

# Manage Engine Desktop Central FAQ

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## **A. What is Manage Engine Desktop Central:**

Desktop Central is integrated desktop management software that helps in managing, servicing, and supporting laptop and desktop computers from a central location.

## **B. Why Desktop Central and Why Now?**

Desktop Central is essential to successfully plan and administer the RISD Campus Workstation Program (CWP) computer refresh program.

## **C. Benefits of Desktop Central include:**

- Central asset lifecycle management/inventory control of RISD laptop and desktop computers.
- Automated software deployment to keep laptop and desktop software up to date and consistent.
- Improved and simplified laptop and desktop service and support.

## **D. Local Agent:**

Desktop Central requires that a software application/agent is installed on all RISD laptop and desktop computers. The installation of the Desktop Central application/agent on all RISD owned desktop and laptop computers is an essential prerequisite for a RISD Campus Workstation Program (CWP.)

## **E. What Desktop Central Doesn't Do?**

- Desktop Central doesn't allow anyone to remote control or view activity on any computer without the active consent of the computer's end user. The end user must take action to agree each time a remote control session is requested to be initiated by a service technician.
- Desktop Central doesn't allow anyone to see or read documents and images on any computer.
- Desktop Central doesn't allow anyone to see or read internet usage or browser history/activity on any computer.