IOT Tier 3 Support - 2023

Who We Are: A 19-member team that handles the global desktop/laptop infrastructure and software.

Our Mission: Maintain the global client computers in a secure and timely manner.

Department: 493006

Manager: Xavier Gray

What We Do:
Global changes, security, software installation, Windows administrative tasks and troubleshooting for the State of Indiana desktop and laptop computers. This includes the following technologies to maintain the infrastructure:

Bitlocker: We use a combination of Bitlocker and CrowdStrike products, along with Policy to secure the workstations connected to the state network. Bitlocker Drive and Encryption, File and Folder Encryption and Host Data Loss Prevention are used to encrypt the local hard drives, encrypt shares on file servers, and prevent the movement of data off a state machine using portable USB drive. CrowdStrike is the antivirus software installed on every state workstation to help prevent outside threats from taking over the local machine. CrowdStrike governance is being transferred to Hemant Jain.

AWS/WVD: SOI Workspace standardization, administration and provisioning resides with Tier 3 services for our virtual desktop offerings.

Beyond Trust Enterprise Privileged Management: The implementation, administration and Workstyle policy resides with Tier 3 services. EPM reduces the risk of privilege misuse by assigning admin privileges to only authorized tasks that require them, controlling application and script usage, and logging and monitoring on privileged activities.

Windows Printing Environment: The administrators control 100 servers with Windows Print Services. They add, delete and modify the shared print environment drivers and queues that are utilized by every agency we support. They currently support around 4,500 devices around the state.

Windows Administrative Tools: The administrators utilize various built-in Windows management tools included in our domain infrastructure. These include group policy to control the Windows environment and MDT to image the computers for our agencies

OneDrive Enterprise Cloud Sharing: The administrators control the accounts and servers for this technology. There are three items that make up our environment. The first is OneDrive for file-sharing capabilities: The storage is housed on our servers, and the traffic is encrypted to offer more protection for financial and health information. The second is Panorama: It allows sharing of network files to mobile devices for the end user. The Rights Management Services: This works with the OneDrive piece to control the files for printing, saving, and distrusting so we can more closely control the data.

Microsoft System Center Configuration Manager (SCCM): The administrators utilize this tool for pushing and removing software on a global scale. The client is installed on all computers in the environment. It also allows the technicians in the field to install applications through Software Center on the local machine once it is packaged. SCCM is also used to push all Microsoft and third-party application patches.

Ticket Assistance for our Technicians: When a tech has an issue that he or she cannot resolve, it is the team's duty to assist the tech with the problem at hand and guide him or her through a resolution.

Remote Server Management and Triage: Via the on-call schedule and the queue, respond to or reassign to the appropriate group for resolution.

Software License Tracking and Control: Procure or assist with the procurement of a multitude of licenses for all agencies we support. This includes Adobe products, Microsoft products and a myriad of small applications that are more agency specific.

Our Products:

1001	Seat Services		1178p	Adobe Photoshop
1178	Adobe Professional		1178pp	Adobe Premier Pro
1178c	Adobe CC enterprise		1178s	Adobe Stock
1178d	Adobe InDesign CC			

Our Tools:

ASM	Ticket Management and SLA Measurement
Asset Database	Manage print environment
Bitlocker	Encrypt Workstations and File Shares. Data Loss Prevention
Crowd Strike	Anti-Virus Software used to protect machines from viruses and malware
SCCM	Deploy software packages and patches
WDS/MDT	Develop and deploy images on state workstations
MMC Consoles	Microsoft Management Consoles used to manage workstation environment. Ex. Group Policy Management and Active Directory Users and Computers.
AWS/WVD	Virtual Workspaces/Desktops
Beyond Trust	Enterprise Privileged Management

Our Metrics:

Software installs are relegated to a project status due to the time and change controls needed to make the necessary changes. Special projects.

Tickets:

We receive tickets for the following queues: Special Projects, McAfee, Remote Server, Printer Admin, IOT – Syncplicity, Software Licensing and Software Distribution.

Our clients: Any Executive Branch agency or quasi that uses IOT for its desktop services

Recent Major Accomplishments:
- AWS Implementation and Services offering
- Beyond Trust
- Migration from McAfee to Bitlocker encryption
- Upgrade Windows 10 environment to version 21H2
- Removing Syncplicity
- Migrate all Windows and third-party patching from WSUS to SCCM

Current Projects:
- Beyond Trust
- Bitlocker
- AWS
- WVD
- Printer Migration to new vendor
- Windows 11
- Group Policy Cleanup