Windows - Flex

Overview

HITS is now providing an additional managed Windows PC product which is available to Michigan Medicine faculty and staff depending on use case and need. Our current managed mode options for Windows PC are CoreImage, Kiosk and the Flex. Each managed Windows PC mode offers a unique set of options, and they are designed to fit a variety of use cases. The Flex was designed primarily to meet the needs of our complex research community.

Guidelines

- By default, the CoreImage Mode configuration is installed on any new or existing Windows PC however, local Device Support teams may consult with customers to identify their needs to match the appropriate product and configuration with those requirements.
- Flex is only available for standard Windows PCs (desktop & laptop).
- Flex shares most features and settings with CoreImage with the exception of:
  - No GreenIT
  - Maintenance does not run automatically nor will it reboot
  - Software deployments will not cause reboots
  - Fast User Switching allowing concurrent logins and seeing both who's logged in and the last username to have logged in—even after a reboot
  - Blank Screensaver - can be changed to the standard screensaver via CWDb
  - Medical School homepage - can be changed manually per user login
  - No folder redirection to H:\ - can be redirected through Windows Explorer options per user login
  - A subset of enterprise applications meant to strip out clinically-focused apps

- Reboots are important to maintain the proper functionality of a computer. Though Flex computers won’t reboot automatically, reboots are still needed to finish the installation of patches. If some patches haven’t completed their installation by rebooting, the user is at risk of encountering instability in the operating system and their applications. Before troubleshooting an issue, perform a reboot to see if the issue comes back.
- If an automatic reboot is necessary due to a threat deemed critical by Information Assurance, any Flex will reboot at the institution’s discretion with little to no warning.
- Unfortunately, any interruption due to an automatic reboot may cause a loss of data without being able to fully recover it. Users should be aware that this is a real risk and they must assume responsibility for any lost data/information.
- Maintenance is only needed if something has changed in the Core Workstation Database (CWDb) that needs synchronization with the Flex computer (e.g., add/remove printers, administrators, software, etc.). Maintenance is not needed to maintain the “health” of an Flex; reboots are.
- Flex will use a blank screensaver, default to a 30 minute screenlock, and default to the University of Michigan Medical School homepage.

Flex Mode is available on the Michigan Medicine standard supported desktop and laptop models listed below:

Click here to expand...

<table>
<thead>
<tr>
<th>Standard Hardware Device List</th>
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<tbody>
<tr>
<td>HP EliteDesk 8300 (D)</td>
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<tr>
<td>HP ProDesk 6300 (D)</td>
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<tr>
<td>HP EliteDesk 800 G1 (D)</td>
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<td>HP EliteDesk 800 G2 (D)</td>
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<td>HP EliteDesk 800 G3 (D)</td>
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<td>HP EliteBook 840 G1</td>
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<td>HP EliteBook 840 G3</td>
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<td>HP EliteBook Folio 1040 G1</td>
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<tr>
<td>HP EliteBook Folio 1040 G3</td>
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How users request an Flex

- Any user interested in requesting an Flex can submit a request via the HITS Service Catalog here.
- If a user contacts their local Device Support team or the Service Desk directly, they will be instructed to submit the request via the HITS Service Catalog here.

Disclaimer Process: Flex

1. Once the service catalog item is requested, the customer will be asked to review and agree to the Flex disclaimer (below).
2. Once they agree, the service request item will be sent to the local Device Support team for review.
3. Any member of that support team can approve the request after a consultation with the customer.

Flex Disclaimer

If Flex is installed on my Windows PC, I accept all risks associated with delayed reboots, including the following:

- The Windows operating system or applications may not run properly if reboots are not completed on a regular schedule
- I understand that HITS recommends reboots on or near the fourth Tuesday of the month and/or before starting any long running process
- If an automatic reboot is necessary due to a threat deemed critical by Information Assurance, my device will reboot at the institution's discretion with little to no warning
- Any interruption due to an automatic reboot may cause a loss of data without being able to fully recover it
- Data is saved locally, not to the server
- Data can be lost if not backed up or an automatic reboot is triggered by a critical threat
- HITS will not be held responsible for any lost or unrecoverable data

Maintenance recommendations for users

You are encouraged to run Maintenance, and then reboot, prior to:

- Long running (lab/computational/data acquisition) processes
- Business Trips/Vacations
- Installation of new software/hardware
- Installation of new software/hardware by a vendor
- Multiple users that will need to work interactively with the software/hardware