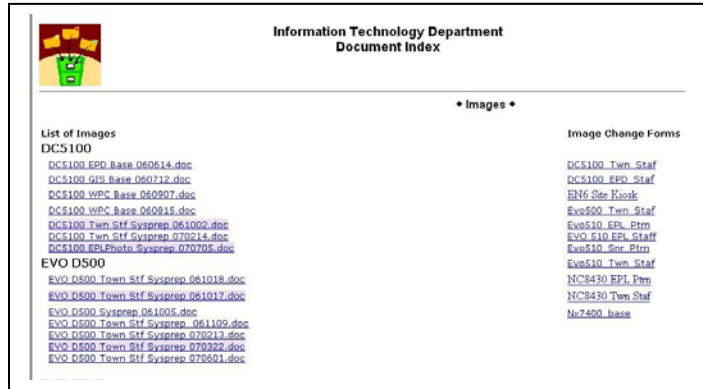


Image Management Information Sheet

Overview

An 'Image' is a snapshot of a computer system that is created after a computer system is fully configured, but before the system has been accessed by a user. The primary benefit of an Image is that it can be quickly copied to one or more similar computers, eliminating the need to build and configure a system for every user. The IT Department's decision to implement Imaging has increased efficiency as the IT Department has deployed new and updated computers throughout the 2007 fiscal year.



The Image Management Optimization initiative began with a structured research & planning phase that identified opportunities to improve three (3) primary department objectives:

- Boost operational efficiency
- Improve employee productivity
- Increase customer value

The IT Department has reached each objective and continues to make the imaging process more improved. Images are easily managed and updated automatically. IT staff can now find updated images with solid documentation and deploy these images quickly and efficiently. The process has greatly improved the IT Department's response and minimized downtime for users.

Highlights

- Boost operational efficiency
- Improve employee productivity
- Increase customer value
- Ability to research, monitor and manage images and image status from their workstations.

Interaction with Other Systems

- An image server provides images to workstations over the network
- Image workstations receive updates from Town server without staff interaction

Project Details

- Image Management Project
- Sept. 2007