



Effective Practice: Use of LANDesk for Patch and Configuration Management

Submitting Institution:

Metropolitan State College of Denver

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Category:

Security Implementation

Subject Terms:

Security Implementation , Software Maintenance

Background:

The Metropolitan State College of Denver is a commuter campus in downtown Denver. Our Auraria Campus actually houses three institutions: University of Colorado at Denver, Community College of Denver, and Metropolitan State College of Denver. We operate several large computer labs on campus as well as provide desktop computers to all of the staff and full time instructors. All purchases of computing equipment must be made through IT and comes with a standard image. Since 2000, we have included LANDesk on all systems that we deploy. The motivation to acquire LANDesk was for asset management and software metering.

Description:

We have two standard images, one for faculty and staff and another for lab machines used by students that are completely locked down. The student systems do not permit software installation or writes to the hard drive. The majority of the applications used by the students are loaded locally, and a few are served from the network.

The faculty and staff image is evolving. Our latest image is Windows XP, and the faculty and staff have been placed in the power user group for desktop privileges. In most cases, faculty and staff are able to install software on a specific partition on their systems.

Overall, we manage approximately 2,000 computers using LANDesk but some older systems are unmanaged. Also, a few departments insist on maintaining their own labs; they do not have LANDesk and may or may not have the standard image (these departmental labs and personal lap top computers caused the vast majority of problems during the Blaster worm outbreak).

Benefits:

- Centralized management
- Asset management
- Software metering
- Remote control
- Push technology

Shortcomings:

- Costly
- Oracle database interface
- No local training

Future Plans:

