Kace and Network & Storage Infrastructure

IT Core-Tech Group Presentation

10.25.2012

Kace Management Systems

- K1000 Management Appliance
  - PC and Device Inventory
  - Software Installation and Distribution
  - Patch Management & Deployment
  - Service Desk Management
  - Asset Management
- K2000 Deployment Appliance
  - System Imaging
  - User State Migration
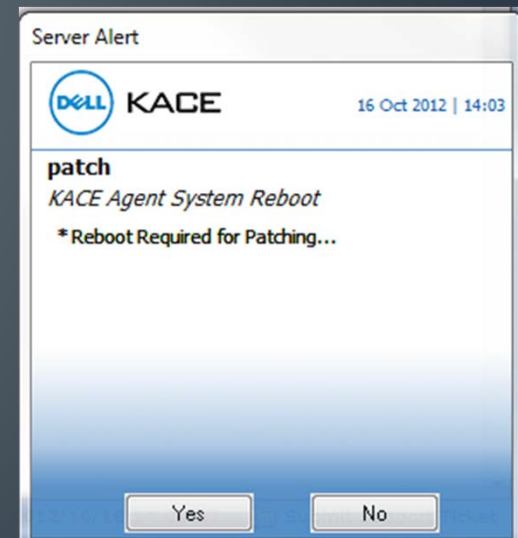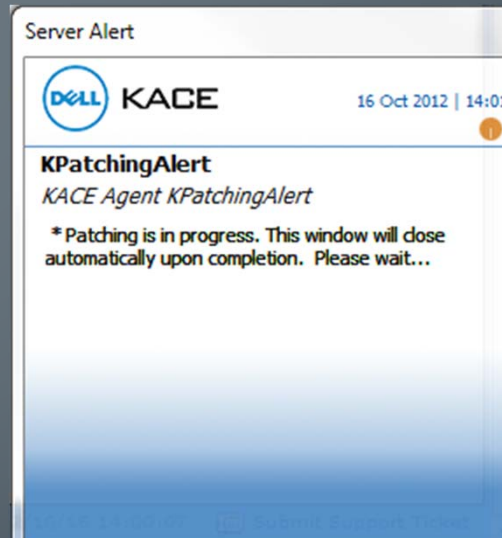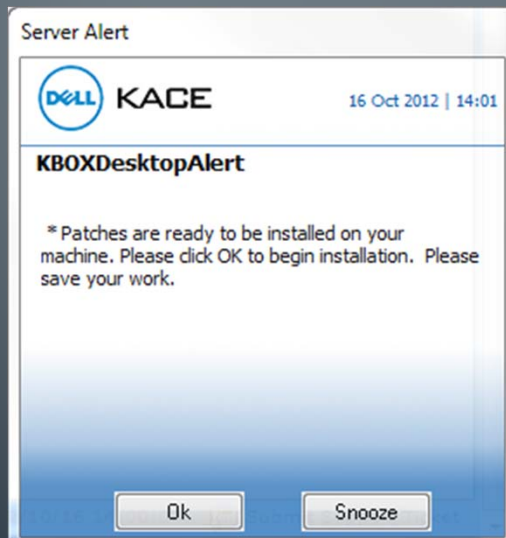- Meets Strategic Objectives I.B.1, II.A.2, III.C.2, IV.A.2

Kace Features 1 of 4

- PC and Device Management
  - All workstations added to Kace
  - Displays machine hardware
  - View installed software
  - Machine History

History	
Time	**Changes**
2012/10/09 14:14:44	Software item Google Update Helper 1.3.21.115 removed from inventory.
2012/10/09 14:14:44	Found software item Google Update Helper 1.3.21.123 in inventory.
2012/09/18 12:36:27	Created new Computer record.

- Software Installation and Management
  - Allows IT to deploy software remotely
  - Standardized software offerings across workstations

Kace Features 2 of 4

- Patch Management and Deployment
  - Provides mechanism for patching Windows OS
  - Allows application Patching (Adobe, Java, Office, etc…)

Server Alert

(DELL) KACE   16 Oct 2012 | 14:01

KBOXDesktopAlert

*Patches are ready to be installed on your machine. Please click OK to begin installation. Please save your work.

Ok   Snooze

Server Alert

(DELL) KACE   16 Oct 2012 | 14:01

KPatchingAlert
KACE Agent KPatchingAlert

*Patching is in progress. This window will close automatically upon completion. Please wait…

Server Alert

(DELL) KACE   16 Oct 2012 | 14:03

patch
KACE Agent System Reboot
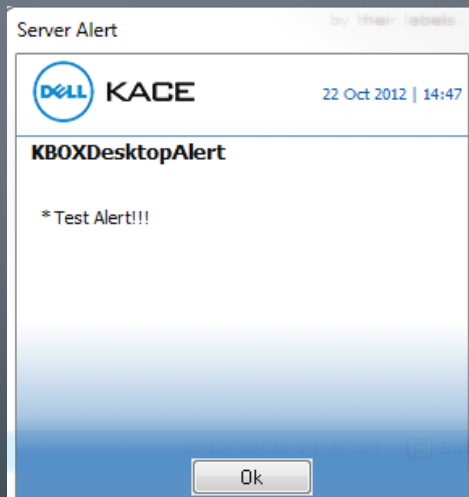
*Reboot Required for Patching…

Yes   No

Kace Features 3 of 4

- Service Desk Management
  - Ticket submission and tracking
  - Knowledge base
  - Automatic ticket escalation and routing
  - Remote Control
- Asset Management
  - Track hardware within environment (Printers, Phones, Licenses, etc...)
  - Assign assets to users

Kace Features 4 of 4

- Power Management

- IT Security & Audit Enforcement

- Administrative Alerts

- IT Reporting and Dashboards

- Client Notification / Alerting

SAN Overview

- High Availability
  - Active/Active controllers
  - No single point of hardware failure
- 40 TB Useable Space (20TB already allocated)
  - Easily expandable
- Storage Performance Increase
  - Tiered Storage
  - 8Gb backend connectivity to servers
- Replication Capabilities

Core Network & Servers Overview

- Redundant High-speed Core Network Switches
  - 10Gb connectivity for Servers and Switch Uplinks
  - 40Gb Core Network interconnects

- High Density Server Blade Chassis
  - 4x 8-core 2GHz, 96GB RAM servers
  - 4 of 16 slots used for initial servers
  - Virtualize all existing hardware
  - High Speed Connectivity
    - 2x 10Gb connectivity back to Network Core
    - 2x 8Gb Fibre connectivity to Storage

Additional Notes

- New backup software
  - Capable of taking multi-point snapshots throughout the day
  - Quicker fulfillment for file and email restoration requests
- Microsoft Licensing
  - Update Client Access Licenses to current numbers and versions
  - Update all server software to latest version
    - Windows Server 2008/2012
    - Exchange Server 2010/2012
    - SQL Server 2008/2012
- First steps in Creating Off-site DR location and plan
- Meets Strategic Objectives I.A.1, I.A.2, I.B.2, I.B.3, & III.C.2