

Data#3

Desktop Optimisation Platform Services

Standard Operating Environment Plan, Design and Deploy Service

This offering encompasses both Desktop SOE and Server SOE Plan, Design & Deploy activities. Windows 7 and Windows Server 2008 R2 operating systems are accommodated in this offering.

A comprehensive Standard Operating Environment (SOE) design is critical to achieve efficiencies and deliver an environment that can respond to changing business conditions. Data#3 has an extensive track record of success in delivery of well designed Server & Desktop SOE environments that are agile and are adaptive to changing business requirements.

In Scope

- Requirements analysis with key stakeholders & key users
- Review current desktop/server environment/content/configuration & hardware variants
- Review proposed desktop/server hardware variants
- Determine User State Migration requirements
- Review current & proposed Desktop Management suite(s)
- Review current & proposed printer models
- Printer model and desktop hardware driver discovery (if new operating system)
- Design application packaging, integration and delivery requirements (packaged and/or virtual)
- Design desktop/server operating system
- Design printing solution (publishing, identification)
- Write Standard Operating Environment Design Document
- Define and develop SOE image deployment process
- Deploy SOE image in lab environment
- Migrate Closed Pilot users to proposed SOE
- Test per Closed Pilot Test Plan
- Signoff Closed Pilot
- Signoff SOE Build for production release
- Write Deployment Communications Plan
- Deployment scheduling with third parties (if required) and end users
- Write SOE Deployment Plan Document
- Design Individual Desktop/Server Acceptance Signoff Sheets
- Issues Management
- SOE deployment, using either SCCM 2007, Physical Image Media, Microsoft Deployment Toolkit
- Acceptance testing with end users
- Users to sign Individual Desktop/Server Acceptance Signoff Sheets
- Transfer of retired PC or Server hardware back to central location
- Project Closeout (Finalisation)

Out of Scope

- Anything that is not specifically within the scope section of this service

Deliverables

- Standard Operating Environment Design Document
- Desktop and/or Server SOE Image
- Deployment of image via SCCM

For more information or to take advantage of our Desktop Optimisation State Assessment, talk to your Data#3 Account Manager, or call 1300 23 28 23.

