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Chapter 1 : News, Tips, and Advice for Technology Professionals - TechRepublic

If you are referring to "Office Systems Technology" the following would apply. The program prepares students to work within an administrative office particular to today's standards and technology.

Methods to deploy operating systems There are several methods that you can use to deploy operating systems to Configuration Manager client computers. PXE-initiated deployments let client computers request a deployment over the network. In this method of deployment, the operating system image and a Windows PE boot image are sent to a distribution point that is configured to accept PXE boot requests. Make operating systems available in Software Center: You can deploy an operating system and make it available in the Software Center. Configuration Manager clients can initiate the operating system installation from Software Center. For more information, see Replace an existing computer and transfer settings. Multicast deployments conserve network bandwidth by concurrently sending data to multiple clients instead of sending a copy of the data to each client over a separate connection. In this method of deployment, the operating system image is sent to a distribution point. This in turn deploys the image when client computers request the deployment. For more information, see Use multicast to deploy Windows over the network. Bootable media deployments let you deploy the operating system when the destination computer starts. When the destination computer starts, it retrieves the task sequence, the operating system image, and any other required content from the network. Because that content is not included on the media, you can update the content without having to re-create the media. For more information, see Create bootable media. Stand-alone media deployments let you deploy operating systems in the following conditions: In environments where it is not practical to copy an operating system image or other large packages over the network. In environments without network connectivity or low bandwidth network connectivity. For more information, see Create stand-alone media. Pre-staged media deployments let you deploy an operating system to a computer that is not fully provisioned. The pre-staged media is a Windows Imaging Format WIM file that can be installed on a bare-metal computer by the manufacturer or at an enterprise staging center that is not connected to the Configuration Manager environment. Later in the Configuration Manager environment, the computer starts by using the boot image provided by the media, and then connects to the site management point for available task sequences that complete the download process. This method of deployment can reduce network traffic because the boot image and operating system image are already on the destination computer. You can specify applications, packages, and driver packages to include in the pre-staged media. For more information, see Create prestaged media. Boot images are used to start a computer in WinPE, which is a minimal operating system with limited components and services that prepare the destination computer for Windows installation. Configuration Manager provides two boot images: One to support x86 platforms and one to support x64 platforms. These are considered default boot images. Boot images that you create and add to Configuration Manager are considered custom images. Default boot images can be automatically replaced when you update Configuration Manager. For more information about boot images, see Manage boot images. Operating system images Operating system images in Configuration Manager are stored in the Windows Imaging WIM file format and represent a compressed collection of reference files and folders that are required to successfully install and configure an operating system on a computer. For all operating system deployment scenarios, you must select an operating system image. You can use the default operating system image or build the operating system image from a reference computer that you configure. For more information, see Manage operating system images. Operating system upgrade packages Operating system upgrade packages are used to upgrade an operating system and are setup-initiated operating system deployments. For more information, see Manage operating system upgrade packages. Media to deploy operating systems You can create several kinds of media that can be used to deploy operating systems. This includes capture media that is used to capture operating system images and stand-alone, pre-staged, and bootable media that is used to deploy an operating system. By using media, you can deploy operating systems on computers that do not have a network connection or that have a low bandwidth connection to your Configuration Manager site. For more information about how to use media, see

Create task sequence media. Device drivers You can install device drivers on destination computers without including them in the operating system image that is being deployed. Configuration Manager provides a driver catalog that contains references to all the device drivers that you import into Configuration Manager. The driver catalog is located in the Software Library workspace and consists of two nodes: Drivers and Driver Packages. The Drivers node lists all the drivers that you have imported into the driver catalog. You can use this node to discover the details about each imported driver, to change what driver package or boot image a driver belongs to, to enable or disable a driver, and more. For more information, see Manage drivers. Save and restore user state When you deploy operating systems, you can save the user state from the destination computer, deploy the operating system, and then restore the user state after the operating systems is deployed. This process is typically used when you install the operating system on a Configuration Manager client computer. The user state information is captured and restored by using task sequences. When the user state information is captured, the information can be stored in one of the following ways: You can store the user state data remotely by configuring a state migration point. The Capture task sequence sends the data to the state migration point. Then, after the operating system is deployed, the Restore task sequence retrieves the data and restores the user state on the destination computer. You can store the user state data locally to a specific location. In this scenario, the Capture task sequence copies the user data to a specific location on the destination computer. Then, after the operating system is deployed, the Restore task sequence retrieves the user data from that location. You can specify hard links that can be used to restore the user data to its original location. In this scenario, the user state data remains on the drive when the old operating system is removed. Then, after the operating system is deployed, the Restore task sequence uses the hard links to restore the user state data to its original location. For more information Manage user state. Deploy to unknown computers You can deploy an operating system to computers that are not managed by Configuration Manager. There is no record of these computers in the Configuration Manager database. These computers are referred to as unknown computers. Unknown computers include the following: A computer where the Configuration Manager client is not installed A computer that is not imported into Configuration Manager A computer that is not discovered by Configuration Manager For more information, see Prepare for unknown computer deployments. Associate users with a computer When you deploy an operating system, you can associate users with the destination computer to support user device affinity actions. When you associate a user with the destination computer, the administrative user can later perform actions on whichever computer is associated with that user, such as deploying an application to the computer of a specific user. However, when you deploy an operating system, you cannot deploy the operating system to the computer of a specific user. For more information, see Associate users with a destination computer. Use task sequences to automate steps You can create task sequences to perform a variety of tasks within your Configuration Manager environment. The actions of the task sequence are defined in the individual steps of the sequence. When the task sequence is run, the actions of each step are performed at the command-line level without requiring user intervention. You can use task sequences for the following:

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*Introduction to Office Systems [Marly Bergerud, Jean Gonzalez] on theinnatdunvilla.com *FREE* shipping on qualifying offers. The intent of this book is to examine the major concepts in office systems at a comprehensive yet introductory level.*

Removed and deprecated items for System Center Configuration Manager The Configuration Manager console After you install Configuration Manager, use the Configuration Manager console to configure sites and clients, and to run and monitor management tasks. This console is the main point of administration and lets you manage multiple sites. You can use the console to run secondary consoles that provide support for specific client management tasks, like: Resource Explorer, to view hardware and software inventory information. Remote control, to remotely connect to a client computer to perform troubleshooting tasks. You can install the Configuration Manager console on additional computers, and restrict access and limit what administrative users can see in the console by using Configuration Manager role-based administration. To use the Application Catalog, you must install the Application Catalog web service point and the Application Catalog website point for the site. Software Center is an application that is installed when the Configuration Manager client is installed on Windows-based computers. Users run this application to request software and manage the software that Configuration Manager deploys to them. Software Center lets users do the following: Browse for and install software from the Application Catalog. View their software request history. Configure when Configuration Manager can install software on their devices. Configure access settings for remote control, if an administrative user enabled remote control. The Company Portal is an app or website that provides similar functions to the Application Catalog, but for mobile devices that are enrolled by Microsoft Intune. For more information, see Get started with application management in System Center Configuration Manager. This application helps administrative users and the help desk troubleshoot problems with individual clients. For more information about client deployment, see Client installation methods in System Center Configuration Manager. Example scenarios for Configuration Manager The following example scenarios demonstrate how a company named Trey Research uses System Center Configuration Manager to empower users to: Unify their compliance management for devices for a more streamlined administration experience. Simplify device management to reduce IT operating costs. In all scenarios, Adam is the main administrator for Configuration Manager. Empower users by ensuring access to applications from any device Trey Research wants to ensure that employees have access to the applications that they need, as efficiently as possible. Adam maps these company requirements to the following scenarios: Requirement Future client management state New employees can work efficiently from day one. When employees join the company, they have to wait for applications to be installed after they first sign in. When employees join the company, they sign in and their applications are installed and ready to be used. Employees can quickly and easily request additional software that they need. When employees need additional applications, they file a ticket with the help desk. Then they typically wait two days for the ticket to be processed and for the applications to be installed. When employees need additional applications, they can request them from a website. They are installed immediately if there are no licensing restrictions. If there are licensing restrictions, users must first ask for approval before they can install the application. Employees can use their mobile devices at work if the devices comply with security policies that are monitored and enforced. These policies include enforcing a strong password, locking a device after period of inactivity, and remotely wiping lost or stolen devices. Employees connect their mobile devices to Exchange Server for email service. But, there is limited reporting to confirm that they are in compliance with the security policies in the default Exchange ActiveSync mailbox policies. The personal use of mobile devices is at risk of being prohibited unless IT can confirm adherence to policy. The IT organization can report mobile device security compliance with the required settings. This confirmation lets users continue to use their mobile device at work. Provide mobile device enrollment in a PKI environment for additional security and control. Employees can use kiosk computers to access their applications and data. Usually, business continuity takes precedence over installing required applications and software updates. Applications and software

updates that are required install during the day and frequently disrupt users from working because their computers slow down or restart during the installation. To meet the requirements, Adam uses these Configuration Manager management capabilities and configuration options: Application management He implements these by using the configuration steps in the following table: Configuration steps Outcome Adam makes sure that new users have user accounts in Active Directory and creates a new query-based collection in Configuration Manager for these users. He then defines user device affinity for these users by creating a file that maps the user accounts to the primary computers that they will use and imports this file into Configuration Manager. The applications that new users must have are already created in Configuration Manager. He then deploys the applications that have the purpose of Required to the collection that contains the new users. The applications are ready to use as soon as the user successfully signs in. Adam installs and configures the Application Catalog site system roles so that users can browse for applications to install. He creates application deployments that have the purpose of Available, and then deploys these applications to the collection that contains the new users. For the applications that have a restricted number of licenses, Adam configures these applications to require approval. Users can then either install the applications immediately, or request approval and return to the Application Catalog to install them after the help desk has approved their request. He configures this connector with security settings that include the requirement to set a strong password and lock the mobile device after a period of inactivity. Then he installs the service connection point site system role. This mobile device management solution gives the company greater management support for these devices. This includes making applications available for users to install on these devices and extensive settings management. In addition, mobile device connections are secured by using PKI certificates that are automatically created and deployed by Intune. After configuring the service connection point and subscription for use with Configuration Manager, Adam sends an email message to the users who own these mobile devices for them to click a link to start the enrollment process. For the mobile devices to be enrolled by Microsoft Intune, Adam uses compliance settings to configure security settings for these mobile devices. These settings include the requirement to set a strong password and lock the mobile device after a period of inactivity. With these two mobile device management solutions, the IT organization can now provide reporting information about the mobile devices that are being used on the company network and their compliance with the configured security settings. Users are shown how to remotely wipe their mobile device by using the Application Catalog or the Company Portal if their mobile device is lost or stolen. The help desk is also instructed how to remotely wipe a mobile device for users by using the Configuration Manager console. In addition, for the mobile devices that are enrolled by Microsoft Intune, Adam can now deploy mobile applications for users to install, collect more inventory data from these devices, and have better management control over these devices by being able to access more settings. Trey Research has several kiosk computers that are used by employees who visit the office. The employees want their applications to be available to them wherever they sign in. To achieve this, Adam creates the required applications that have two deployment types: Adam lets users know that they can configure their business hours in Software Center, and can select options to prevent software deployment activities during this time period and when the computer is in presentation mode. Because users can control when Configuration Manager deploys software to their computers, users remain more productive during their work day. These configuration steps and outcomes let Trey Research successfully empower their employees by ensuring access to applications from any device. Unify compliance management for devices Trey Research wants a unified client management solution that ensures that their computers run antivirus software that is automatically kept up-to-date. Windows Firewall is enabled. Critical software updates are installed. Specific registry keys are set. Managed mobile devices cannot install or run unsigned applications. The company also wants to extend this protection to the Internet for laptops that move from the intranet to the Internet. Requirement Future client management state All computers run antimalware software that has up-to-date definition files and enables Windows Firewall. Although Windows Firewall is enabled by default, users sometimes disable it. Users are asked to contact the help desk if malware is detected on their computer. All computers run the same antimalware solution that automatically downloads the latest definition update files and automatically re-enables Windows Firewall if users disable it.

The help desk is automatically notified by email if malware is detected. All computers install critical software updates within the first month of release. This leaves them vulnerable to attack during this time period. For computers that remain noncompliant, engineers remotely connect to these computers and manually install the missing software updates. Computers run complex startup scripts that rely on computer group membership to reset registry values for specific applications. Registry values are checked and automatically remediated without relying on computer group membership or restarting the computer. Users are asked not to download and run potentially unsafe applications from the Internet. But there are no controls in place to monitor or enforce this. Mobile devices that are managed with Microsoft Intune or Configuration Manager automatically prevent unsigned applications from installing or running. Laptops that move from the intranet to the Internet must be kept secure. These laptops become out of compliance with security requirements. An Internet connection is all that is required for laptops to be kept in compliance with security requirements.

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There are 94 district courts, 13 circuit courts, and one Supreme Court throughout the country. Courts in the federal system work differently in many ways than state courts. The primary difference for civil cases as opposed to criminal cases is the types of cases that can be heard in the federal system. Federal courts are courts of limited jurisdiction, meaning they can only hear cases authorized by the United States Constitution or federal statutes. The federal district court is the starting point for any case arising under federal statutes, the Constitution, or treaties. The plaintiff has the initial choice of bringing the case in state or federal court. Criminal cases may not be brought under diversity jurisdiction. States may only bring criminal prosecutions in state courts, and the federal government may only bring criminal prosecutions in federal court. Also important to note, the principle of double jeopardy â€" which does not allow a defendant to be tried twice for the same charge â€" does not apply between the federal and state government. If, for example, the state brings a murder charge and does not get a conviction, it is possible for the federal government in some cases to file charges against the defendant if the act is also illegal under federal law. They may also be removed by impeachment by the House of Representatives and conviction by the Senate. Throughout history, fourteen federal judges have been impeached due to alleged wrongdoing. One exception to the lifetime appointment is for magistrate judges, which are selected by district judges and serve a specified term. District Courts The district courts are the general trial courts of the federal court system. Each district court has at least one United States District Judge, appointed by the President and confirmed by the Senate for a life term. District courts handle trials within the federal court system â€" both civil and criminal. The districts are the same as those for the U. Attorneys, and the U. Attorney is the primary prosecutor for the federal government in his or her respective area. There are over district court judges nationwide. Some tasks of the district court are given to federal magistrate judges. Magistrates are appointed by the district court by a majority vote of the judges and serve for a term of eight years if full-time and four years if part-time, but they can be reappointed after completion of their term. In criminal matters, magistrate judges may oversee certain cases, issue search warrants and arrest warrants, conduct inital hearings, set bail, decide certain motions such as a motion to suppress evidence , and other similar actions. In civil cases, magistrates often handle a variety of issues such as pre-trial motions and discovery. Federal trial courts have also been established for a few subject-specific areas. Each federal district also has a bankruptcy court for those proceedings. Circuit Courts Once the federal district court has decided a case, the case can be appealed to a United States court of appeal. There are twelve federal circuits that divide the country into different regions. Cases from the district courts of those states are appealed to the United States Court of Appeals for the Fifth Circuit, which is headquartered in New Orleans, Louisiana. Additionally, the Federal Circuit Court of Appeals has a nationwide jurisdiction over very specific issues such as patents. Each circuit court has multiple judges, ranging from six on the First Circuit to twenty-nine on the Ninth Circuit. Circuit court judges are appointed for life by the president and confirmed by the Senate. Appeals to circuit courts are first heard by a panel, consisting of three circuit court judges. En banc opinions tend to carry more weight and are usually decided only after a panel has first heard the case. Beyond the Federal Circuit, a few courts have been established to deal with appeals on specific subjects such as veterans claims United States Court of Appeals for Veterans Claims and military matters United States Court of Appeals for the Armed Forces. Supreme Court of the United States The Supreme Court of the United States is the highest court in the American judicial system, and has the power to decide appeals on all cases brought in federal court or those brought in state court but dealing with federal law. For example, if a First Amendment freedom of speech case was decided by the highest court of a state usually the state supreme court , the case could be appealed to the federal Supreme Court. However, if that same case were decided entirely on a state law similar to the First Amendment, the Supreme Court of the United States would not be able to consider the case. After the circuit court or state supreme court has ruled on a case, either party may choose to appeal to the Supreme

Court. Unlike circuit court appeals, however, the Supreme Court is usually not required to hear the appeal. If the writ is granted, the Supreme Court will take briefs and conduct oral argument. The Court typically hears cases when there are conflicting decisions across the country on a particular issue or when there is an egregious error in a case. There are nine justices on the court â€" eight associate justices and one chief justice. The Constitution sets no requirements for Supreme Court justices, though all current members of the court are lawyers and most have served as circuit court judges. Justices are also often former law professors. The chief justice acts as the administrator of the court and is chosen by the President and approved by the Congress when the position is vacant. The Supreme Court meets in Washington, D. The court conducts its annual term from the first Monday of October until each summer, usually ending in late June.

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The guests can interact and see these operations, hence, the name Front-House operations. Checking accommodation availability and assigning it to the guest. Collecting detail information while guest registration. Issuing accommodation keys to the guest. Settling guest payment at the time of check-out. Ensuring preferences of the guest to give a personal touch to the service. Collecting the balance amount of guest bills. In this first stage, the customer or the prospective guest enquires about the availability of the desired type of accommodation and its amenities via telephonic call or an e-mail. The customer also tries to find out more information about the hotel by visiting its website. Arrival The front office reception staff receives the guest in the reception. The porters bring in the guest luggage. For the guest with confirmed reservation, the front office clerk hands over a Guest Registration Card GRC to the guest and requests the guest to fill in personal information regarding the stay in the hotel. The clerk then registers the guest in the database thereby creating a guest record and a guest account along with it. Later, the clerk hands over a welcome kit and keys of the accommodation. After the procedure of registration, the guest can start occupying the accommodation. The front office staff is responsible to manage and issue the right keys of the accommodations to the right guests. Departure During guest departure, the front office accounting system ensures payment for goods and services provided. When this occurs, collection becomes the responsibility of the back office accounting division. At the time of guest departure, the front office staff thanks the guest for giving an opportunity to serve and arrange for handling luggage. In addition, if the guest requires airport or other drop service, the front office bell desk fulfils it.

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Office automation is intended to provide elements which make it possible to simplify, improve, and automate the organization of the activities of a company or a group of people (management of administrative data, synchronization of meetings, etc.).

Chapter 7 : Front Office Management Introduction

System: A group of integrated parts that have the common purpose of achieving some objective(s). [a group of parts, integrated parts, common purpose of achieving some.

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