Rely on the IT experts at Dell to assess your image management processes and procedures
Let Dell’s technology experts help you improve the creation, management and validation of your images across your IT infrastructure. As part of Dell Image Assessment, we will conduct a thorough evaluation of your current image management process and provide a ranking on Dell’s Image Optimization Model. With up-to-date information in hand, you will be empowered to create an image management process that can enable your organization to:

- Customize image management around your distinct business needs
- Incorporate best practices into your image management protocol
- Improve the technical design of your image
- Reduce PC deployment and support costs across your enterprise
- Apply leading technology to your image design and deployment
- Maximize the return on your technology investment

Dell works closely with our application and OS partners
As a certified Microsoft® Desktop Deployment and Planning Services partner, Dell works closely with Microsoft in an effort to ensure that we are well versed in the latest applications and operating systems, including Windows® XP and the all-new Windows Vista™. So whether you need to upgrade your enterprise-wide applications or migrate to an entirely new OS, we can help develop an image management plan to help you accomplish your goals — effectively and efficiently.

A proven, step-by-step process to image assessment
As an industry leader in outsourced imaging, we know what it takes to efficiently manage images on a global scale. We’ve taken this expertise and combined it with some of the latest industry best practices. The end result is a proven, step-by-step model for image management assessment. As part of our Image Assessment, we will:

- Distribute a Pre-Assessment Questionnaire to the appropriate image management stakeholders so that we can obtain the right information regarding your current infrastructure, processes and resources as well as relevant operational data such as organizational charts, activity volumes and metric reports
- Gather and analyze data and assess remaining information needed
- Conduct interviews with key customer information technology representatives
- Conduct follow-up with key leaders to clarify items, confirm data points and validate assumptions
- Analyze results and prepare a Findings and Recommendations Report, which includes future mode of operations recommendations

### Image Assessment

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Dell’s four-factor Image Optimization Model

As part of Dell Image Assessment, our highly experienced team will gather information and compare data based on the four key areas of the Image Optimization Model.

Image planning
- Standardization of hardware and software based on the needs of your business
- The number and content of images
- Business/departmental application groups
- Understanding of application rationalization

Image build
- Image build tools
- Image build process consistency and documentation
- Version management and control
- Application packaging for installation

Image test
- Image testing process and timelines
- Image certification

Image load
- How images are loaded on PCs
- Image delivery mechanisms
- Manual touch-points

Technical best practices
- Cross-platform imaging
- Thin vs. thick
- Application grouping
- User profiles
- Partitioning
- Backup and restore
- Reloading break fix
- Patches and hotfixes
- VPN and applets
- Folder redirection
- Screensavers
- Pagefile settings
- Joining domain/workgroup
- Network settings
- User rights and lockdown
- Roaming profiles
- Setting unique variables
- Which services to turn off
- Portfolio management

All managed through a central point of contact
Each Dell Image Assessment is led by a senior Dell consultant who acts as your single point of contact throughout the entire image assessment process. Typically, the evaluation lasts one week, with two days on-site and the remaining time spent off-site. As part of the process, your senior Dell consultant will manage resources, schedule meetings and gather information to ensure all milestones are met.

Accurate data that delivers real-world results
With the discovery phase complete, Dell will deliver a series of informative documents with key insights into your current process as well as recommendations on how you can improve image management. Image Assessment deliverables include:
- Image Assessment Executive Summary
- Findings and Recommendations Report
- Image Optimization Model Ratings

Findings and Recommendations Report
This in-depth document provides detailed findings based on the four key areas of the Image Optimization Model: planning, building, testing and loading. In addition, this report includes recommendations for improving the technical design of the image. Specific areas of focus include insights on the current process, practices and operational structure, along with recommendations for future mode of operations.

Image Optimization Model Ratings
As part of the assessment deliverable, Dell will rank the performance of your image management process against a four-factor Image Optimization Model. This informative report will clearly outline key areas where your image management practices demonstrate excellence and offer suggestions on areas where image management can benefit from process improvements.

Get started today
To learn more about Dell Image Assessment or any other managed service from Dell, contact your local sales representative or visit dell.com/deployment.

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