Berea Device Management (BereaDM) Deployment Information

What is BereaDM?

BereaDM is a device management infrastructure that will enable Berea College to better serve the campus community with additional security and service. There are 4 main capabilities that the BereaDM provides during this phase:

- Anti-virus protection
- Remote support
- Automatic patching
- Inventory Management

BereaDM Agent Installation

The BereaDM agent will be deployed to ALL Berea domain joined computers between Wednesday, October 18th and Friday, October 20th.

1. Windows users will not need to do anything to initiate the process. It will happen automatically and silently in the background. As part of the process, your computer will be automatically restarted at 5:30 PM on October 18th.
2. Mac users will be contacted individually at a later date for a manual installation.
3. PFE Staff working off campus in remote locations will be contacted individually for manual installation.
4. If you are off campus, your computer will receive the agent the next time you connect to the campus network.

Anti-Virus Protection

1. **A full virus scan will be scheduled to run every Wednesday starting at 6:00 PM. Users are requested to leave their computers on and connected to the network during the scan window.**

2. Anti-virus definitions will be updated daily at noon every business day and will actively monitor for known viruses and malware.
3. During the scan, the computer may operate slower than normal, but you should still be able to use the laptop.
4. The antivirus agent will also perform scans of external storage devices when they are attached to the computer. This includes usb flash drives, sd cards, etc.
5. Email attachments are also scanned.

Remote Support

1. Remote support is a feature that enables College's users using a Berea College laptop with the BereaDM agent installed to request support, whether on or off campus, as long as it has an internet connection.
2. Remote support can be initiated by calling the IS&S Help Desk at ext. 3343, or emailing help_desk@berea.edu, during business hours.
3. **The customer must accept the remote access request before the connection can begin.** Remote access to user's laptop cannot occur without the user's permission and acceptance of the remote support session request.

Automatic Patching

1. **The BereaDM agent installed on user's laptops will scan *every day* for any new patches/vulnerabilities.**
2. Patch installation takes place silently in the background and does not require user interaction unless a restart is required.
3. **If a reboot is required**, a Berea College branded window will alert the user and give them an option to temporarily delay the reboot if needed.

Inventory Management

1. The agent will be able to perform an inventory check of the laptop and its software. This will be done transparently in the background and is not expected to be frequent.

Details about this deployment will be distributed to users soon, as well as posted on the IS&S website. Please do contact IS&S Customer Service (help_desk@berea.edu) if you have questions or concerns.