Zen Works is a Novell product that allows the IS staff to remotely connect to computers. It is a part of the software client that attaches computers to the network. It will allow software to be added, questions answered and software or certain hardware problems looked at. This will allow IS staff to help immediately without having to travel to the computer.

- Only the IS staff will be able to connect to DOM computers remotely.
- The IS staff will call and notify anyone before connecting remotely.
- A message will appear on the computer asking permission for IS staff to connect to the computer. The user has the option to say yes or no. The user must be logged into the computer for this to work (see image below).
- The user can disconnect at any time.
- The IS staff will explain what they are doing.

The Department of Medicine Information Systems takes extensive steps to protect the security of our computer network from unauthorized use. However, in the unlikely event that a message appears from anyone other than the IS staff to allow access to connect remotely, the user should say no and contact the Help Desk immediately.