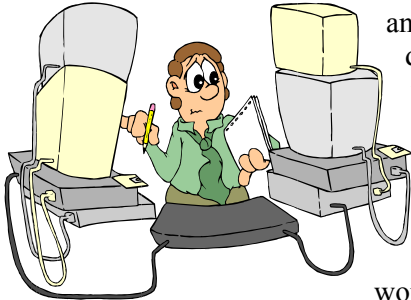


Altiris

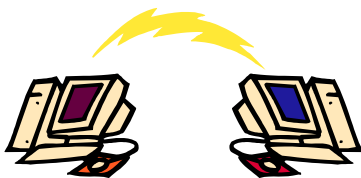
by Abraham Garcia, Desktop Support



Why Altiris? Due to lack of support personnel; budget restraints and the average waiting period for a service call to be closed; the desktop/helpdesk team looked for ways to improve response time. At that time, the desktop team was on a “putting out fires” only mode and could never get past the 1 and ½ month or more backlog of service calls with the number of technicians. Altiris was researched and found as a tool to help reduce the back log, and allow the technicians to work on problems that could be taken care of remotely, while still working on other service calls.

What is Altiris? Altiris is a piece of software that resides on a server on the fifth floor. This software allows computers to be accessed remotely from the Altiris console residing on the server or the technician’s computer to:

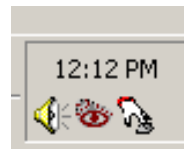
- 1) View and possibly fix driver, operating system and application issues;
- 2) It can be used to upgrade an operating system and applications with a newer upgrade, patches and fixes;
- 3) It can inventory the computer’s hardware and software for upgrade or licensing audit.



How does Altiris work? When you submit a service call into the helpdesk, the service call is then forwarded to the helpdesk system and the technicians then look at the service calls determining the priority level for each request. If the technician determines that the service call might be fixed remotely (not all service calls can be done remotely as there are other factors to be considered), the technician calls the person and inquires if now would be a good time to take a look at the problem and that we might be able to take care of this problem remotely, of course, you have the option of refusing the remote access to your computer. Once we explain the security features and policies that we incorporate in remotely accessing your computer, people feel a lot more comfortable allowing access to their computer. They also see how fast we take care of the problem, so they are more open to trying this new support option. If it is determined that the time is mutual between all parties, the technician will then have the Altiris client installed on the the computer if the client has not been installed previously. You know the Altiris client installed on your computer by seeing the icon (red small “a” with a blue circle on the upper left corner) on the lower right hand corner of your monitor screen, like so:



Security features and policy: The technician will then ask you to close any documents and applications that you do not want him/her to see before he connects to your computer remotely; the technician will then ask for your permission to remotely access your computer. Once the technician has accessed your computer, you will notice the small “a” then turns into a red flashing eyeball.



These policies and features ensure you are aware someone is not looking over your shoulder without your permission.