



# LANDesk®

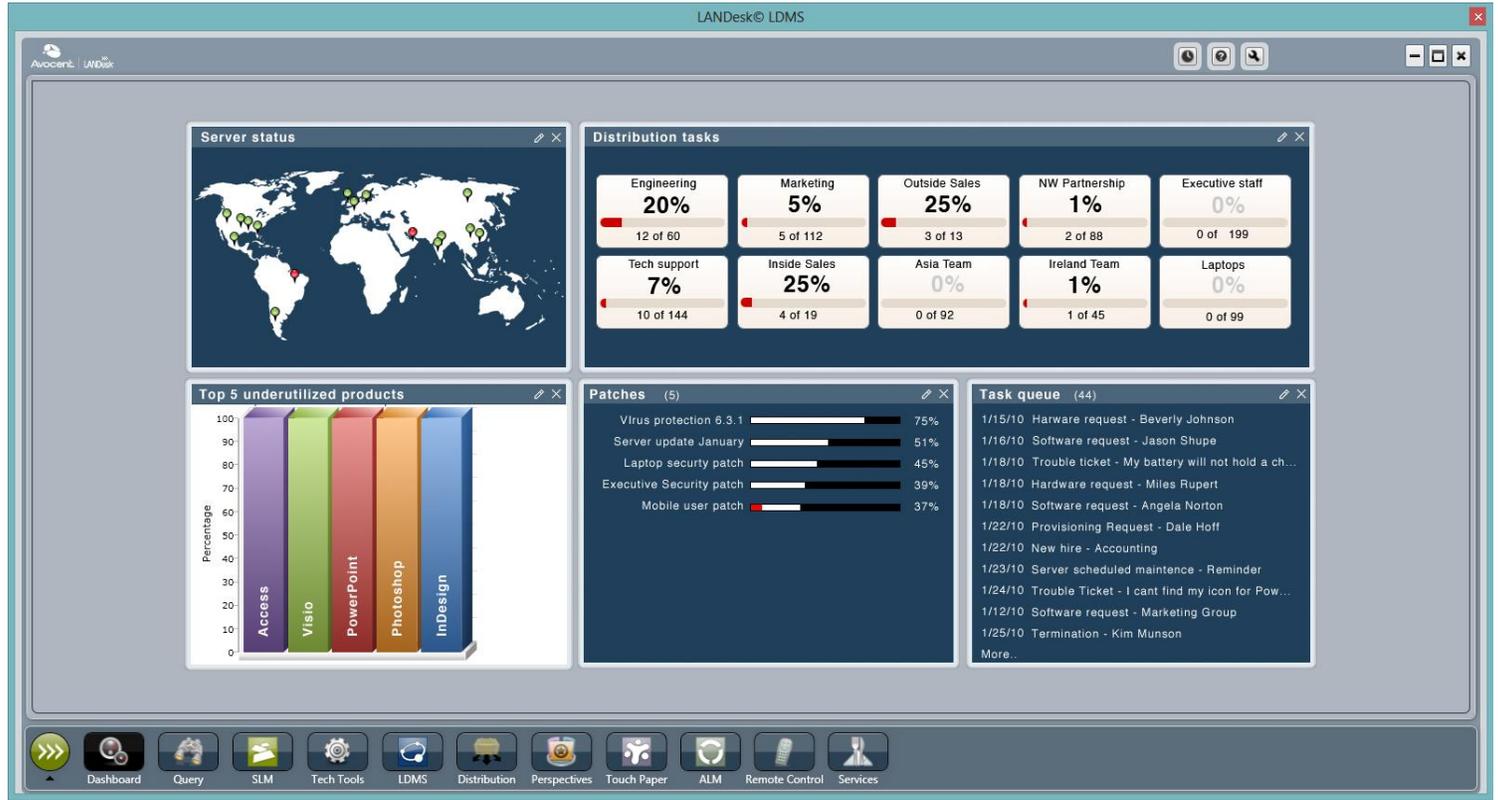
An Avocent® Company

## LDMS Console Prototype **Iteration 6** LDMS Console / Tech Tools

UI Design and High Fidelity Prototype by Craig Wilson

# 1. LDMS Console Frame 1

The LDMS Console (Dashboard) loads the following default customizable widgets after Admin login; Global Server Status, Global Task Distribution, The Top 5 Underutilized Software Apps, Global Software Patching Progress and The Tasks waiting in Queue.



The Navigation buttons located in the navigation tray at the bottom right of the console allow easy access to all applications within the LDMS suite of products which you are licensed for.

## 2. LDMS Console Frame 2

Clicking on the time line icon opens an animated roll out window allowing you to view all scheduled and completed tasks pertaining to the region you have chosen from the global Server Status map. The time line scrolls left or right by dragging the centered slightly transparent view window back and forth on the time line. The block of time resting inside the view window is magnified just above it displaying all scheduled and completed tasks.

The screenshot displays the LANDesk LDMS console interface. At the top, a timeline shows a sequence of tasks with icons representing different actions. A tooltip for 'Package 5687 deployed' is visible, indicating it was completed on 'Tue, 22 Dec 2009 13:10:00 UTC'. Below the timeline, there are three main panels: 'Top 5 underutilized products' (a bar chart), 'Patches' (a list of updates with progress bars), and 'Task queue' (a list of pending tasks). The bottom of the interface features a navigation bar with icons for various tools like Dashboard, Query, SLM, Tech Tools, LDMS, Distribution, Perspectives, Touch Paper, ALM, Remote Control, and Services.

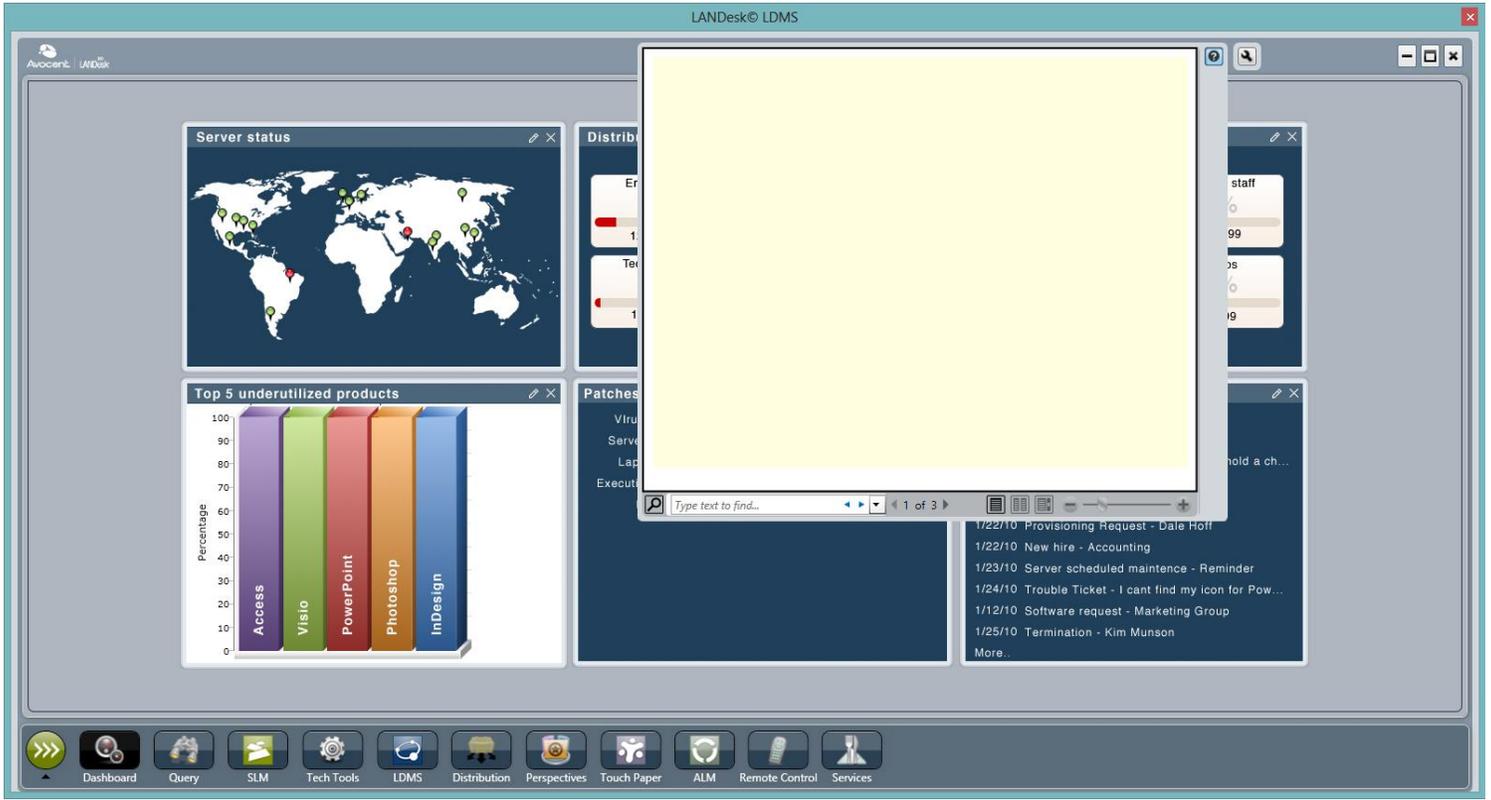
Product	Percentage
Access	~95%
Visio	~85%
PowerPoint	~75%
Photoshop	~65%
InDesign	~55%

Patch Name	Percentage
Virus protection 6.3.1	75%
Server update January	51%
Laptop security patch	45%
Executive Security patch	39%
Mobile user patch	37%

Date	Task Description
1/15/10	Hardware request - Beverly Johnson
1/16/10	Software request - Jason Shupe
1/18/10	Trouble ticket - My battery will not hold a ch...
1/18/10	Hardware request - Miles Rupert
1/18/10	Software request - Angela Norton
1/22/10	Provisioning Request - Dale Hoff
1/22/10	New hire - Accounting
1/23/10	Server scheduled maintenance - Reminder
1/24/10	Trouble Ticket - I cant find my icon for Pow...
1/12/10	Software request - Marketing Group
1/25/10	Termination - Kim Munson

### 3. LDMS Console Frame 3

Clicking on the help icon opens an animated roll out window allowing you to view all searchable help topics available for the LDMS console and Tech Tools applications.



## 4. LDMS Console Frame 4

Clicking on the Query icon in the navigation tray opens the detailed query application which allows you to create and save customizable queries pertaining to individual nodes you are responsible for servicing.

The screenshot displays the LANdesk LDMS console interface. The main window is titled "LANdesk® LDMS" and features a navigation tray at the bottom with icons for Dashboard, Query, SLM, Tech Tools, LDMS, Distribution, Perspectives, Touch Paper, ALM, Remote Control, and Services. The central area is divided into several sections:

- Windows 7 - SLC Grover:** A table listing nodes with columns for Machine ID, MAC address, Primary user, and Status. The "SLC-Grover" node is highlighted in blue and has a status of "Offline".
- Computer:** A sidebar menu with categories like AMT information, BIOS, Bus, Coprocessor, Custom data, Database, Environment, Health, Keyboard, LANdesk management, Local users and groups, Mass storage, Memory, Modems, and Motherboard.
- Search in Motherboard:** A query builder interface with two search criteria:
  - PCI slots: less than 6
  - Bus speed: less than 100 MHz
- My Queries:** A list of saved queries including Vulnerabilities, New hardware, Banned Software, Warantees, Mac OS 10.5.5, Windows 7, XP, Server 2003, Subnet Division, Florida, Texas, Last scanned, Linux OS, Antivirus report, Remote control history b..., and Users by domain.
- Activity:** A list of activity items including Roger's Group 25%, Server Patch 24%, and NovemberBugfix Pending.

The bottom navigation tray contains the following icons and labels: Dashboard, Query, SLM, Tech Tools, LDMS, Distribution, Perspectives, Touch Paper, ALM, Remote Control, and Services.

## 5. LDMS Console Frame 5

Clicking on the Scheduled Tasks tab within the Query application gives you a more detailed real time view of tasks scheduled on an individual node.

The screenshot displays the LANDesk LDMS console interface. The main window is titled "LANDesk LDMS" and features a navigation bar at the top with tabs for "Query", "Scheduled tasks", "Relation", and "Utilization". The "Scheduled tasks" tab is active, showing a list of tasks for a node named "Windows 7 - SLC Grover". The tasks are listed in a grid with time slots from 6 AM to 11 PM. A task titled "1:10 PM Install Office 2008" is highlighted with a green border. Below it, a task "Stats - Complete 5:15 pm - Run time 5h 05m" is visible. At the bottom of the grid, a task "8:00 PM Provisioning task" is shown. On the right side, there is a "My Queries" panel with a list of queries such as "Vulnerabilities", "New hardware", and "Banned Software". Below this, there are sections for "Groups" and "Activity". At the bottom of the console, there is a toolbar with icons for "Dashboard", "Query", "SLM", "Tech Tools", "LDMS", "Distribution", "Perspectives", "Touch Paper", "ALM", "Remote Control", and "Services".

## 6. LDMS Console Frame 6

Clicking on the Relation tab within the Query application gives you a detailed view of the owner of the node you are querying. Here you can view all hardware devices, software applications, Rights and Roles owned and accessible to this employee.

The screenshot displays the LANDesk LDMS console interface. The main window is titled 'LANDesk LDMS' and shows a navigation pane on the left with tabs for 'Query', 'Scheduled tasks', 'Relation', and 'Utilization'. The 'Relation' tab is active, showing a central node for 'Andrew McCarthy' with arrows pointing to various assets: 'SLC-Amccarthy', 'Dell 21" Monitor', 'SLC-Manticore\_Test', 'Software Test Group (5)', 'Licensed Software', and 'SLC-Jupiter\_Test'. On the right side, there is a 'Targets' panel with a list of 'My Queries' including 'Vulnerabilities', 'New hardware', 'New Software', 'Banned Software', 'Warrantees', 'Mac OS 10.5.5', 'Windows 7', 'XP', 'Server 2003', 'Subnet Division', 'Florida', 'Texas', 'Last scanned', 'Linux OS', 'Antivirus report', 'Remote control history b...', and 'Users by domain'. Below this is a 'Groups' section and an 'Activity' section showing 'Roger's Group 25%', 'Server Patch 24%', and 'NovemberBugfix Pending'. At the bottom, there is a navigation bar with icons for 'Dashboard', 'Query', 'SLM', 'Tech Tools', 'LDMS', 'Distribution', 'Perspectives', 'Touch Paper', 'ALM', 'Remote Control', and 'Services'.

## 7. LDMS Console Frame 7

Clicking on the SLM icon in the navigation tray opens the LDMS software license manager application. Here you can view all software licenses globally or drilling down to licenses being used by one specific node or employee. You can see all licenses that are in use, those that are about to expire, or those that are available for use globally. The ROI from running this application is well above the cost of licensing SLM as a part of the LDMS software package.

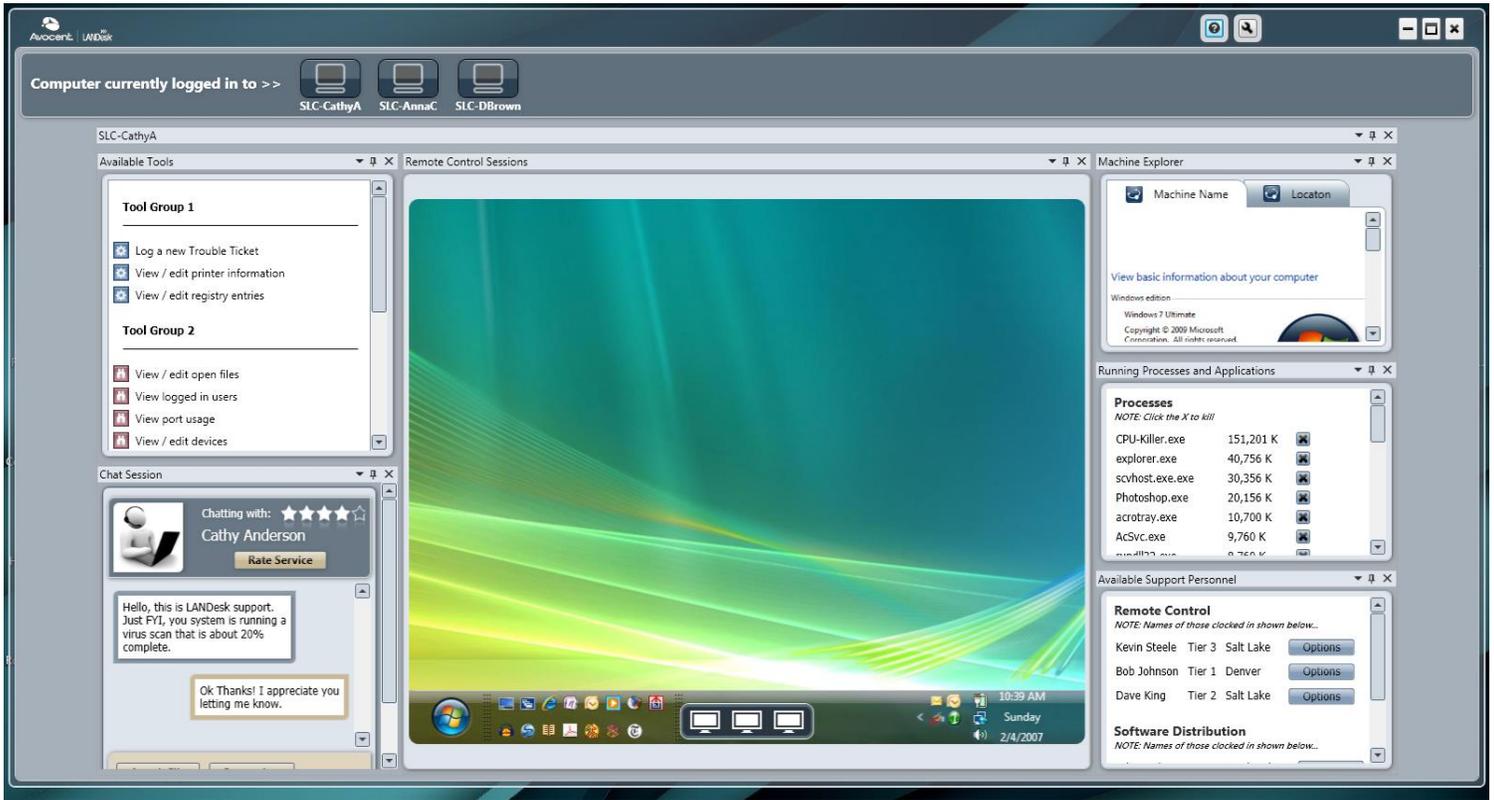
The screenshot displays the LANDesk LDMS Software License Manager interface. The main window is titled "LANDesk® LDMS" and contains several panels:

- Products:** A search bar and a list of product groups: Monitored (0), Ignored (0), and Discovered (238).
- Computers:** A search bar and a list of computer categories: All, Engineering, Marketing, Outside Sales, NW Partnership, Executive Staff, Tech Support, Inside Sales, Asia Team, Ireland Team, and Laptops.
- Statistics:** A bar chart titled "Top 5 most underutilized products" showing percentages for five different product categories.
- Product usage table:** A table with columns: Product, Manufacturer, Computer, Primary User, Last Used, Launches, and Minutes Used. The data shows various instances of "3D Pinball 5.1 (v.)" from "Cinematronics" used on different computers by various users.
- My Queries:** A list of queries including Vulnerabilities, New hardware, New Software, Banned Software, Warranties, Mac OS 10.5.5, Windows 7, XP, Server 2003, Subnet Division, Florida, Texas, Last scanned, Linux OS, Antivirus report, Remote control history b..., and Users by domain.
- Groups:** A list of activity groups including Roger's Group (25%), Server Patch (24%), and NovemberBugfix (Pending).

The bottom navigation tray includes icons for Dashboard, Query, SLM, Tech Tools, LDMS, Distribution, Perspectives, Touch Paper, ALM, Remote Control, and Services.

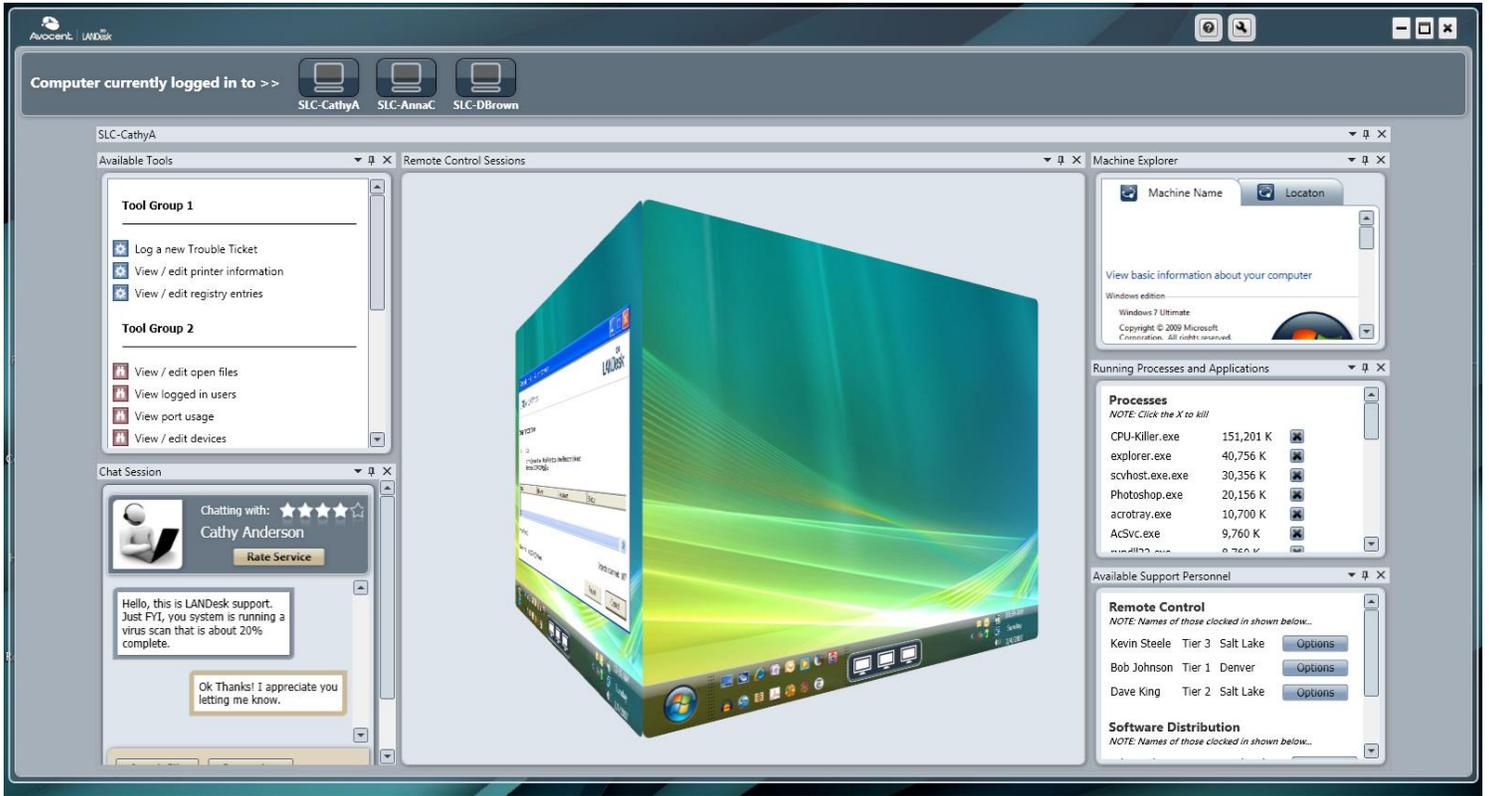
## 8. LDMS Console Frame 8

Clicking on the Tech Tools icon in the navigation tray opens the LDMS Tech Tools application. Here you have access to a suite of tools available to IT Support which can be used to remotely manage any node, even those with multiple screens. You can remotely kill any process, open a live chat session, and view all properties of the node you are remotely controlling. You can open multiple sessions remotely controlling several computers at once.



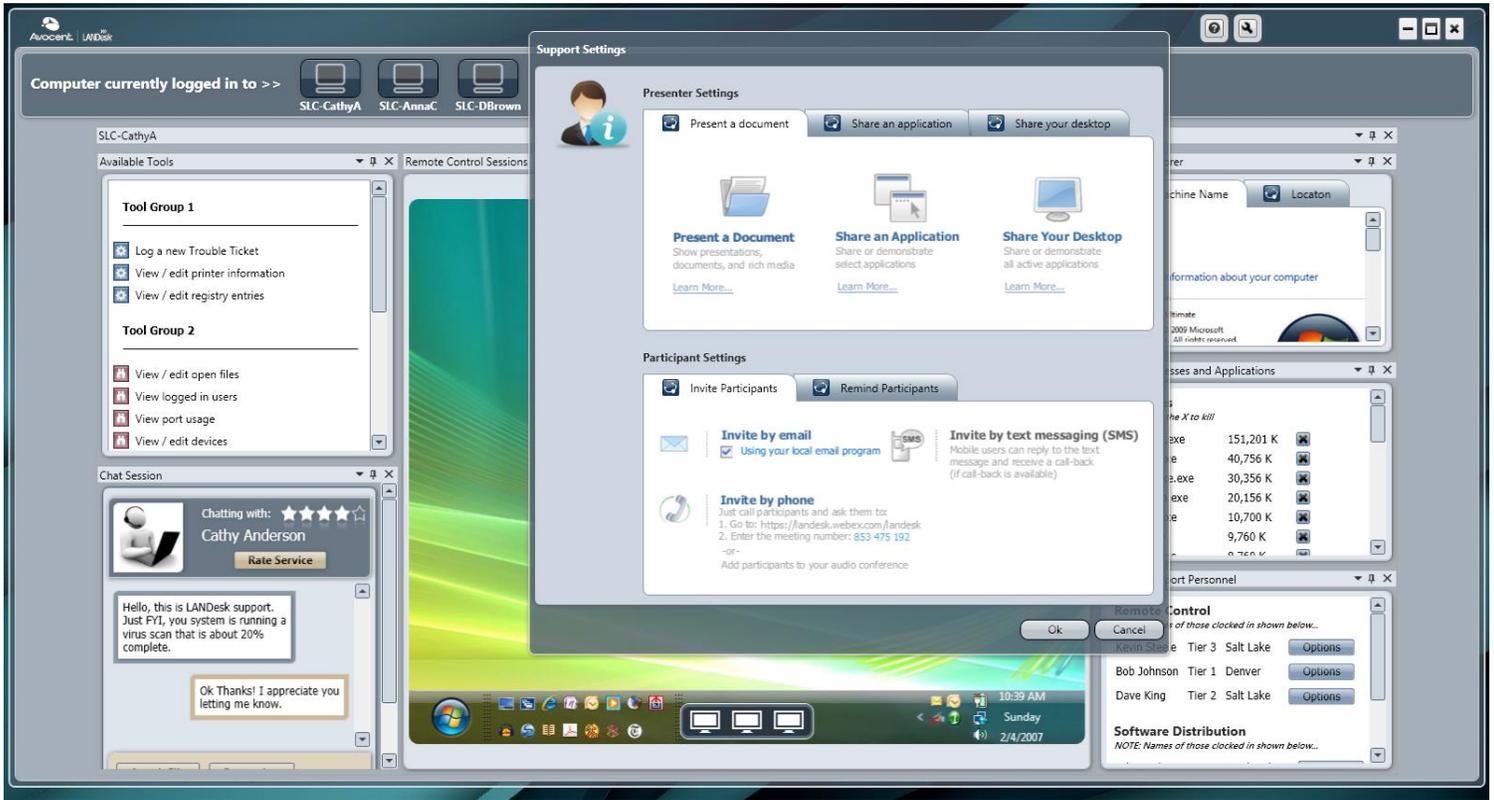
## 9. LDMS Console Frame 9

Clicking on any of the screen icons in the multiple screen tray located in the center remote control session window, causes the selected remote screen to roll forward into view.



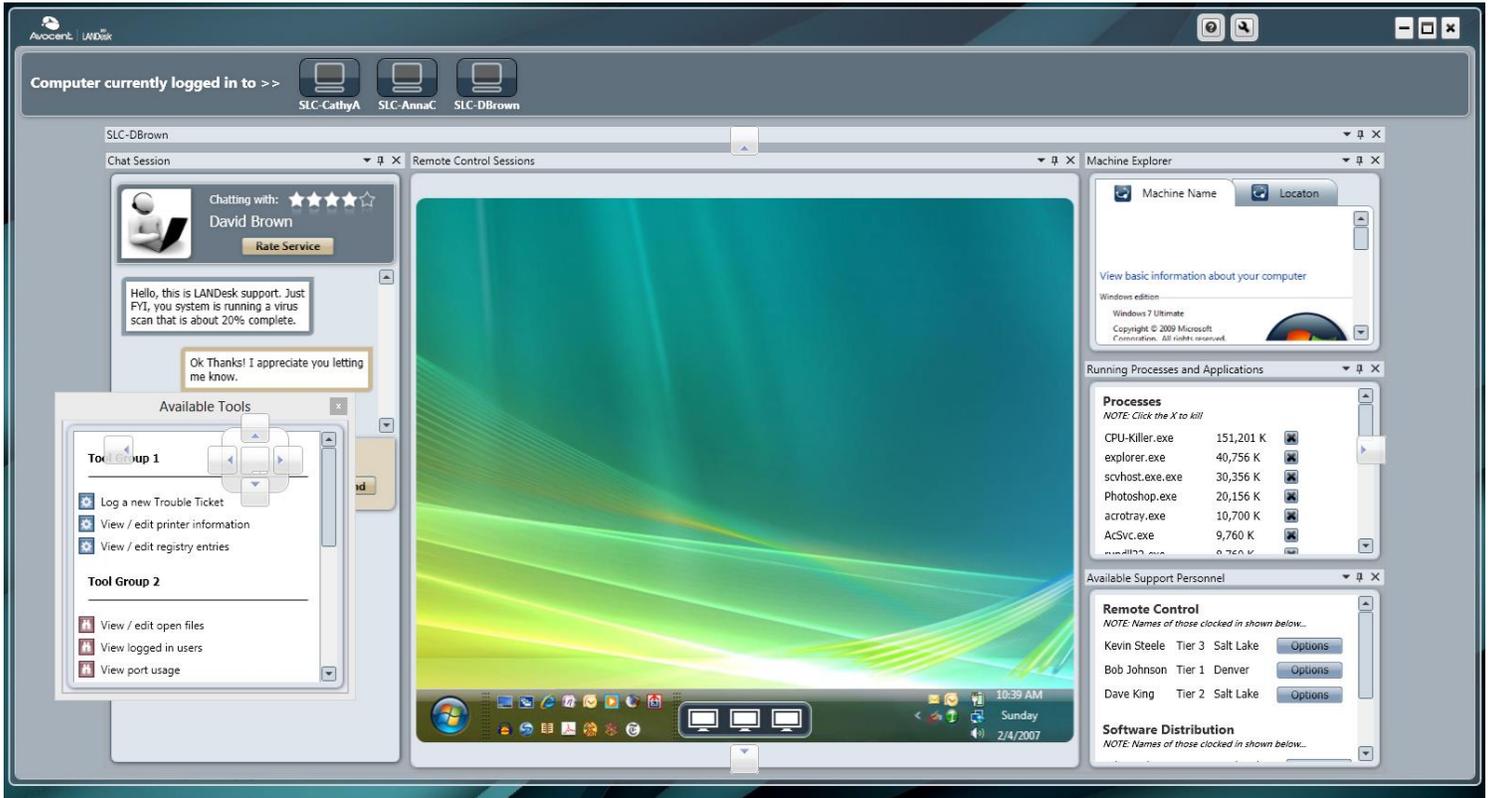
## 10. LDMS Console Frame 10

Clicking on the options button within the "Available Support Personnel" widget gives you several options. One of the newest features of this widget is the ability to view all support personnel currently online and their availability status. You can invite another support employee to view, help with or take over your support session depending on the severity of the support issue.



## 11. LDMS Console Frame 11

Clicking on the pin in the header of each widget allows you to customize your screen by placing the widgets anywhere on the screen you like. The height and width of each widget is customizable as well. Each widget can also be turned off to allow other widgets more space in the main Remote session window.



## Prototype Summary

The fully functional high fidelity LDMS console / Tech Tools prototype was designed and created in Expression Blend 4. It is a WPF / C# demo application. It was designed, usability tested, and coded completely by Craig Wilson of LANDesk Software. If you would like a copy of the actual demo application you can contact Craig Wilson at (505) 280-9044 or by email at [lcraigwilson@gmail.com](mailto:lcraigwilson@gmail.com)