



Highlights

- Increases IT efficiency through reduced errors and increased consistency
 - Significantly improves user satisfaction
 - Reduces Help Desk tickets
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Workstation Image: Design and Deploy

Increase user satisfaction and reduce Help Desk tickets.

Your workstation image is the most visible product created by IT for your schools. Each day, thousands of students, teachers and administrators use multiple applications installed on various desktops and laptops throughout the district, and as such, any issue with software not working properly becomes a major issue for the IT department and the schools.

IBM K-12 has over 25 years of experience in designing, testing and deploying workstation images for school districts. Our image specialists use time-tested methodologies and detailed processes when creating a workstation image. Because of our large customer set, we understand the intricacies of working with a wide range of educational software. We also understand the challenges in developing images for academic and administrative workstations, laptops and tablets running Windows 10.

We create specialized image solutions such as Administrative and Teacher Take Home Laptops. SEA (Special Education Applications) and 1:1 student laptop configurations. Our K-12 image specialists also provide guidance on the type of imaging solutions and tools that will optimize the imaging process for your district such as SCCM and MDT (Microsoft Deployment Toolkit). We focus on customizing your image to minimize log-in time and creating an image to work with various hardware types.

Winning with Windows as a Service

Our **Windows 10 as a Service** is very popular because with the new Windows strategy, Windows goes out of support every 18 months. We will help plan, design, deploy and/or manage your Windows 10 implementations to reduce administration and management complexity. We help you develop a strategy to ensure that your computer environment is up-to-date with the newest features and your security risks are minimized.

Detailed planning results in robust workstation images

There are three distinct phases to creating quality workstation images.

Phase 1: Image Specification and Deployment Strategy

An IBM K-12 image specialist meets with you and using our K-12 standard Image Specification Template (IST) will gather the image build requirements. Examples of such requirements are hardware specifications, OS versions, software lists, and thick vs. thin images. Once the IST is completed, all relevant media and sample hardware are shipped to the K-12 image specialist and the image build process will begin.

Phase 2: Image Build and Quality Assurance

Our image specialist concentrates on installing/sequencing your software in a documented, ordered manner to ensure that all software is installed correctly and all prerequisites/plugin are functioning properly. Once all software is installed, we begin the testing phase.

Phase 3: Image Testing and Verification

Multiple testers at IBM are now engaged to test all applications as key user types such as students and teachers. All issues are documented, tweaked and then the image is retested until all issues have been resolved. Testing then moves to the district where your application specialists will further test for any problems or configuration changes. We then conduct image verification at a pilot school for several weeks.

Engaging IBM K-12 to develop the images and an image deployment strategy for your district will result in a sustainable, optimized and standardized image created and tested in time for your scheduled deployment.

Typical Length of Engagement: Based on a sample of 20 applications, the image design, creation and test process may take up to 2 months from the initial customer meeting to the final rollout phase.

Why IBM?

Our best practices from many previous projects provide unparalleled experience in the creation of images of all types. From thin images with layered virtual applications to very complicated thick images with over 100 software titles, we specialize in creating custom images for any requirement. Quality image creation is one of the most important aspects of using technology successfully in education. We understand the complexities of image creation with the many specialized applications required in your classrooms and employ image processes that result in a high-quality image build and deployment.

For more information

To learn more about IBM K-12 **Workstation Image Design and Deploy**, please contact your IBM Marketing Representative. For more information on all our IBM K-12 Consulting and Professional Services, visit: www.ibm.com/industries/education/canada-k-12-service-briefs



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