

Key Users: Self Provisioning and Self Maintaining

When a key user starts (or upgraded), it can sometimes be an issue to ensure that they receive the correct level of equipment support in the shortest possible time. After all, different users require different ancillary tools to do their work.

A key user's – e.g. a Financial Trader - time is money, the traditional solution was to have the hardware sitting, waiting for that new arrival. Or perhaps to have a dedicated support team who would come in overnight to set the equipment up. Either way the objective was always to get them up and running ASAP.

Of course it's not just the hardware that needs prepping, but also the many and varied trading tools e.g. email, mobile, telephony, Blackberry accounts that **need to individualised to each person**. After all, the FSA frowns on generic names that cannot be audited back to a real person. And so although this works, it ties up money or incurs additional out-of-hours expenses. It would be more cost effective to have the individual trader's environment setup as and when it was need- just in time!

With our system of Provisioning (procurement) and Monitoring the user's new environment can start to be configured before he's even left the HR department. And depending on your support Service Level Agreement, the trader's desk could be ready by the time he's walked down the stairs to his fully working station.

We are not talking about replacing your current procedures, rather we are linking them together electronically so you get an efficient and auditable method for trader provisioning. And more importantly the real work of creating – this could also be modifying or deleting traders – accounts is **done correctly, first time, every time**. And the time it takes to complete the provisioning task could be mere minutes.

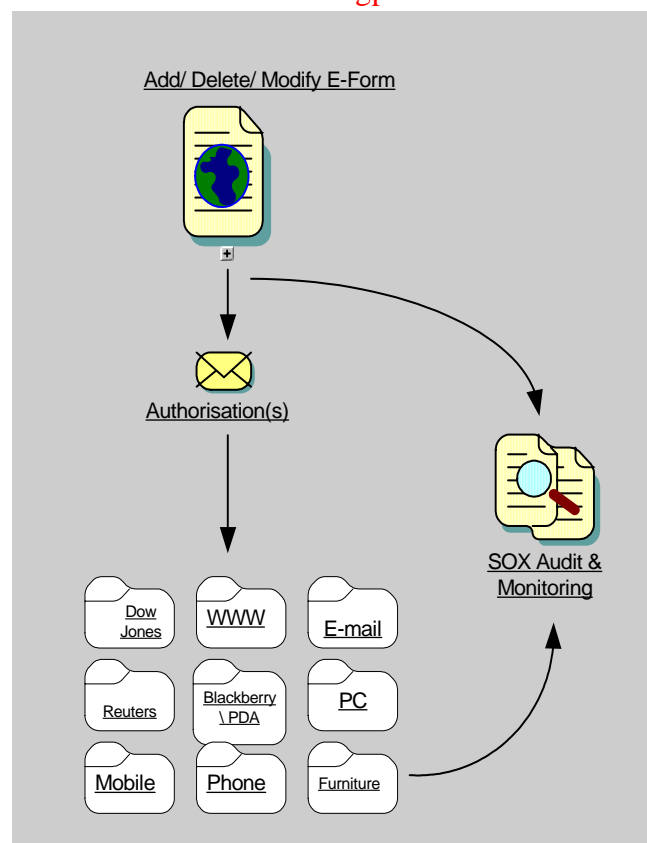
Of course once the trader is up and working you will want to ensure that their workstation is kept in a gold build status of software revision. This is somewhat difficult in this day and age when the user will tend to modify the

environment. Or perhaps someone has accidentally let a Trojan Rootkit onto the workstation. However it might happen, once the trader's workstation is modified, errors creep in and problems start; this leads to faults, loss of productivity and increase in support costs.

Our desktop monitoring solution is linked to the provisioning solution so that any new trader's workstation is **automatically added**, protected and monitored by the desktop management solution.

The desktop management solution not only ensures the trader remains in gold build standard, but will also audit and monitor what actions (application or human) are carried out on that workstation.

If you would like more information, please email Edward.Medcalf@digpath.co.uk.



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