

# END USER SYSTEMS AND SERVICES

Managing the User Environment



CSC  
NORTH AMERICAN  
PUBLIC SECTOR

CSC

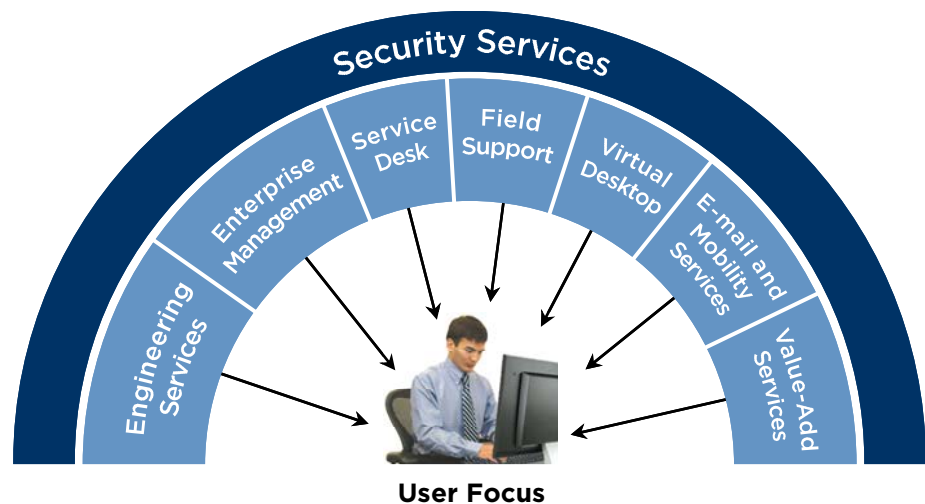
*Within the government, managing an enterprise-wide, diverse end user IT environment poses significant challenges across a spectrum of services such as technology refresh, software distribution and patch management, service desk, and desktop life-cycle management. Telecommuting and wireless technologies expand these challenges, with users routinely working outside the firewall, creating the need for enhanced security services and connectivity options. In response to these needs, CSC offers proven, results-driven, best-in-class solutions across the spectrum of end user systems and services.*

## End User Systems and Services Benefits:

- Ensure predictable IT cost
- Improve level of service and customer satisfaction
- Increase user productivity
- Allow resources to focus on mission
- Enhance overall effectiveness of IT services
- Reduce risk to budget and schedule
- Minimize number of contracts with different vendors
- Maintain business continuity
- Provide cleared resources
- Serve as a one-stop shop for all end user services

## Why CSC?

- A trusted industry partner
- Serving the U.S. Government for nearly 50 years
- Over 90,000 employees
- Global reach
- Certified: ISO, CMMI, ITIL and Six Sigma
- Secure facilities dedicated to supporting government agencies
- Industry recognized leader in delivering Managed Services, IT Outsourcing and Green IT



## Managing the User Environment

It is an imperative today for organizations to remain agile, accelerate innovation, and ensure operating efficiencies with predictable IT costs — all without compromising operational effectiveness and maintaining focus on the core mission.

As in the private sector, government users need fast, reliable access to people and resources anytime, anywhere to effectively collaborate and communicate.

CSC focuses first on end user computing needs rather than technology — we deliver tailored solutions in support of varied work styles, workplaces, geographically dispersed locations, and program life cycles. We maximize your organization's productivity and contribution to organizational effectiveness through the integration of existing infrastructures, the latest end user technology and CSC proven processes.

## Security Services

Our security services focus on industry proven practices, end user education, and leading-edge technologies to ensure your organization is free from interruptions caused by viruses, malicious intrusions or forgotten passwords. Key services include:

- Account administration
- Password management
- Antivirus protection
- SPAM filtering
- Federal security compliance — including Federal Information Security Management Act (FISMA), Federal Information Processing Standards (FIPS), and Federal Desktop Core Configuration (FDCC)
- Patch management
- Personal firewall

**IT Infrastructure Solutions**

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**Engineering Services**

Offering efficient services to end users requires investment in design, development, testing, and building of tools that facilitate user productivity. CSC's Standard Operating Environment (SOE) for the distributed desktop environment, as well as for a Virtual Desktop Infrastructure, gives every user a familiar interface and provides the capabilities needed to perform normal job functions, which in turn minimizes user learning time and productivity loss.

We are dedicated to producing the best results using the most cost-effective measures. Our key services include:

- Standardized operating environment development
- Standardized back-office infrastructure
- Software distribution management
- OS migrations

**Enterprise Management**

Our enterprise management services ensure your system and workers maintain peak performance through asset tracking, system monitoring and performance management. Our key services include:

- Infrastructure monitoring
- Asset management
- Service level management
- Fault management
- Seat management

**Service Desk**

Availability is essential to every user. We provide end users with the support to effectively resolve problems quickly and efficiently — minimizing downtime and getting your users back to work. Our key services include:

- Incident and change management
- 24x7 single point of contact
- End-to-end ownership of issues
- Knowledge management

**Virtual Desktop Services**

Virtual Desktop Services improve security by streamlining the delivery of software updates – ensuring that operating system and application vulnerabilities are mitigated as quickly as patches are applied – without resource intensive monitoring and reapplication. Our solutions deliver device-independent desktops that are accessible from anywhere. Operating systems, applications, and user settings are delivered to the user's device on demand.

- Virtual desktop design and deployment
- Standard operating environment development and support
- Application delivery, patching and support

**Field Support**

In addition to our remote support capabilities, EUSS provides on-site desk side support. Using proven processes and procedures, CSC personnel trained in Information Technology Infrastructure Library (ITIL) methods provide support to users at their desktops to assess and resolve hardware and software issues. Our key services include:

- Installs, moves, adds, and changes
- Hardware break-fixes
- Thin-client support

**E-mail and Mobility Services**

CSC knows that staying in touch is key to collaboration in conducting government business. Using the latest technologies and methods, we ensure collaboration and connectivity are maintained among employees regardless of location. Our key services include:

- E-mail services
- Spam filtering and protection
- Instant messaging
- BlackBerry/PDA services
- E-mail archiving

**Value-Add Services**

CSC also offers expanded end user services for those with needs beyond our standard offerings, including:

- Refresh services
- PC backup/restore services
- Managed print services