

Presentation to the Information Technology Committee

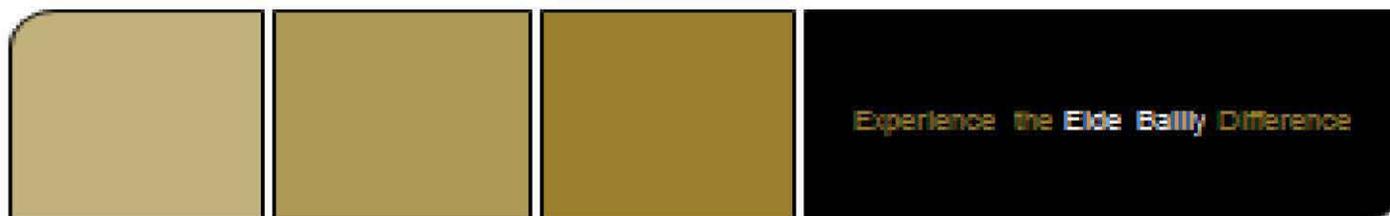
March 13, 2014
Harvest Room
State Capitol



Mike Ressler

CIO





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State of North Dakota

Desktop Support Study – Summary
December, 2013





ITD Desktop Service

- Procurement of New Hardware – Desktop / Laptop / Monitor / Peripherals
- PC Lifecycle Management
- Microsoft Licensing – Operating System and Office
- Inventory and Asset Management
- Enterprise Client Management
- Image Deployment and Management
- Software Deployments
- Operating System Patching
- Anti-Virus / Spyware
- Endpoint Encryption
- VPN Configuration and Support
- Print Queue Management and Configuration
- Active Directory Account and Group Policy Management
- Remote and On-site Support