



Remedy On Demand “Getting Started with My IT”

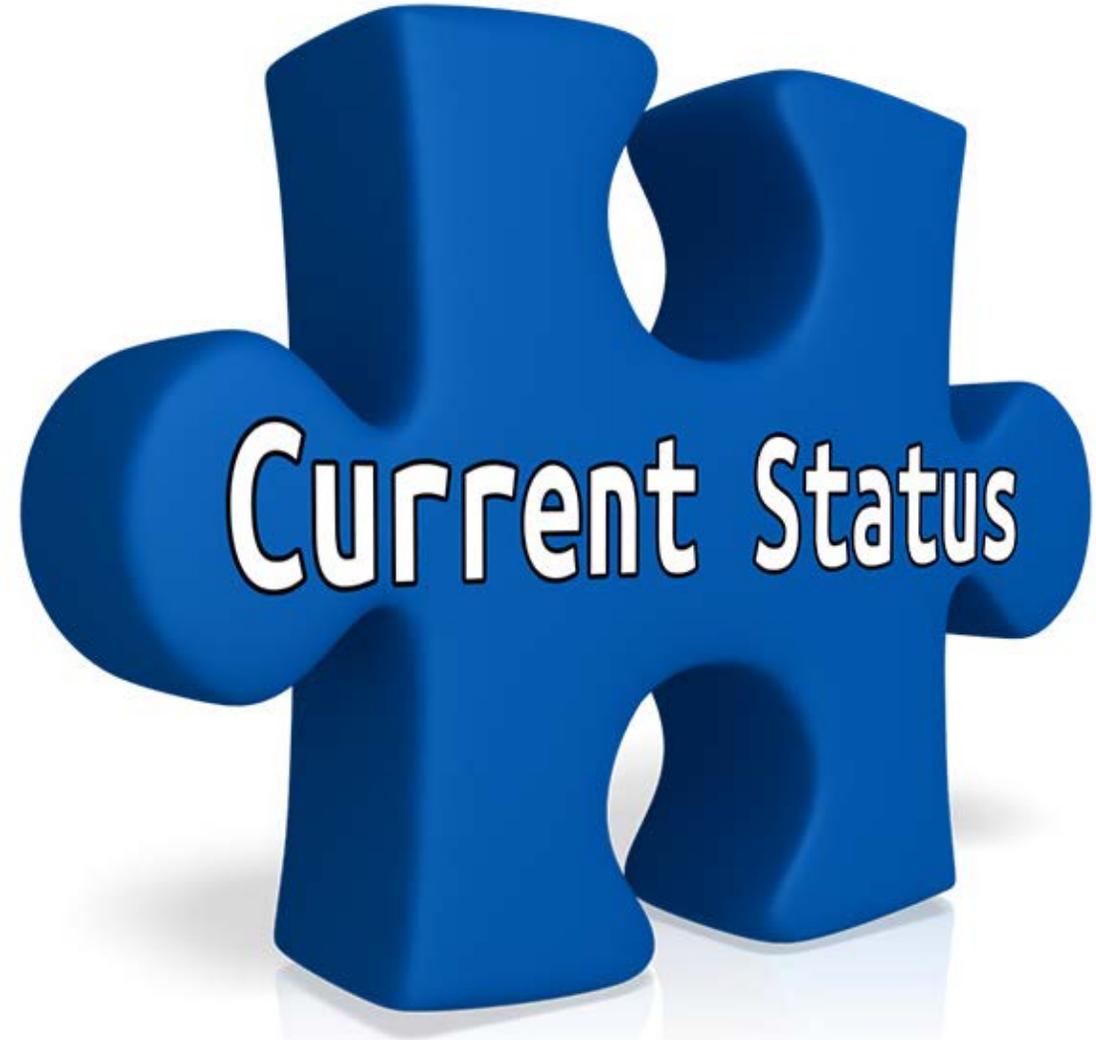


Agenda

- Where are we at today?
- Overview Software - Desktop
 - EUC Imaging and Remedy OnDemand Demo
- Remedy OnDemand – Overview of Catalog Submissions
- Questions and Discussions

Where are we at today?

- Email Notifications/More Details
- Task Coordinator Notifications
- Request (REQ) Details
 - Limitations of details in request
 - Cannot produce reports
 - Print Request
- Work Order & Tasking Details



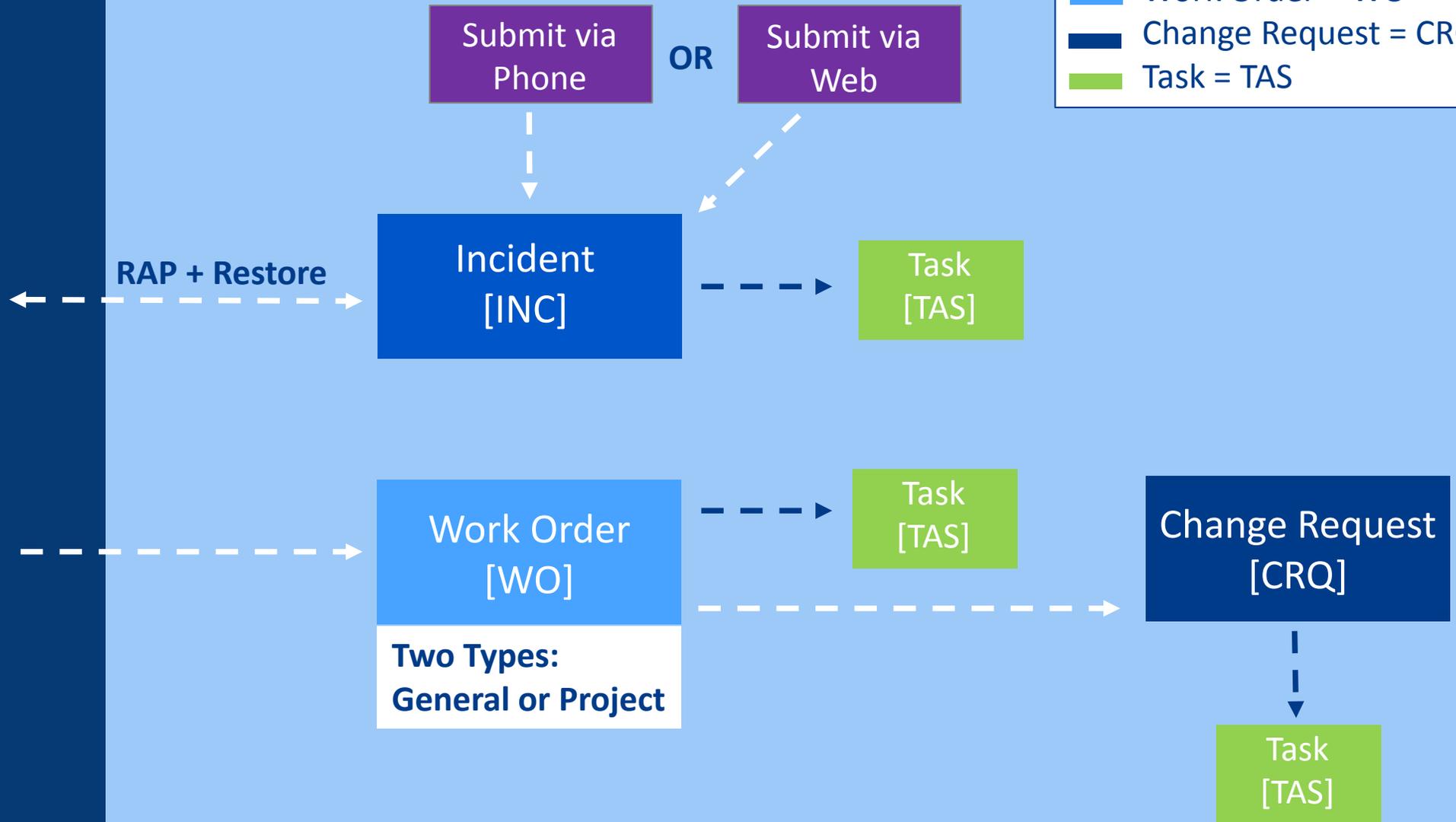
MY IT

External Customers



SMART IT

Internal Support Staff



ROD My IT & Smart IT

- Customer
- Request = REQ
- Incident = INC
- Work Order = WO
- Change Request = CRQ
- Task = TAS

Image Management

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Matt Rolando, DoIT End User Computing Technician

What is Image Management

Image Management is responsible for imaging computers for all supported agencies. One image is used across all agencies. It is called a Reference Image. Once the image is applied, you can then choose what application(s) or bundle(s) you need for the computer that is being ordered.



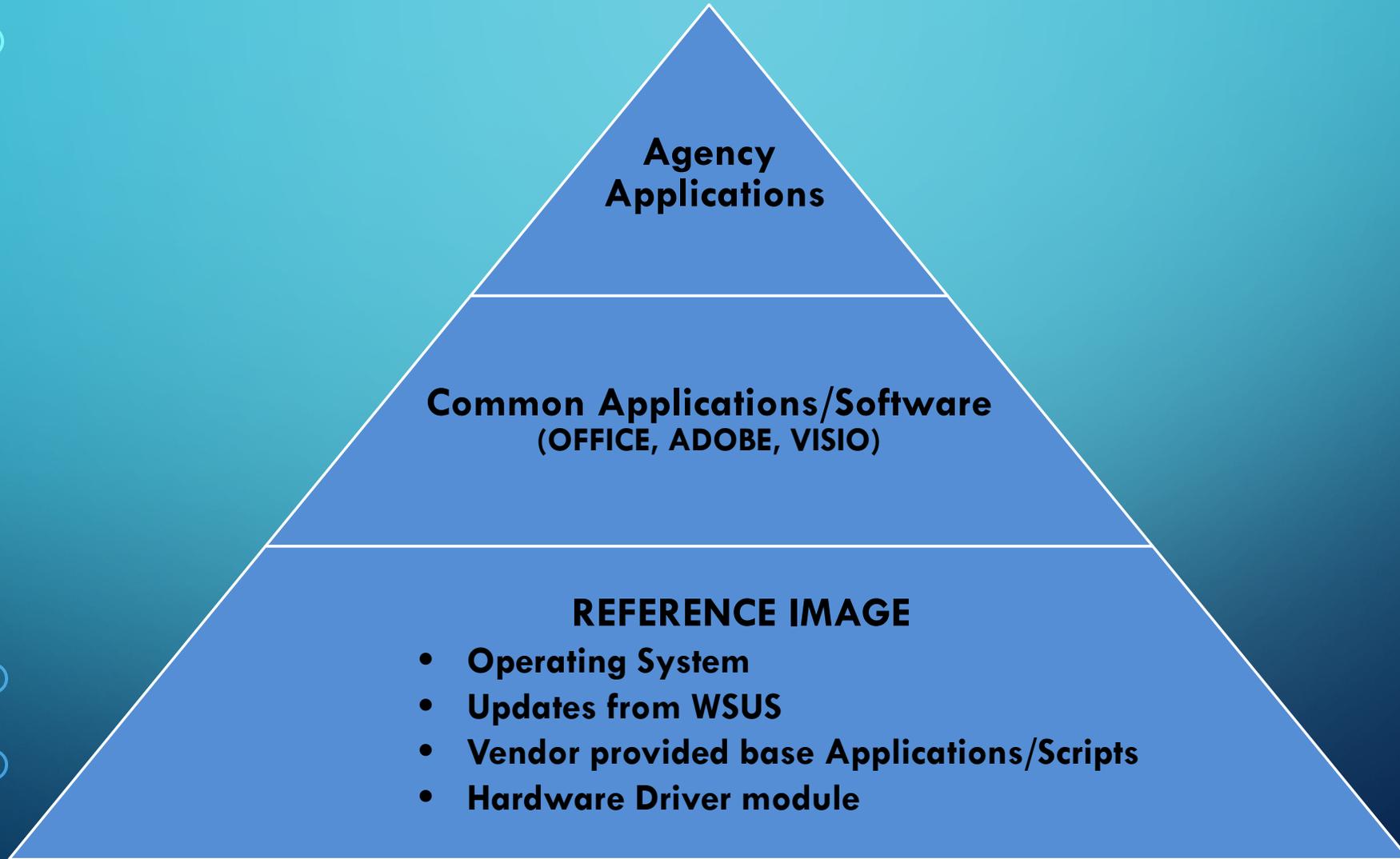
What is a Reference image?

A Reference Image is an image with a core set of applications that every consolidated agency receives.



Image Management

STANDARD IMAGE STRUCTURE



Lite-Touch Applications and Bundles

March 22, 2018

Agency Name

Application

SOI Win 7 and Win 10 Base Apps

✧ Installs automatically with Operating System
(Included in Reference Image)

Create Install Log Folder
 Adobe Flash Player 24 ActiveX
 Adobe Flash Player 24 Plugin
 Adobe Reader DC
 Cisco Jabber 11.5
 Cute PDF Writer 2.7.5.3
 Disable IP v6
 EUC Admin
 Help Tech
 iPrint 6.09 Installer
 Kix Functions
 KiXtart 2010
 Microsoft dotNet Framework 4.7.1
 Microsoft HelpFile Fix
 Microsoft Access Snapshot Viewer
 Microsoft Internet Explorer 11
 Microsoft Internet Explorer 11 with Pre-requisites
 Microsoft Silverlight 5.1
 Microsoft Visio Viewer 2013
 Setup Scripts
 Sun Java Runtime Engine 1.6.0 Update 24
 System Restore
 TeamViewer QuickStart 11
 Windows 7 Shim Database 11-09-2010

Lite-Touch
Applications
and Bundles

Remedy On
Demand
(ROD)
Software List:

Software List:

7-Zip

Adobe Acrobat Professional DC

Adobe After Effects Creative Cloud

Adobe Animate Creative Cloud

Adobe Audition Creative Cloud

Adobe Bridge Creative Cloud

Adobe Character Animator Creative Cloud

Adobe Dreamweaver Creative Cloud

Adobe Illustrator Creative Cloud

Adobe InCopy Creative Cloud

Adobe InDesign Creative Cloud

Adobe Lightroom Creative Cloud

Adobe Media Encoder Creative Cloud

Adobe PhotoShop Creative Cloud

Adobe Prelude Creative Cloud

Adobe Premiere Pro Creative Cloud

Adobe XD Creative Cloud

Cisco AnyConnect

Cisco Jabber

Citrix Metaframe

Crystal Reports

Crystal Reports Runtime

Docuware

Docuware Viewer

Docuware Viewer

FileZilla

Google Chrome

Google Earth Pro

IBM Data Server Client

JAVA 1.8

Mozilla Firefox Enterprise

MS Project Pro - non O365 user

MS Visio Pro - non O365 user

MS Visual studio

MS Office Pro 10 or 13

Nextalk

Novell Client

O365 Pro Plus

O365 Pro Plus with Project

O365 Pro Plus with Visio

O365 Pro Plus with Visio and Project

PrintkeyPro

RightFax

Seagull BlueZone

SQL and SQL Tools

Teamviewer

VoIP Phone

VPN Client

PowerDVD

WinZip



Lite-Touch Applications and Bundles

March 22, 2018

Agency Name

Application

DOI

APPLICATION BUNDLES

✧ Select individually

_DOI Common Apps

- * Adobe Acrobat Professional DC
- * DOI Regulated Entities ODBC connection 2013-05
- * DOI TNS_Admin Environment Variable
- * IBM DB2 9.7 FP 5 for DOI
- * Icon for ODBC Win7 x64
- * Microsoft Office 365 Professional Plus
- * OpenText RightFax Client 10.6.1.1
- * Oracle Client 32bit 11 g r2
- * PrintKey Pro 1.05
- * Rio LaserFiche 10.2 for DOI
- * Seagull BlueZone 6.2
- * Seagull BlueZone Sessions for FPR

Application Bundle for DOI Developers

- * CodeSmith Professional
- * DOI TNS_Admin Environment Variable
- * Microsoft Internet Information Services (IIS) 7
- * Microsoft SQL Server 2008 Management Studio x64
- * Microsoft Visual Studio 2010

Lite-Touch Applications and Bundles

March 22, 2018



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AGENCY SPECIFIC APPS

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- DOI Regulated Entities ODBC connection 2013-05

Lite-Touch Applications and Bundles

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DOI TNS_Admin Environment Variable

IBM DB2 9.7 FP5 for DOI

LaserFische Client 8.11 for DOI-FPR

Microsoft SQL Server 2008 Management Studio x64

Microsoft SQL Server 2008 R2 Express with Advance Settings x64

Open Text Right Fax 10.6.1.1

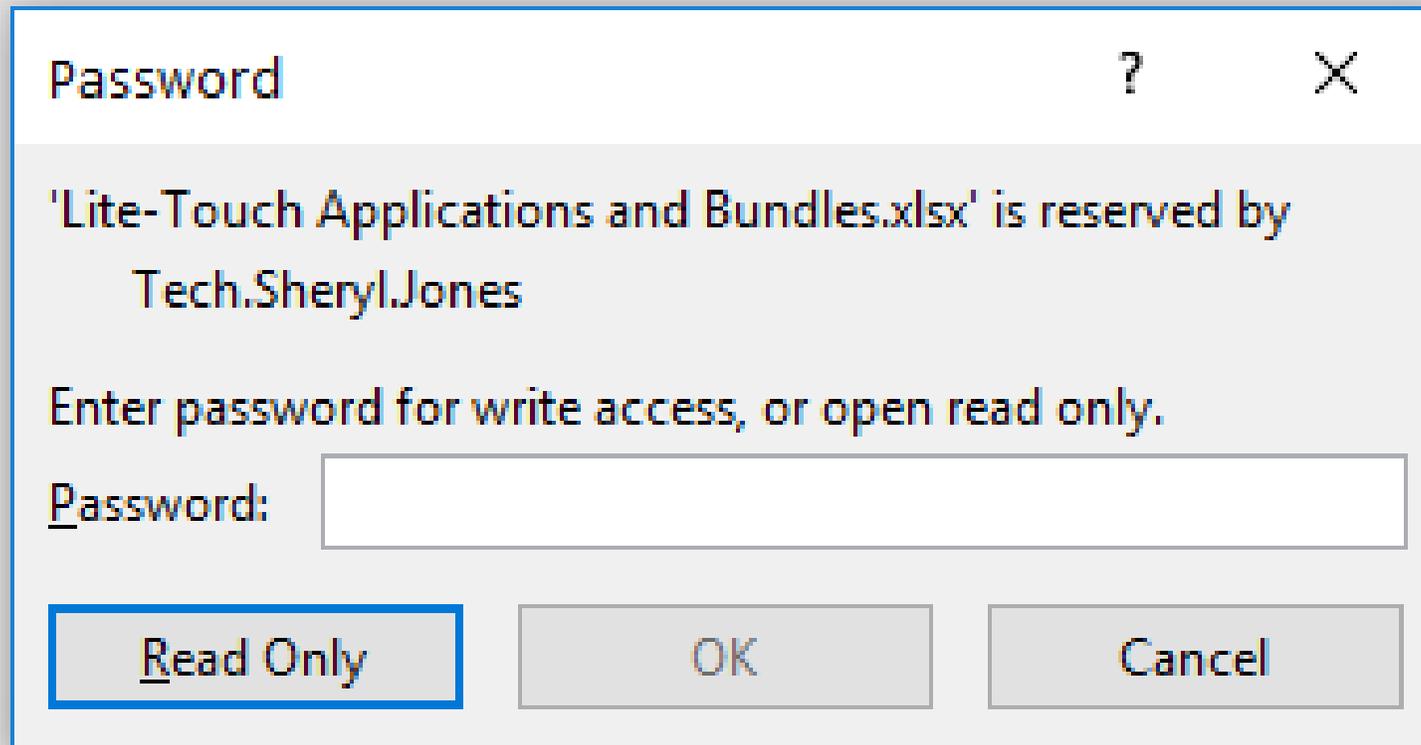
Oracle Client 32bit 11g r2

RightFax Client 9.4

Rio LaserFiche 10.2 for DOI

Seagull BlueZone Sessions for FPR

Lite-Touch
Applications
and Bundles



Link to Lite-touch Application bundle

Link will be emailed to IT Coordinators after today's presentation

Recap

- Review bundles and applications for your agency.
- Choose the correct bundle and application names and correct versions of applications.

LET'S RECAP

