

Week One – Individual Project

Enterprise WorkStation Management System (EWMS)

Systems Description

Enterprise Workstation Management system (EWMS) will ensure that Duke Manufacturing IT systems comply with desired configuration states to improve systems' availability, security, and performance network-wide. The system will be able to provide system administrators with direct capability to remotely manage work stations and servers while being geographically separated.

Type of System

EWMS is a Management Information System (MIS) due to the fact that it performs a multitude of functions that can assist administrators and managers with insight to issues such as software licensing, maintenance trends, and overall supported hardware at all sites.

Key System Benefits

EWMS will provide system management tools for the following key IT areas:

Remote Administration

EWMS will provide remote desktop connections to workstations over TCP/IP. This will allow remote administration and shadowing technology that will allow administrators the ability to troubleshoot computer issues simultaneously with end users while eliminating the need to physically visit the workstation.

Asset Intelligence

EWMS will give the organization better control over their IT infrastructure and assets through asset intelligence technologies that provide IT administrators' continuous visibility into what hardware and software assets they have, who is using them, and where they are.

Software Update Management

EWMS Software Update Management simplifies the complex task of delivering and managing updates to IT systems across the enterprise. IT administrators can deliver updates of Microsoft products, third-party applications, custom in-house line-of-business applications, hardware drivers, and system BIOS to a variety of devices—including desktops, laptops, servers, and mobile devices.

Desired Configuration Management

With EWMS desired Configuration Management, organizations can ensure that IT systems comply with desired configuration states to improve systems availability, security, and performance network-wide.

Software Distribution

EWMS Software Distribution simplifies the complex task of distributing applications and updates to desktops, servers, laptops, and mobile devices across enterprise networks.

Operating System Deployment

EWMS Operating System Deployment is a highly flexible, automated solution that allows IT administrators to fully deploy and configure servers and desktops from any previous state, including bare-metal deployments.

Interrelations / Interdependencies with other Systems

EWMS will be directly integrated with Microsoft's Active Directory. In addition the centralized EWMS SQL database and backend application server will be hosted on two clustered VMware servers running ESX4.

Replacement / Upgrade

Duke Manufacturing has been operating under a “workgroup” model infrastructure since business operations began in 1999, therefore almost all computer maintenance and support was performed with a “hands on” approach. This strategy is no longer a viable option with current and future expansion of operations.

Supporting Technology

We will deploy the EWMS application and backend SQL server on a virtualized server utilizing VMware due to the importance of this subsystem to manage day to day operations. VMware is the right choice to maintain the availability of the system due to built in features such as High Availability and the ability to directly attached SAN storage.