

Review of Desktop Computing Support across some HEP Sites

HEPiX NERSC

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Sites responding

- Saclay
- RAL
- INFN (multi-site)
- Umea/NDGF
- Jefferson Lab
- CERN
- FZK
- DESY (Zeuthen)

- Happy to add more and update this.



Is Support offered

- Does your site offer a desktop support service?
 - In-house – 5
 - Outsourced – 2
 - Different INFN sites do one or another
 - UMEA/NDGF do not offer a service to users, only within the scope of the sys admin teams



- Does your site recommend a particular model of desktop?
 - Almost all sites offer some recommended models and/or recommended suppliers
 - No site seems to exclude user choice (although support may be limited)
- Do you have a policy on Macs?
 - No policy – 2 (one site said “condoned”)
 - Officially unsupported – 1
 - Best efforts – 3
 - Separate network (inc some support) - 1



- Does your site recommend/support a particular version of Windows
 - Almost all sites recommend and/or package some version of Windows, 2 sites offer a choice
- Does your site recommend/support a particular family of Linux
 - 4 sites offer a Linux package, at least 2 of them based on Redhat / Scientific Linux
- 6 sites insist on an Anti-virus package on Windows



- Do you offer software updates
 - Almost all sites offer software updates, at least for Windows, a few also for Linux (at least CERN and Zeuthen)
- Do you force security updates
 - 6 sites force security updates on Windows and a few also for Linux (at least CERN and Zeuthen)
- Do you force other updates
 - 3 sites force all “critical” updates (same thing?)



Visitor Laptop Policy

- Special guest network – 3 sites
- Security check before connecting to normal network – 2 sites
- Register laptop only – 2 sites
- No rules but must sign a security form - 1 site

