

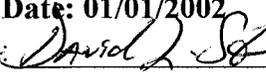


Management Instruction

Policy Statement 2006.1

Policy Area: Information Technology

Effective Date: 01/01/2002

Approved: 

David Stevenson, Associate Director,
Office of Information Technology
Chief Technology Officer (Acting)

SOFTWARE IMAGE MASTER

I. COVERAGE

This policy covers all software images being developed or maintained for deployment to CSOSA desktops.

II. BACKGROUND

The purpose of implementing this policy is to provide the process for developing, maintaining, managing and deploying the CSOSA standard desktop software configuration.

III. POLICY

This policy establishes the configuration management guidelines for the CSOSA software master images. CSOSA will maintain one software master image per hardware platform and operating system (if necessary). Changes to these masters will follow the CSOSA Change Request Process.

IV. PROCEDURES

- a) Creation of new or modifications to existing CSOSA master software image must be approved by the Change Control Board before development or deployment.

- b) The masters will be given a control number based on the following information:

Master Type: Dev – Development Master, Stan – Standard Master

Operating System – Version number

Date Approved by CCB – 00-00-0000

System – (Compaq, Micron, Dell) first 3 letters of the manufacturers name

For example: A development master for Windows 2000, approved for development by the CCB on 09/03/2001 would have a control number of Dev2K09-03-2001Com. The master name will determined at the CCB meeting.

- c) The image will be created using the Ghost Software and stored in the \Ghost Images\ folder by hardware manufacturer.

Access will be limited to this area. Only those individuals responsible for creating the master image have Write authority and only those individuals responsible for deploying images will have read privileges. Privileges will be granted via the CSOSA Account Management Process.

- d) Quality Assurance will be performed on the image to ensure accuracy (See Appendix A).
- e) After testing, the request for implementation/deployment will be brought before the CCB for approval.
- f) If the image is approved, a new control number will be assigned for the Standard Master. If not approved, the CCB will provide additional direction.
- g) The Master image name will be changed to the new control number.
- h) An electronic copy of the QA sheet and change request will be placed in the folder with the image.
- i) To deploy a software image, follow the procedures in Appendix B.

QA Test for Windows Operating Systems Masters

Use this checklist when verifying a new Windows Operating system master.

Master Image Control #: _____ Date of Testing: _____

Windows Operating System Version: __98__ 2000 __NT__ Other: _____

PASSED _____ FAILED _____

Please check all items. If the test is passed change the bullet to a Checkmark .
PLEASE NOTE ALL PROBLEMS ON THE NEXT SHEET.

- ❖ Install the Master Image onto the machine used for testing
- ❖ Begin testing the CSOSA Standard Software load
 - Check items on the Desktop. Do they look OK? If required, was a shortcut created on the Desktop?
 - Start menu items/Clock/Windows Tray, etc.
 - Does all the Start Up items start up properly
 - Toolbar
 - Norton Anti-virus
 - Recycle Bin
 - Network Neighborhood
 - Are all the Toolbar items correct?
- ❖ Open each Start Menu item
 - Programs
 - Accessories (i.e., calculator, etc)
 - Norton Anti-Virus
 - Run a scan
 - Verify that latest virus definitions exist
 - Internet Tool Suite
 - Check Internet Explorer
 - Go to CSOSA Web-site
 - Office Automation
 - Open the COTS and Custom software applications. Verify that all items on the CSOSA Standard Software Configuration are working properly
 - Open Word, Excel, and PowerPoint. Create, save, and print a document
 - Outlook - Send a message with an attachment to yourself.
 - Internet Tools (Internet Explorer, Acrobat Reader, etc.)
 - Verify all software versions to ensure the correct version is installed

- Open all other Program items (MS DOS prompt, Windows Explorer, etc.)
- Open and run all other Start Menu items (New Office Document, Find, Help, etc.)
- Go through the folder structure of the HD. Is the structure is correct?
- Check the content of the folders. Is the content is correct?

Testing Problems Encountered

Minor Problems:

Problems that require the master to be updated or recreated:

Certified by:

The Field Quality Assurance Technician certifies that the image master named in this document has been successfully tested.

_____ Date: _____

Quality Assurance Technician

Reviewed by:

The Security Officer certifies that the image master named in this document has been reviewed and is compliant with the IT Security controls and at this time:

___ No known vulnerabilities are present

___ The following vulnerabilities are present but have been accepted as low risk or not applicable to the CSOSA environment. The risk/mitigation is:

_____ Date: _____

IT Security Officer

The Field Support Manager certifies that the image master named in this document has been successfully tested and is ready for deployment to CSOSA customers.

_____ Date: _____

Field Support Manager

Ready for CCB Approval to Deploy (Please include this completed form with the CCB request):

___ YES ___ No (If no state actions required to correct the problems)

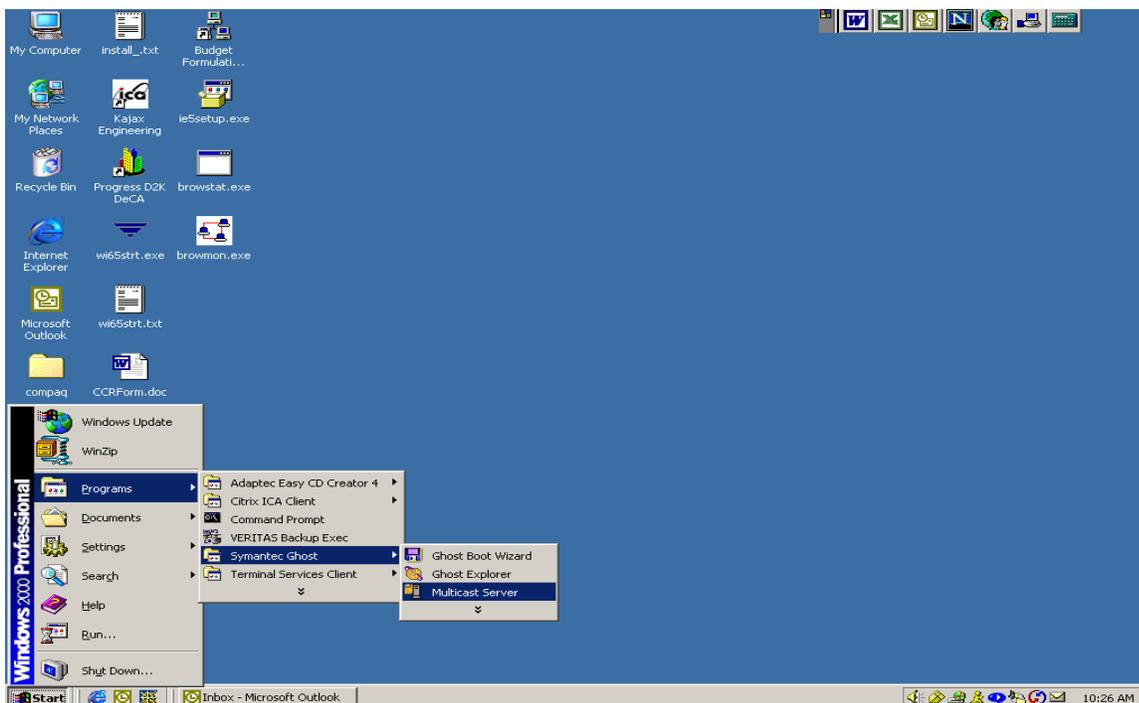
Corrective Actions Required:

Installing/Deploying a Standard Software Image

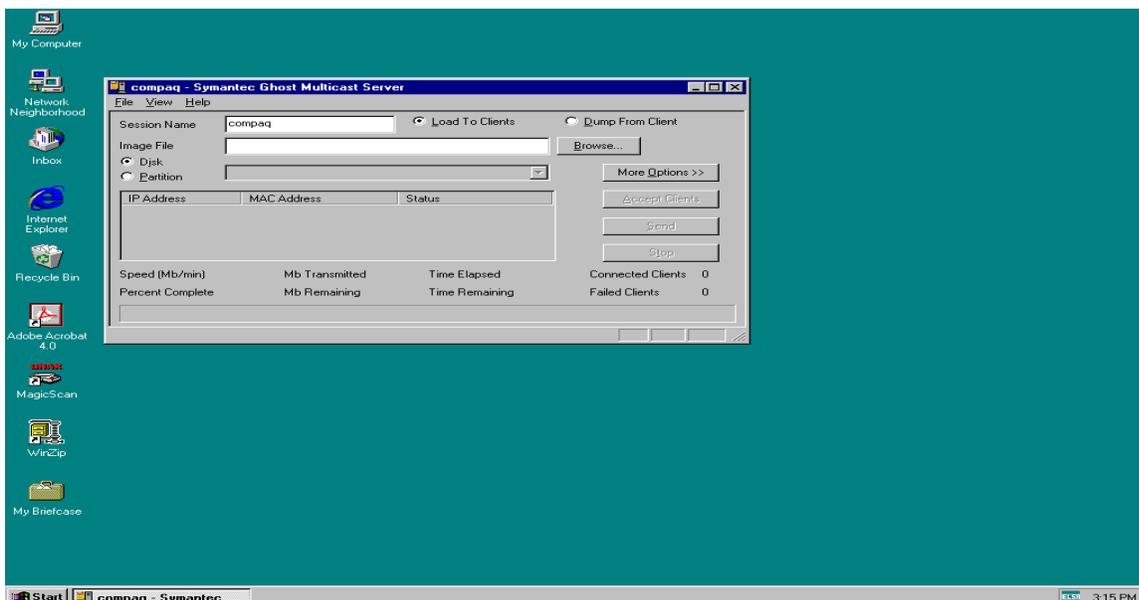
Ghosting Procedures [setup]

HOST PC

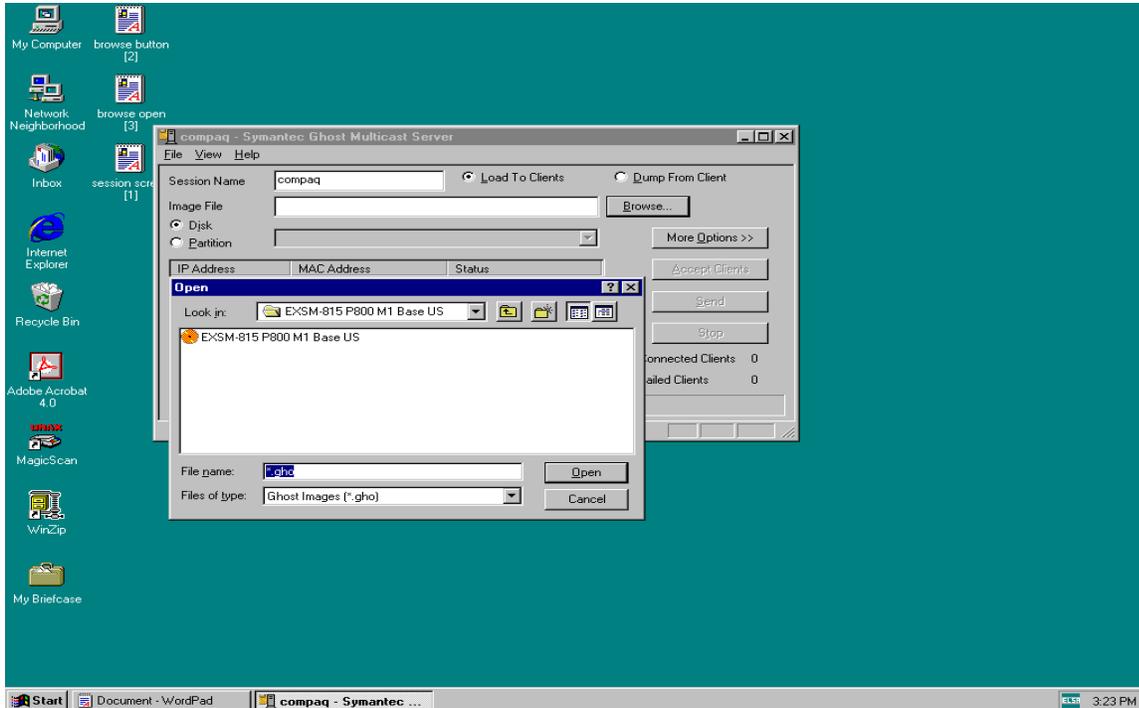
1. Run Symantec's Ghost Multicast Server program (If the machine has been previously used, follow the CSOSA Disk Wipe Policy)



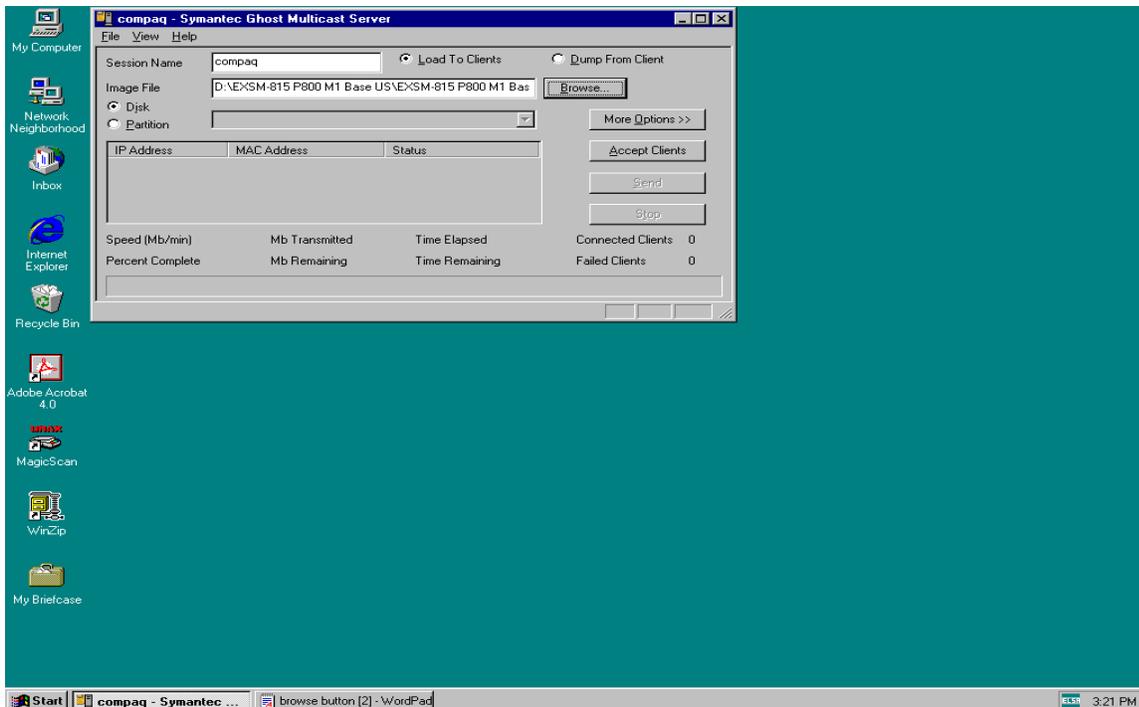
2. Type in a session name (example: compaq)



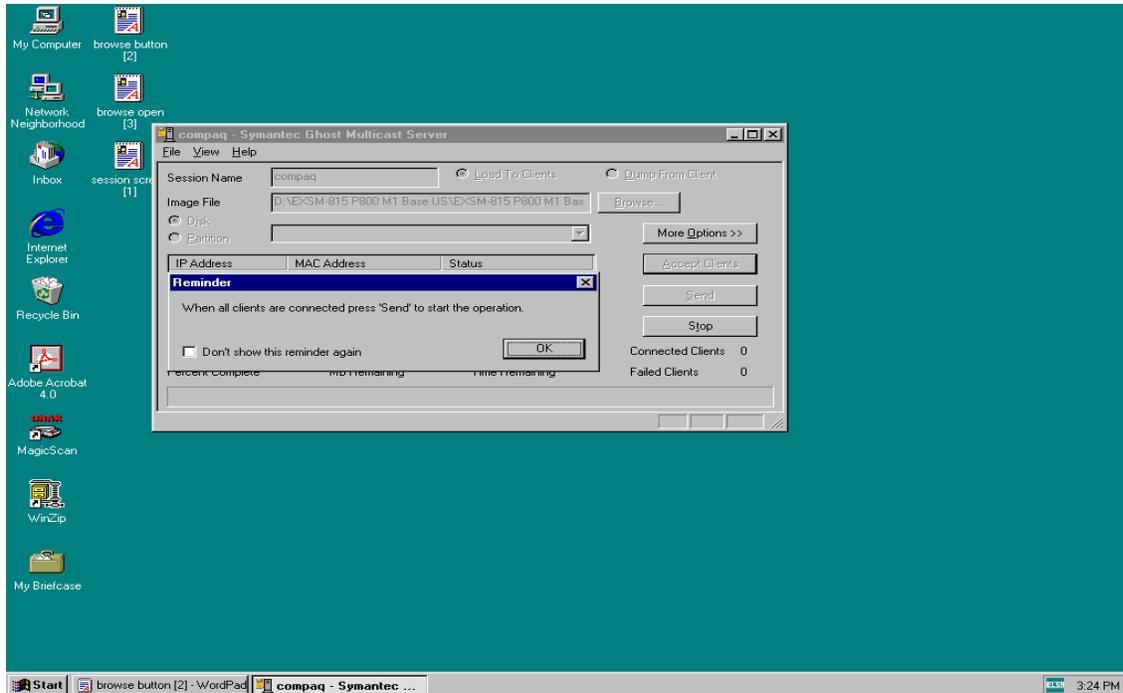
3. Click on **Browse...** button to locate image file



4. Select image file and click on **Open** button
[Make sure the “disk” and “Load to clients” option buttons are selected]

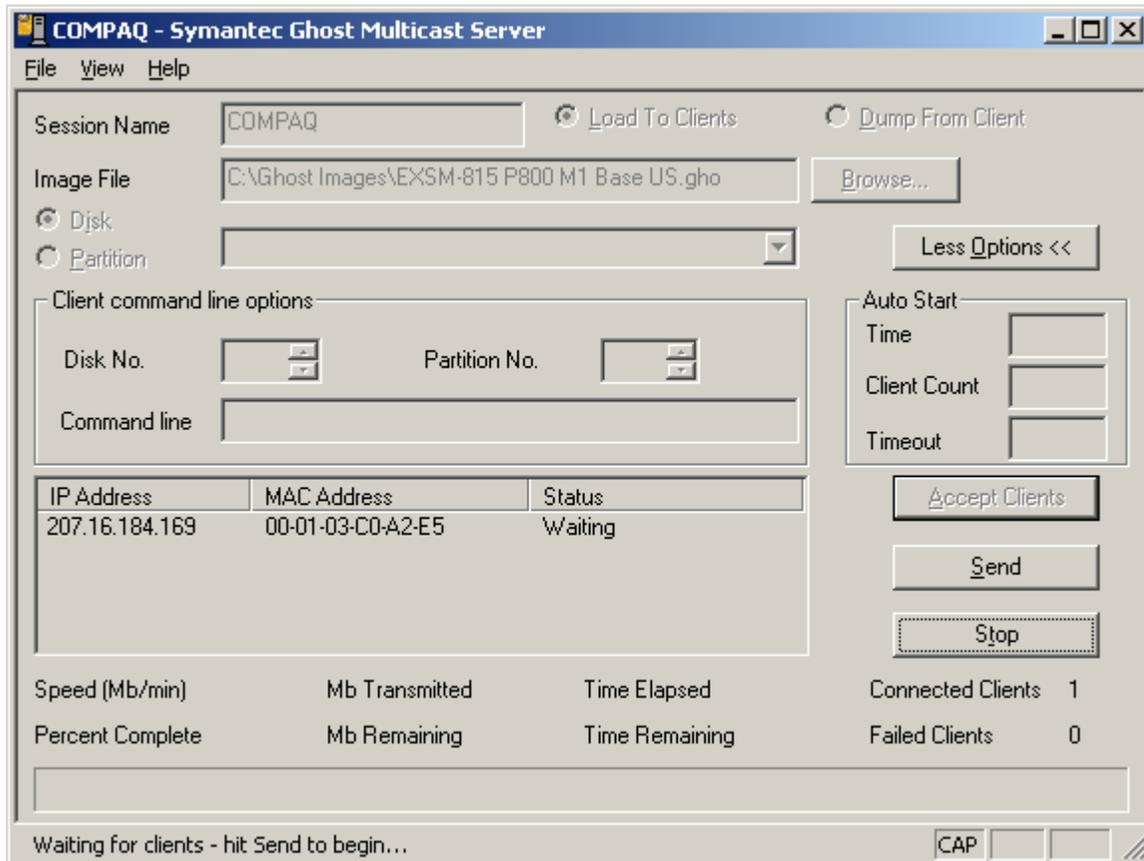


5. Click on **Acept Clients** button



6. Click on **OK** button on reminder dialog box

7. Once all clients are connected [when all IP & MAC Address shows up in window on host PC], click on **Send** button.



System takes approximately 18 minutes when going through a 10baseT hub.

Ghosting Procedures [setup]

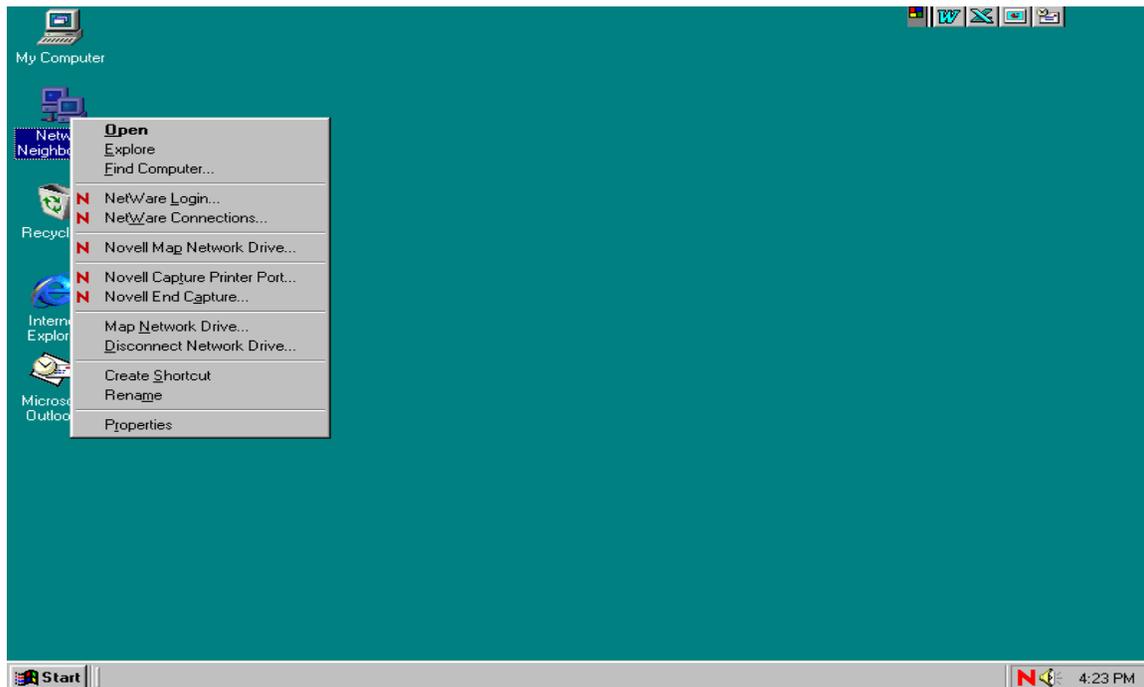
CLIENT PCs

1. Place boot disk in system and power on PCs
2. Click on **OK** button to clear Symantec ghost information
3. Choose **Multicasting**
4. Enter same session name used on host PC
[make sure host is ready to accept clients]
5. Click **OK** button to accept destination drive
6. Click **OK** button to accept destination drive details after cloning operation is complete
7. Click **Yes** button to proceed with disk load

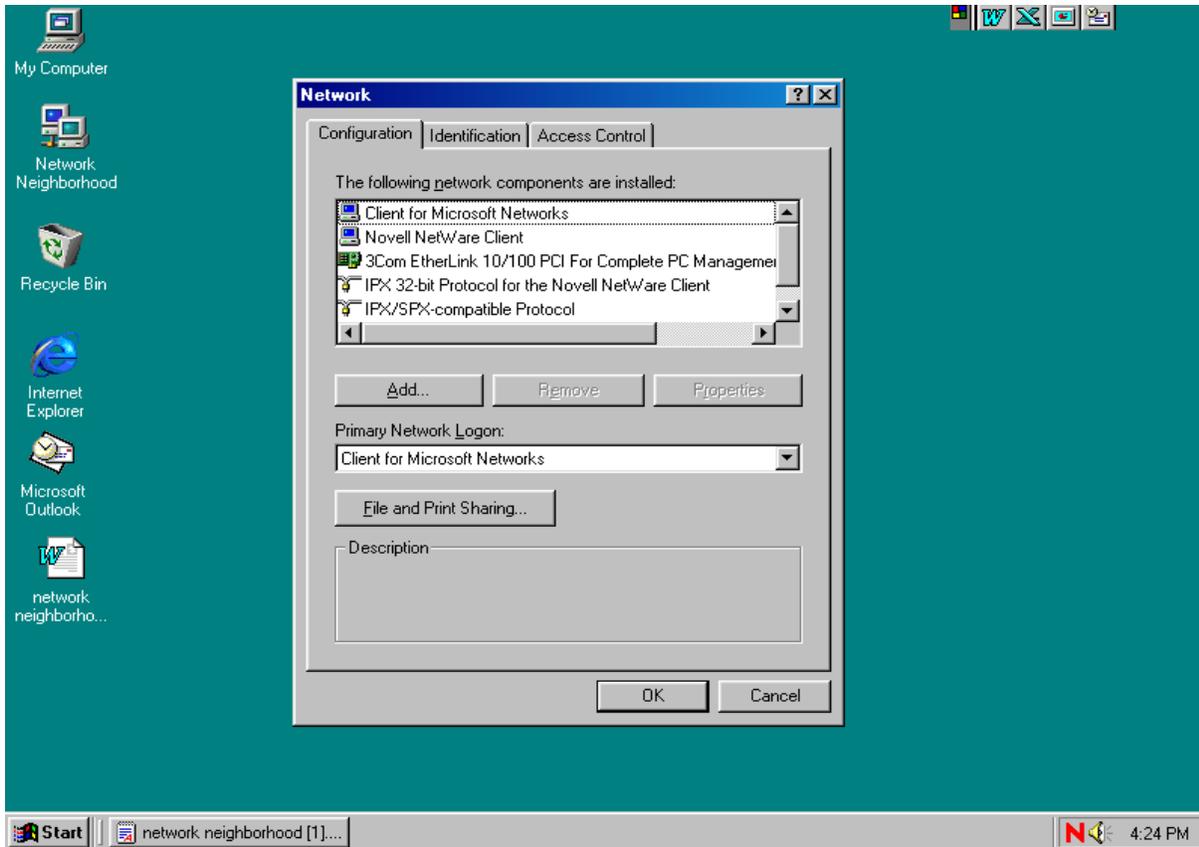
[Note: Ghosting process takes approximately 18-23 minutes using a 10baseT hub]

Ghosting Procedures [client configuration]

1. Once client is ghosted, remove the diskette and re-boot the machine
2. Hit F10 to enter CMOS
3. Disable Power Management
 - a. Select English [enter]
 - b. Arrow over to **P**ower option
 - c. Arrow down to energy saver option [enter]
 - d. Tap right arrow key until “disable” appears [F10 to accept]
 - e. Arrow over to **F**ile option
 - f. Arrow down to **S**ave changes and **E**xit option
4. Once Windows comes up, right click on Network Neighborhood icon and select **Properties**

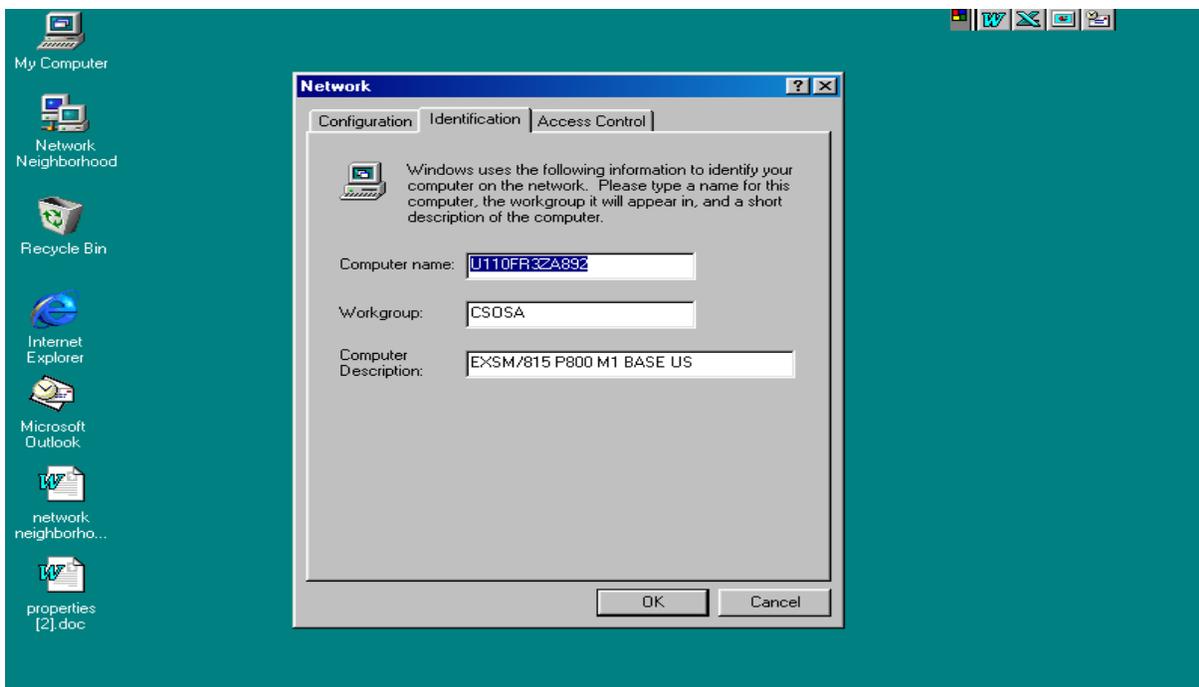


5. Click on the Identification tab



6. Put the serial number of the PC in the computer name field. Click on **OK**.

[Note: Make sure the computer description field matches the EXACT name of the ghost image.]



7. Delete password list [Notes: After completing step 6, don't restart PC until **after** you've completed this step. Some PCs are set to have any deleted items go to the Recycle bin. Make sure you also delete the file out of the recycle bin, if applicable.]

