



**North Carolina Department of Health and Human Services
Division of Information Resource Management**

2015 Mail Service Center • Raleigh, North Carolina 27699-2015

Tel: 919-855-3000 • Fax: 919-733-8871

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Karen Tomczak, Chief Information Officer

February 20, 2009

MEMORANDUM

TO: DHHS Divisions and Office Directors

FROM: Karen Tomczak

A handwritten signature in black ink that reads "Karen Tomczak".

RE: DHHS LANDesk Initiative

As some of you are aware, DIRM is currently deploying a centralized IT asset management automation system (i.e., LANDesk) that will ultimately provide the department with the tools and data necessary for centrally tracking all IT assets (i.e., hardware and software). When LANDesk deployment is complete, DHHS will be able to manage and support these assets centrally, have readily available department-wide inventory data, and be able to define ongoing budgetary requirements for lifecycle management/replacement of these assets.

DIRM is leading this initiative with the support of the DHHS Information Technology Governance Committee, and regular updates are being provided to divisional IT leadership in the DHHS Business IT Leadership meetings held by DIRM. Craig Zimmer, manager of the DHHS IT Centralization Management and Infrastructure Projects (CMIP) Section in DIRM, has been given responsibility to lead the LANDesk initiative.

To date, LANDesk deployment has been initiated and/or completed in the Office of Rural Health and Community Care, the Division of Services for Deaf and Hard of Hearing, and the Division of Information Resource Management. Planning is also currently underway for deployment in the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, which is scheduled to start in March 2009. Other divisions/offices will follow with adequate prior notification given.

Your divisional IT leadership has or will be contacted by the DHHS IT CMIP team to schedule pre-deployment planning meetings with your appropriate business and IT staff that will result in the deployment and training schedule for your division/office. Every effort will be made to ensure your LANDesk deployment does not impede critical business operations.

DIRM is covering the cost of the LANDesk software licenses to be used by divisions/offices. However, the approach for billing for annual software maintenance will be conveyed to you in a separate memorandum.

Annual software maintenance for any existing IT asset management software deployed in your division/office should be renewed until your LANDesk deployment is accomplished to ensure

continual desktop management coverage.

If you have any questions about the DHHS LANDesk initiative, please contact Craig Zimmer at 919-855-3014 or via e-mail at Craig.Zimmer@ncmail.net. If you have any questions regarding annual maintenance costs for LANDesk, please contact Wanda Mandeville, manager of the DIRM Financial Management Section, at 919-855-3003 or via e-mail at Wanda.Mandeville@ncmail.net. Thank you.

cc: Allen Feezor, DHHS Deputy Secretary for Health Services
Maria F. Spaulding, DHHS Deputy Secretary for Long-Term Care and Family Services
Dan Stewart, DHHS Assistant Secretary for Finance and Business Operations
Jim Slate, DHHS Division of Budget and Analysis Director
David Rankin, DIRM Deputy Director
Wanda Mandeville, DIRM, Financial Management Section
Program/Budget Analysts/Division of Budget and Analysis
DHHS Business IT Leaders