

# Pitt Information Technology

## Enterprise Device Management for Windows

### Enterprise Device Management

Enterprise Device Management (EDM) for Windows is a Pitt IT service that supports departments in the standardization of computer images and software installation, remote administration of machines, and dynamic reporting of physical Windows computers using Microsoft System Center Configuration Manager (MEMCM, formerly SCCM). Each department will remain an independent and individualized unit, while taking advantage of enterprise level support and features. Departments will not be able to see or access each other's machines or users. EDM for Windows is only available to departments who participate in the campus Microsoft license agreement.

Key Benefits		
operating system deployment / imaging	application distribution	software and hardware reporting
Microsoft update installation and reporting	remote user assistance	departmental autonomy of information technology
remote administration and control	Internet-based Device Management	Software Center for self-service software installation

### Standard Images

EDM for Windows service includes pre-built Windows 10 x64 and Windows 11 images complete with the operating system (OS), OS security updates, common applications, and univ.pitt.edu domain joining, which enables Ricoh network printer configuration. Common applications are listed in the table below. Images will be updated quarterly with new software versions and Windows updates. Windows Feature Updates will be available biannually. The two most recent Windows 10 and Windows 11 releases will be available for installation. A departmental technology administrator can deploy images to PCs as needed. Additionally, the administrator can use the console to push the image to machines that have the MEMCM client. This process eliminates the need to carry media or download updates for successful installation.

Standard Image – Windows 10			
Adobe Acrobat Reader DC	Chrome	Firefox	Microsoft Defender for Endpoint
Office (2019, 365, and no Office options available)	Pulse Secure	MEMCM Client	Microsoft Teams

Departmental software that is required on specific PCs in addition to the above standard software can be deployed to install when the OS deployment is completed, or available in Software Center for users to install on their own—you can add most software to new PCs without needing custom images for different groups.

## Initial Setup

The initial setup includes all tasks necessary for a department to begin using MEMCM. These tasks are divided into three stages: Setup, Acceptance Testing, and Completion Report, and are detailed in a Scope of Work document submitted to each customer. Setup includes the actions necessary for understanding a department's needs and environment, preparing MEMCM, and installing the client on the department physical Windows machines. Customers are expected to fill out and return an information gathering sheet for initial information about departmental computers and VLANs.

In the acceptance testing process, the EDM team will provide the department's technology administrator acceptance testing documents to test that setup was successful. Firewall rules, client installation, application deployment, remote tools, PXE boot, and operating system deployment will be tested by the department staff. Success thresholds, included on the testing documents, have been set by the EDM team for each test. If a test does not meet the threshold, the EDM team will assist the department to identify and resolve the issue, retesting to ensure the threshold is met. Successful completion and results will then be presented to the department in the form of a Completion Report, at which point the department has completed initial setup.

## Features

EDM for Windows devices includes most of the features of MEMCM, generally limiting departmental technology administrators from making any changes that would impact devices outside their department. Any features that may have an impact on all devices will be unavailable, and many shared resources like OS Task Sequences and Applications will be read-only.

The MEMCM console is required for EDM customers to use the service. From the MEMCM console, the departmental technology administrator can:

- Group machines in collections for common management tasks
- Deploy software to machines remotely
- View the status of machines throughout the department
- Remotely assist users, allowing view of the screen and interaction with keyboard and mouse

Departmental technology administrators are provided a reference guide for navigating the MEMCM console. All departments are expected to install the MEMCM console and assist the EDM team by completing Acceptance Testing reports, to confirm all expected EDM features are working in their department before initial setup is considered complete.

## EDM Windows Devices Feature Overview

- Console Access – deploy software, create collections, and view status of machines
- Standard OS Image – deploy Windows 10 / 11 OS images with common applications and updates
- Shared Applications – install free applications via Software Center or MEMCM push
- Licensed Applications – install Pitt IT packaged licensed applications (with proof of license)
- Queries – populate MEMCM collections and quickly group machines
- Reporting – view hardware and software inventory reports via the console
- MEMCM Remote Tools – view user's screen and interact with keyboard and mouse for remote troubleshooting via audited remote assistance
- Monthly Updates - use MEMCM to install EDM team approved monthly Microsoft updates to supported Windows OS and Office products

## Ongoing Technical Support

The EDM team will assist departments with basic troubleshooting and guide department staff to useful log files or resources to solve issues with departmental PCs where possible. Additionally, the EDM team provides Basic Support to all customers. This is additional support that departments who only want basic features may need, such as query creation, software distribution to additional machines or users, quarterly inventory reports, adding and replacing machines for inventory. Requests for Basic Support should be submitted to the EDM team 2 weeks in advance.

The EDM team will also test and provide monthly Microsoft updates to a test group on the second Wednesday of each month and to all PCs selected by the department administrator PCs one week later. The EDM team cannot test each month's updates combined with every possible application in use in each department, so EDM customers are expected to use the provided Testing collections to test the monthly Microsoft updates on designated test PCs in their department to confirm there are no issues with departmental software. In the MEMCM Console, departmental technology administrators will be able to designate the machines that should receive the updates and when each group of machines will install updates (e.g. Tuesdays at 6:00pm).

## Additional Software

A departmental technology administrator should submit tickets through the Technology Help Desk to request the packaging of software by the EDM team. After the ticket is submitted, the EDM team will schedule a call with the department to discuss the specific application(s), how the application is used, and any associated fees and timelines. Note that this is a one-time service. Additional packaging, including updates will require the submission of additional tickets through the Technology Help Desk. Licensing for applications not included in the standard image is also the responsibility of the department. The departmental technology administrator is responsible for securing licensing and abiding by the licensing agreements. The EDM team is only responsible for packaging the product for use.