

## Provali Software Distribution Methodology



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# PROVALI Software Distribution Methodology

## ABSTRACT

Distributing software and updates to users in an Enterprise environment in a timely manner is a complex and critical IT function and must take multiple factors into consideration, including:

- The physical location of the user
- The sizes of the update files
- Regulatory compliance
- Multiple, changing computing device specifications User connection speed and security  
Frequency of user connection

Software Distribution is tightly integrated with configuration management, image management, and ticket tracking and is a key component in the overall implementation and configuration of users' PCs. Failure to manage software distribution as critical part of the overall user support process can lead to decreased support efficiency leading to increased support costs. PROVALI's Software Distribution Methodology integrates with each of these processes, tools, and components to deliver software and updates in an efficient and cost-effective manner.

## FREQUENCY AND SCOPE

The appropriate solution for a client depends on the scope and frequency of the software distribution. The three classifications for frequency are:

**Frequency of Update**

Frequency	Description
<i>Periodic</i>	Updates and scheduled maintenance releases for installed applications and systems.
<i>Ad-Hoc</i>	User requested software and updates.
<i>Enterprise Release</i>	Deployment of new applications to a group of users.

The scope of the distribution varies based on the type of application or system affected. These can be segmented as:

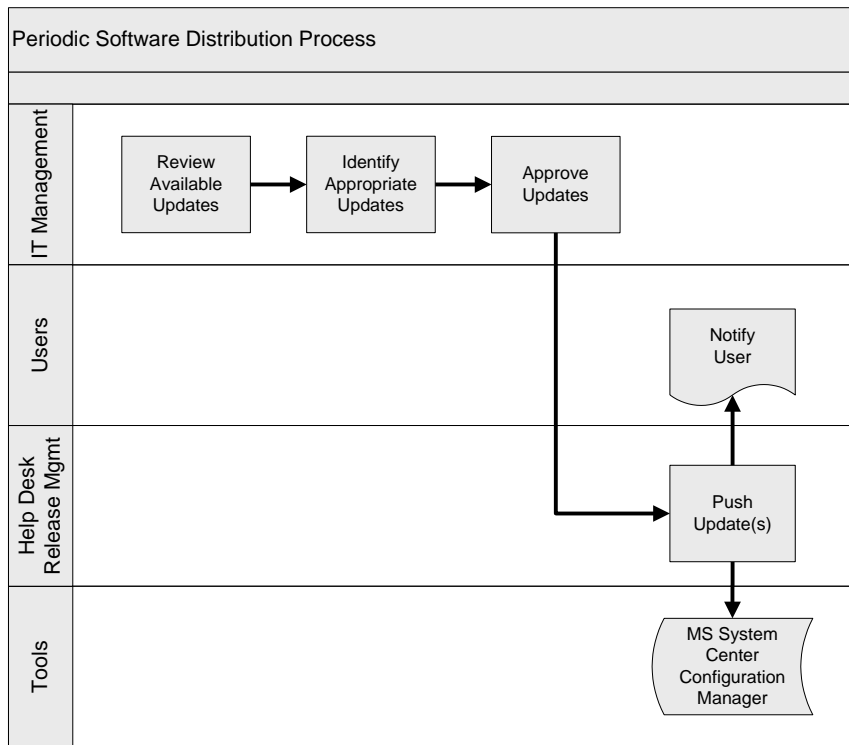
### Scope of Updates

Scope	Description
<i>OS</i>	Monthly operating system updates, out-of-band critical security updates, and upgrades.
<i>Desktop</i>	Desktop Application (usually MS Office) updates, out-of-band critical security updates, upgrades, and new applications.
<i>Custom Enterprise Applications</i>	Internally developed application updates, out-of-band critical security updates, upgrades, and new modules.
<i>3<sup>rd</sup> Party Enterprise Applications</i>	Application updates, out-of-band critical security updates, upgrades, and new modules.

The PROVALI software distribution methodology covers the people, processes, and technologies which ensure that supported PCs are configured and maintained effectively. When a request for new software is received or an update needs to be applied, the applicable PROVALI software distribution process is used.

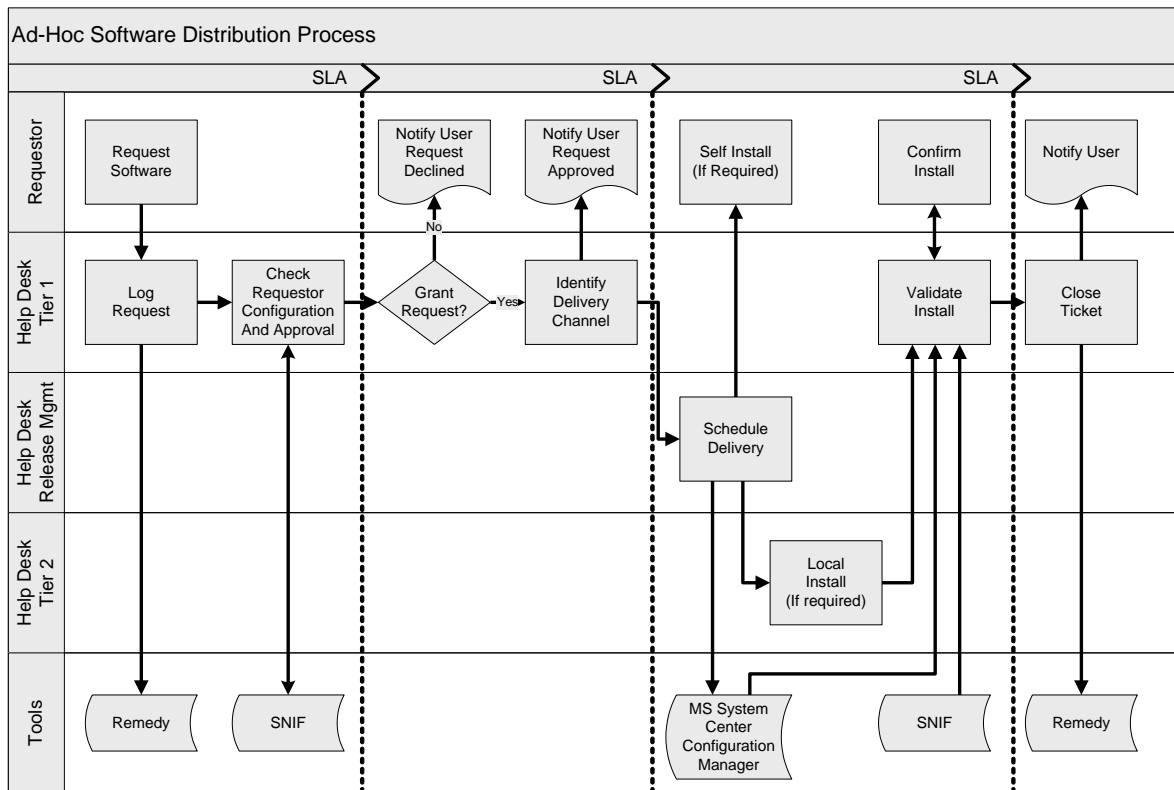
## PERIODIC DISTRIBUTION PROCESS

Evaluating the applicability and aptness of each update is a normal part of the Periodic Software Distribution Process. The updates must be tested on representative desktops and laptops prior to release to the general enterprise user base to ensure that an update doesn't disable or impair functionality of other 3rd party enterprise, desktop, and custom applications. The help desk release management role reviews publicly available information regarding the risks and effectiveness of updates and provides guidance to client IT management to aid in their decision. IT management is responsible for the final decision to deploy updates to the enterprise. PROVALI will execute the update plan using its standard tools and processes.



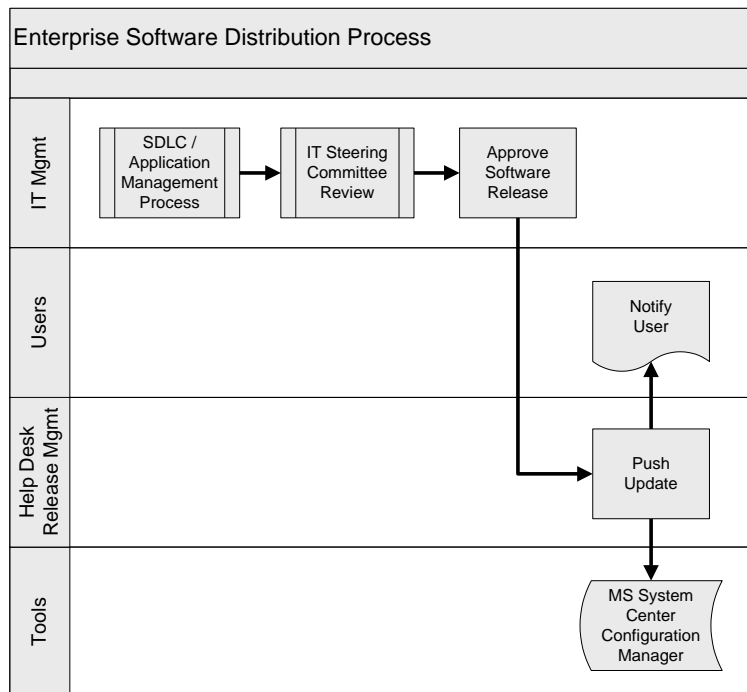
### AD-HOC DISTRIBUTION PROCESS

User-initiated requests for installation of additional software, such as Visio or MS Project, are handled on an ad-hoc basis. The client procurement and approval process will provide authorization for the software installation either prior to the request or as a part of the ticket resolutions process. Timing of request resolution is dependent on the agreed client-specific Service Level agreement. Typical acknowledgement of the initial request is 8 business hours. The timeline for the software installation is dependent on the timeliness of the authorization process, the user's hardware and software configuration, location, connection speed, and connection security, such as VPN. Users with slow or intermittent connectivity may require alternate delivery channel including on-site technician visit or manual install instructions.



**ENTERPRISE DISTRIBUTION PROCESS**

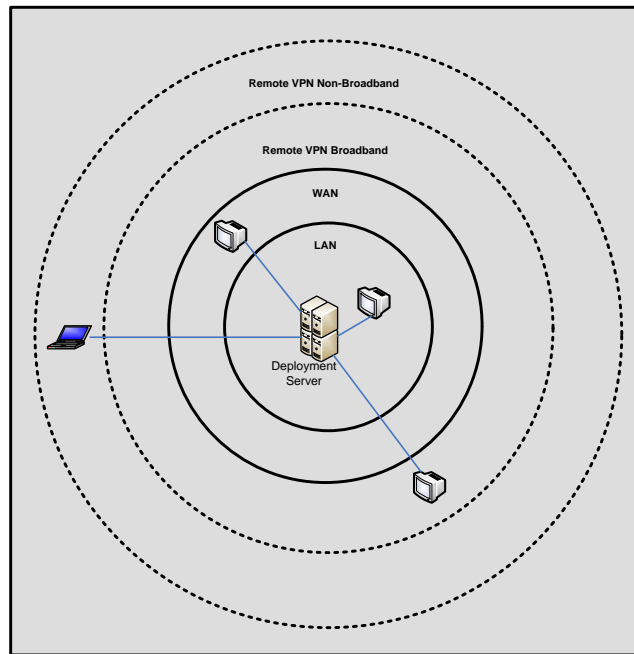
The decision to implement new Enterprise applications or perform material upgrades to existing applications, whether custom or 3rd party, is made by client IT Management as a part of their internal Application Management function. The size and complexity of such rollouts requires advanced noticed and a robust rollout plan which takes user role, hardware and software configuration, location, connection speed, and connection security into account. The timing, content, and rollout schedule of these updates is wholly determined by client IT management. PROVALI will execute the rollout plan using its standard tools and processes.



## END CLIENT LOCATION

The method used to distribute software differs based on connection speed and location. The process must be sensitive to users' connection frequency and available bandwidth. The distribution tool will throttle the bandwidth used to install the software based on connection speed. Users unable to complete the update process through the standard push will be provided with alternate delivery channels such as manual installation instructions or installation by a desk-side support technician.

### Deployment across Connection Boundaries



### Update Method Based on Connection Speed

Connection	Periodic Updates	Enterprise Releases	Ad-Hoc Requests
LAN	Automatic	Automatic	Automatic
WAN	Automatic	Automatic	Automatic
Remote VPN Broadband <sup>1</sup>	Automatic	Automatic	Automatic
Remote VPN Non-Broadband <sup>2</sup>	Automatic, or User Initiated, or Physical	Automatic, or User Initiated, or Physical	Automatic, or User Initiated, or Physical

<sup>1</sup>Greater than 200 Kbps.

<sup>2</sup>Less than 200 Kbps.

For most environments we recommend Microsoft System Center Configuration Management is the appropriate solution for software distribution.

### Software Distribution Packages

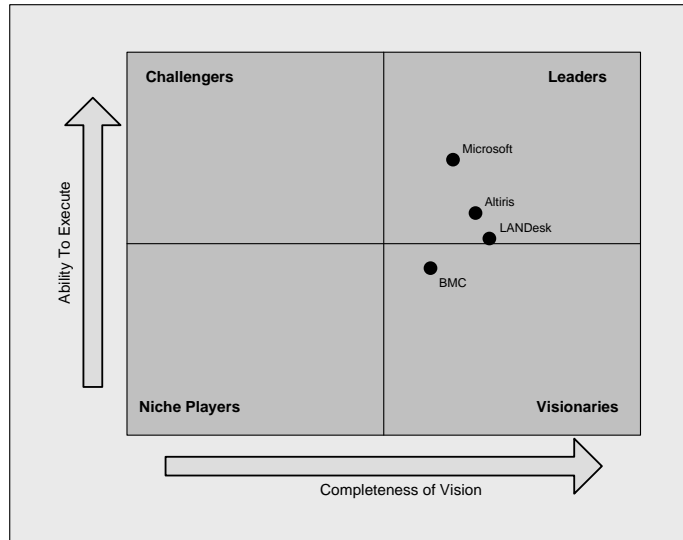
Tool	Periodic/Enterprise				Ad Hoc			
	OS	Microsoft Office	3rd Party Enterprise Applications	Custom Enterprise Apps	OS	Microsoft Office	3rd Party Enterprise Applications	Custom Enterprise Apps
Windows Server Update Services (WSUS)	●	◐	○	○	○	○	○	○
Systems Management Server (SMS) / System Center Configuration Manager	●	●	◐	◐	●	●	◐	◐
Marimba / BMC Configuration Management	◐	◐	◐	◐	◐	●	◐	◐
Altiris	◐	◐	◐	◐	●	●	◐	◐
LANDesk	◐	◐	◐	◐	◐	◐	◐	◐

*\*Pricing based on 4,500 PCs*

## VENDOR MARKETPLACE

The functionality and offering of the major vendors is similar. The vendor's ability to execute refers their financial stability, company position, and ability to market products effectively. The vendor's completeness of vision indicates their product capabilities and available features and functions. Because vendor capabilities are very similar, we look at individual implementations to determine their ability to fulfill client requirements.

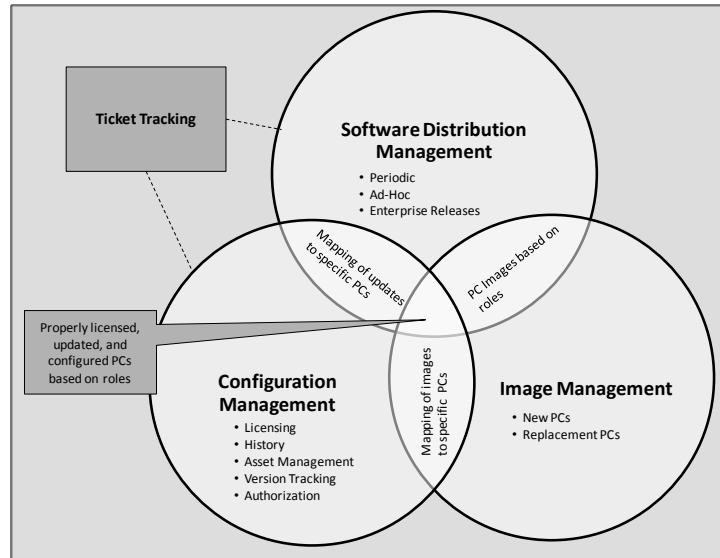
### Vendor Comparison



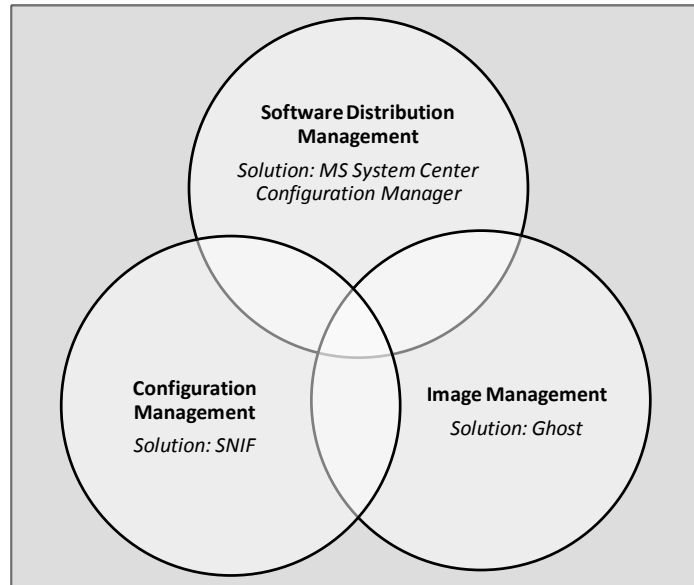
Source: Gartner, Inc.

In addition to utilizing software distribution tools, several other functionalities of the packages should be assessed. Software distribution functionality is integrated with other parts of configuration management and image management.

### PROVALI PC Management Framework



### PROVALI Recommended Solutions



PROVALI PC Management is the combination of three separate domains: software distribution management, configuration management, and image management. By combining these areas with our people, processes, and technologies; PROVALI is able to deliver the right software to the right user in the most efficient and cost effective way.