**1. Define the Goals. Write at least 5 goals this software is hoping to accomplish. This list should clearly define what you want the software to do, how you want it to work, etc.**

1. Take control of users screens
2. View users active sessions
3. Have a user client and a technician client
4. User friendliness
5. Easy access for both user and client

**2. Define the Requirements. Write a list of all the features and requirements needed based upon the goals defined in #1. Things to consider may be cost, user friendliness, licensing, support, trustworthiness of vendor, customer service, OS it works with, etc.**

The main features should include: File transfer, a prompt to show the user that you are connected, and a chat function or IM built-in would make for easy communication.

The main requirements should include: Licensing and cost per month, legitimacy of the vendor, and compatibility with various OS’s and devices

**3. Weight the Requirements. Develop a method for rating or prioritizing each of the requirements. Explain your method and show how each requirement was rated.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirements** | **3** | **2** | **1** |
| Licensing and Cost | **X** |  |  |
| Legitimacy of the vendor |  |  | **X** |
| Compatibility with various OS’s and devices |  | **X** |  |

**4. Identify Candidate Vendors. Research several (at least 5) products from different vendors. List the products and vendors with links of your research.**

1. TeamViewer Business from <https://www.teamviewer.com/en/>
2. AnyDesk from <https://anydesk.com/remote-desktop>
3. RemotePC from <https://www.remotepc.com/>
4. AeroAdmin from <http://www.aeroadmin.com/en/>
5. Remote Control Netop from [www.netop.com/](http://www.netop.com/)
6. Wayk Now from <https://wayk.devolutions.net/>

**5. Evaluate Candidate Vendors. Develop a method for rating each vendor as to how they satisfy your goals and requirements. Describe and show how you compared the various products against each requirement. Decide on 2 finalist. List the finalists.**

**Vendors**

**1-5 scale (1 being the lowest, 5 being the highest)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Cost 5=Free**  **1=Paid** | **Credibility of vendor** | **Easy for user** | **Easy for client** | **OS compatibility** | **Totals** |
| **TeamViewer** | **Free for**  **perso**  **nal use/ 4** | **5** | **5** | **5** | **5 -Windows, Linux, Mac OS** | **24** |
| **AnyDesk** | **Free Version/ 4** | **5** | **4** | **5** | **5- Windows, Linux, Mac OS** | **23** |
| **RemotePC** | **Free Trial/ 3** | **5** | **5** | **4** | **4- Windows and Mac OS** | **21** |
| **AeroAdmin** | **Free for**  **perso**  **nal use/ 5** | **4** | **5** | **5** | **5 - Windows, Linux, Mac OS** | **24** |
| **Remote Control Netop** | **Free Trial/ 3** | **4** | **5** | **5** | **4- Windows and Mac OS** | **21** |
| **Wayk Now** | **Free for**  **perso**  **nal use/ 5** | **4** | **5** | **5** | **5- Windows, Linux, Mac OS** | **24** |

**6. Evaluate the Finalist. If possible try testing each product for the finalist. You may use the Computer lab in room 103 or 107. Write a brief description of how the products were tested and the results of test. How did each perform based up expectations?**

1. **TeamViewer- Teamviewer install the client side on our computer and user client on the laptop, from there you can set your settings for the client side such as remote control audio and chat settings. From there the client gives you their ID and you connect and this prompts them whether to allow or not. TeamViewer held up to the goals we required of it.**
2. **AeroAdmin- Install the program on both the client and the user computer. After going through the step by step setup you then share the given ID or you IP address with the host. Once this connection is established the host can take control over the client computer.**
3. **Wayk Now- Install the program on both computers. Set up a password to allow remote control. Enter the target ID and password of the computer you are taking control of.**

**7. Make a Final Decision. Discuss in your group which product would best meet the needs, goals and requirements for the school's Service Desk. Describe why you choose the product you did. Write a brief overview of how this product can be implemented.**

Wayk Now is the winner for our group based on the ease of access, compatibility, and most importantly the price. All three finalists were very similar in the sense that there is a client and a user installer and then the user gives you their ID and you connect, through Wayk now there is an additional step for setting up a password for added security.

To implement this in our student run help desk we could put a link on the ROC site for all students to download the free version of Wayk Now and then they could remote to their computers and help with their issues.

**8. One member of the group will create a new repository for this project on github and add this documentation to the project. Make sure to include a summary of this project in the Readme. Other members of this group should fork the project.**

[**https://github.com/bdiaz132/Remote-Control-Software**](https://github.com/bdiaz132/Remote-Control-Software)

**9. Each member of the group will submit a link to the project or their fork in this dropbox.**

**10. Prepare to present your project to the class.**