End User Computing

Research IT Club - February 2020

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Today's session

- EUC Project – what are we getting?

- Windows 10 rollout – timescales and options for upgrading

- Plans for University Linux and MacOS desktops

- O365 rollout – what's involved?
  - The Microsoft 365 platform (quick demo)
  - Personal space and collaboration: OneDrive, Teams, Yammer, SharePoint

- Plans for VDI and thin clients

- Device provisioning (HVLT) improvements

End-User Computing: What are we getting?

- **Windows 10** – the foundation of our standardised computing environment. Moving onto this creates a secure future for our technology

- **Office 365** – the 'always latest' version of our productivity tools

- **Teams** – providing the ability to collaborate anywhere, anytime using shared spaces and video chat

- **OneDrive** – our new Office 365 integrated data storage enabler

- **VDI** – providing a simple solution to manage the delivery of significant additional computing power where required

- **Personas** – our way of understanding how IT services are consumed, allowing us to make strategic investment choices
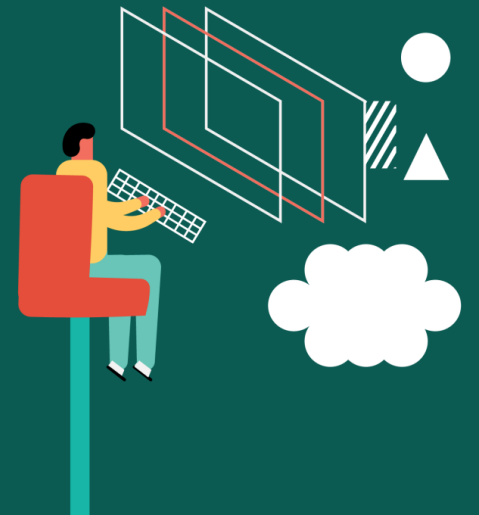
Windows 10 roll-out

- Installing Windows 10 is required to provide the basis for the roll-out of Office 365 around UoM in early 2020.

- Colleagues are offered the ability to independently upgrade by **self-service** or with face to face support from an on-site help desk**.**

- Colleagues can arrange their own Windows 10 upgrade via the **IT Support Portal,** search **'Windows 10 Upgrade Request'.**

- Installation must be via a hard-wired connection (not Wi-Fi).

- Access to a dedicated Windows 10 and Office 365 Hyper-Care support team is available via the **IT Support.**

- Mac and Linux computers **are** in scope, however from a security perspective, the timing is not as urgent.
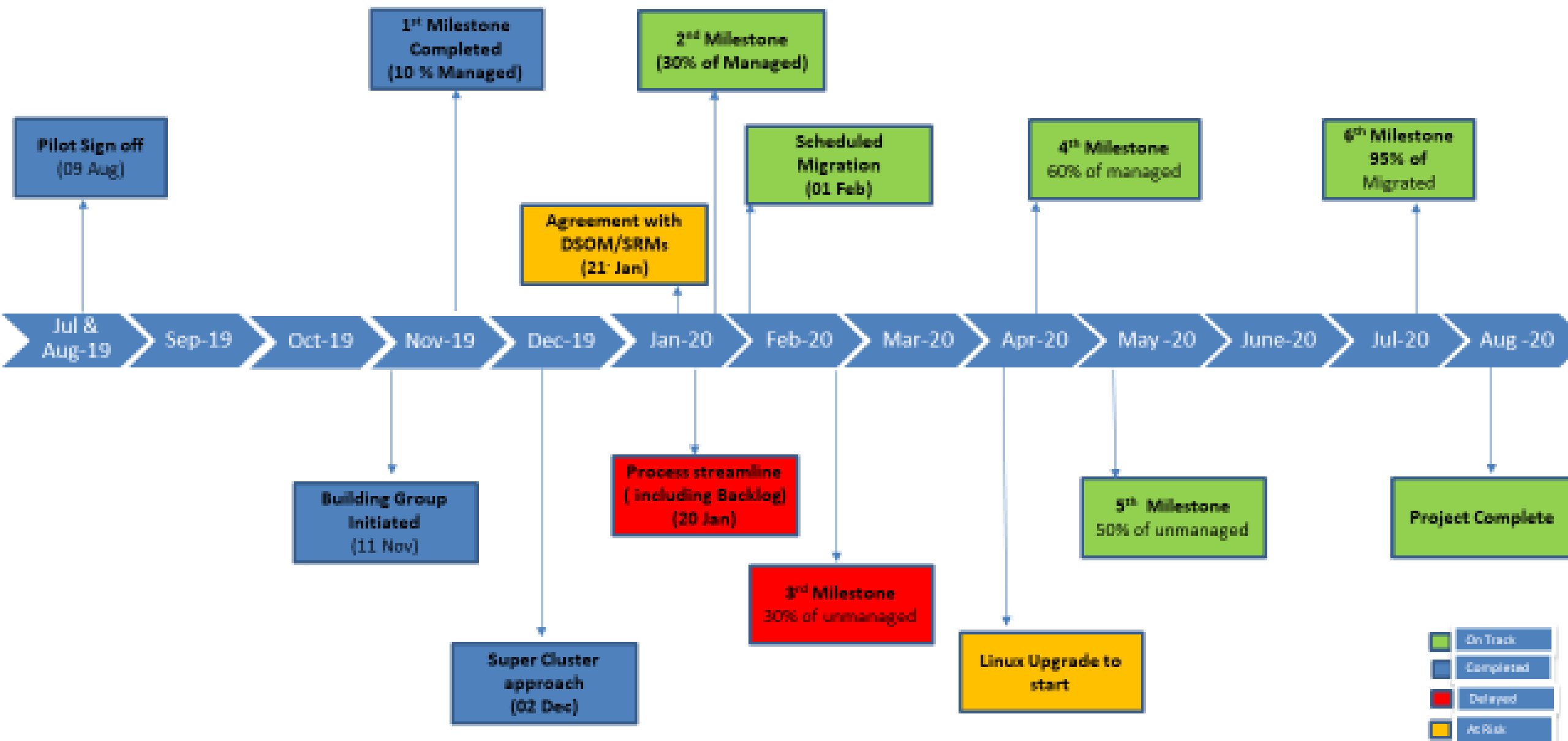
Windows 10 roll-out

South Campus
- From January 2020 the IT Services Windows 10 support team will be based in Stopford Building (IT Office G425) to answer queries and do upgrades.
- Staff and students will be scheduled to take their laptops along for upgrade – **please respond to confirm or rearrange**.
- Laptops can be taken without an appointment if more convenient.
- Desktop computer upgrades will be scheduled at a time to suit.

North Campus – The IT Services support team are based in Pariser Building, upgrades will be by appointment which will be allocated on receipt of an upgrade request.

Windows 10 Plan on a Page

MANCHESTER 1824
The University of Manchester

making IT happen

1st Milestone Completed (10 % Managed)

2nd Milestone (30% of Managed)

Pilot Sign off (09 Aug)

Scheduled Migration (01 Feb)

4th Milestone 60% of managed

6th Milestone 95% of Migrated

Agreement with DSOM/SRMs (21 Jan)

| Jul & Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May -20 | June-20 | Jul-20 | Aug -20 |

Building Group Initiated (11 Nov)

Process streamline (including Backlog) (20 Jan)

5th Milestone 50% of unmanaged

Project Complete

3rd Milestone 30% of unmanaged

Super Cluster approach (02 Dec)

Linux Upgrade to start

On Track
Completed
Delayed
At Risk

Linux and Mac Transformation

Operating System	Number in scope	Current Status	Expected Migration Start
Scientific Linux	1800	OS build completed with platform specific RPMs Next steps: review Custom RPM application, test, PXE build and migration preparation.	Apr-20
CentOS		Currently in Design stage Next step: Image build and testing, RPM agreement and testing, PXE build and migration preparation.	May-20
Ubuntu		Work to start after Cent OS image build completion.	Jun-20
MacOS	300	Currently in Design stage. Image to be ready by mid May, followed by testing and migration preparation	Jun-20

What comes next….. Office 365

Once your computer is upgraded to Windows 10 it will be scheduled for the installation of Office 365 which brings benefits of:

- **Outlook 365 email - enhanced organisation and retrieval**

- **Integrated chat and video-conferencing**

- **Improved productivity**
- **File storage and sharing**

- **Better team working**
- **Real-time collaboration**

For an overview of these benefits watch our <u>End User Computing animation</u>

… and for details of how to get the most of Office 365, watch our <u>podcast of Microsoft's UoM presentation</u>.

Office 365

OneDrive

- Users will get 1TB of space on their personal OneDrive, and will be able to access, share or work with others in real-time, from anywhere, on any device

- This and the rest of the 365 applications are available on PC, Mac, Android, iOS, Web apps, and also linux although… the Microsoft client does not work natively on linux. We are testing a few others – ExpanDrive has been tested successfully to date and we keep working with Microsoft on their roadmap.

- OneDrive will become the replacement for personal p: drives and shared networked areas

- It also provides a replacement for Dropbox for Business – but note that currently there are no plans for the retirement of the Dropbox service

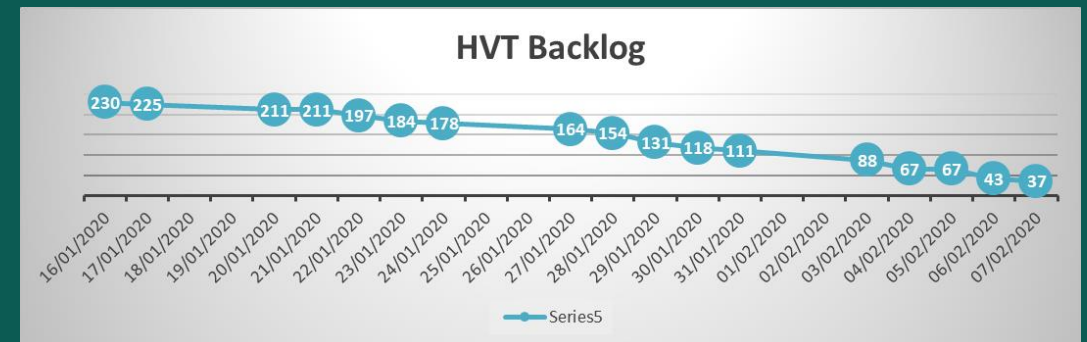# Teams: One Hub, Everything Connected
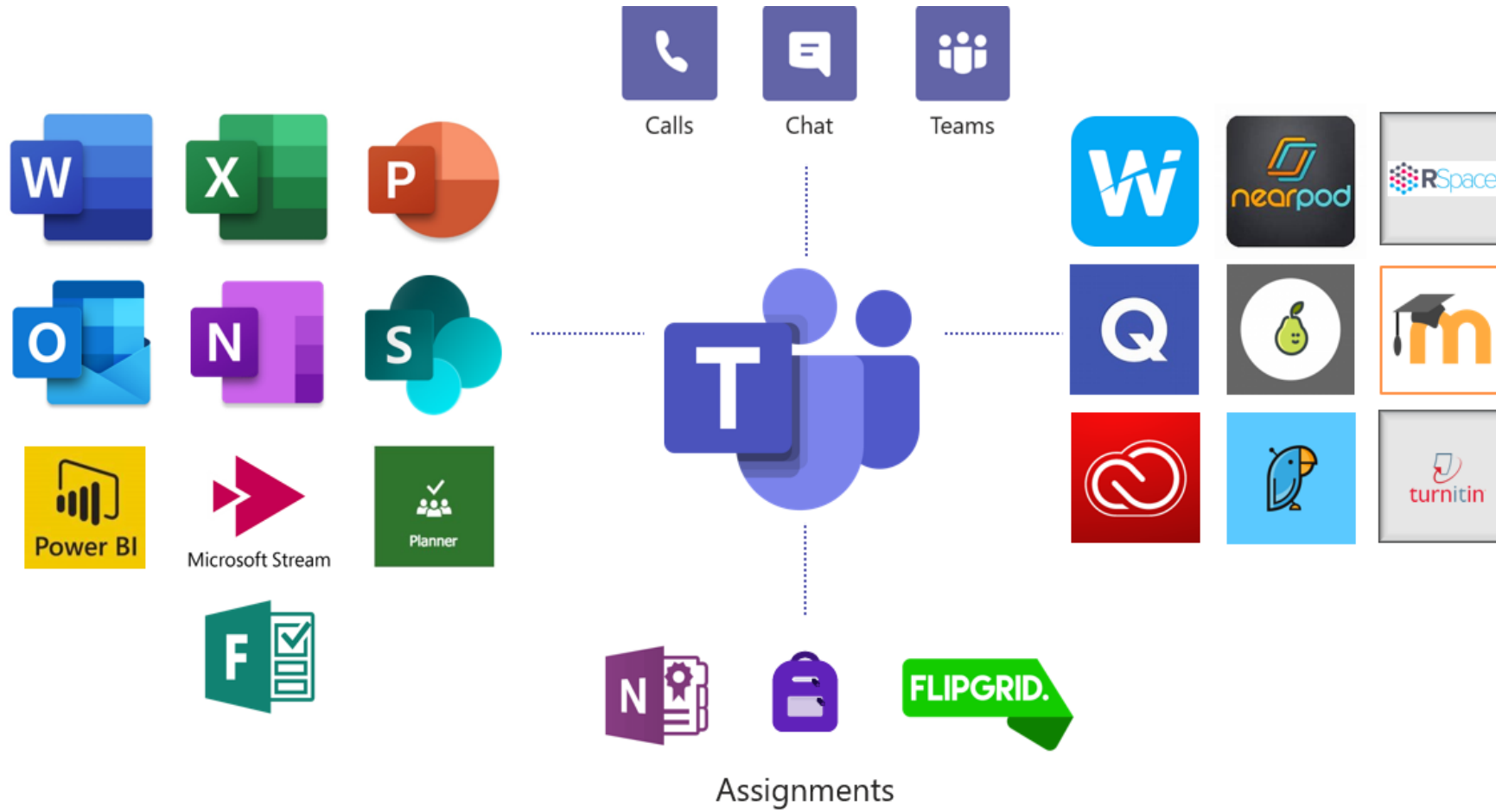
Virtualisation

- We have started work on Application Virtualization. This is where software technology is used to encapsulates computer programs from the underlying operating system on which it is executed. This means that an application created in one operating system (e.g. Linux) can be run on another operating system (e.g. Windows 10).

- This means that a number of our applications that could only be run on dedicated University devices will now be available, subject to suitable access controls, to a wider range of users. It also means potential improvements to the way applications are deployed to University devices.

- It will also provide further opportunities, such as the use of thin clients on certain locations, such as student PC custers.

Device provisioning: **Improvements so far**

- **Phase 1 project** – documented and analysed our processes and identified a number of improvement initiatives

- **Initial improvements** – some process and tooling configuration improvements already in place

- **Onboarding of HCL offshore team** – seamlessly working alongside and augmenting the existing HVT team. Steadily gaining further knowledge and increasing the complexity of assigned tickets

- **Segregation of legacy backlog** – being dealt with by a separate resource and managed as a priority 1

HVT Backlog

230 225 211 211 197 184 178 164 154 131 118 111 88 67 67 43 37

16/01/2020 17/01/2020 18/01/2020 19/01/2020 20/01/2020 21/01/2020 22/01/2020 23/01/2020 24/01/2020 25/01/2020 26/01/2020 27/01/2020 28/01/2020 29/01/2020 30/01/2020 31/01/2020 01/02/2020 02/02/2020 03/02/2020 04/02/2020 05/02/2020 06/02/2020 07/02/2020

Series5

Device provisioning: Future priorities

- **Phase 2** – HVLT Improvement roadmap to continue to build on the work carried on to date

- **Objectives to focus on**

  Process simplification and automation

  Near zero-touch deployments

  Single team for all requests

- **Catalogue and policy** – working to provide a fit-for-purpose catalogue and a policy to drive value for money

- **Our estate** – working to better understand and manage our estate, to provide a modern environment at the right cost