AGENDA

• DUO Authentication
• Win 10 Update
• Software Licensing
• Endpoint Strategy
• Q&A
DUO AUTHENTICATION
David Sweeney
NETID TWO-FACTOR AUTHENTICATION

• Adds an extra level of security to your NetID account
• Prevents anyone but you from logging in, even if they know your password.
• All Staff must enroll by April 15th
• Forced enrollment after April 15th
NETID TWO-FACTOR AUTHENTICATION

$37-41

$20

$20
NETID TWO-FACTOR AUTHENTICATION

• Don’t forget the 60 day box
• Use for non-mobile devices
NETID TWO-FACTOR AUTHENTICATION

• Authenticating without a device:
  
  password, passcode

• Passcodes are good for 1 year
• Works with any agent that doesn’t use a Web prompt (e.g., Cisco AnyConnect)
WINDOWS 10 UPDATE

David Sweeney
WINDOWS 10 MOBILE DEPLOYMENTS

- Mobile deployments completed April 1-10
- Approx. 89 of 170+ devices signed up
- Spots filling up quickly!
- Sign-up at: http://signup.com/go/AiYWaWh

Mobile users emailed 4/1/2019 with detailed instructions and user documentation
## WINDOWS 10 DESKTOP SURVEY RESULTS

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Min</th>
<th>Max</th>
<th>Mean</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The amount of disruption to my productivity as a result of the Windows 10 upgrade was less than expected.</td>
<td>1</td>
<td>5</td>
<td>3.74</td>
<td>35</td>
</tr>
<tr>
<td>2</td>
<td>Documentation provided by DoIT was helpful (consider liaison, email, department walk through, meetings, presentations, website).</td>
<td>2</td>
<td>5</td>
<td>4.27</td>
<td>33</td>
</tr>
<tr>
<td>3</td>
<td>Communication was adequate in all activities related to this project (right time, right information, right type).</td>
<td>1</td>
<td>5</td>
<td>4.06</td>
<td>35</td>
</tr>
<tr>
<td>4</td>
<td>My experience with the DoIT Service Desk onsite technicians was positive.</td>
<td>3</td>
<td>5</td>
<td>4.47</td>
<td>32</td>
</tr>
<tr>
<td>5</td>
<td>The automated, overnight workstation upgrade process was satisfactory.</td>
<td>1</td>
<td>5</td>
<td>4.24</td>
<td>34</td>
</tr>
<tr>
<td>6</td>
<td>The DoIT Support Staff were knowledgeable and addressed any questions, concerns or issues I had via the phone support, remote assistance, onsite visit, and/or visit to the Service Desk.</td>
<td>1</td>
<td>5</td>
<td>4.18</td>
<td>33</td>
</tr>
<tr>
<td>7</td>
<td>Overall, I am satisfied with the Windows 10 upgrade process.</td>
<td>1</td>
<td>5</td>
<td>4.11</td>
<td>35</td>
</tr>
</tbody>
</table>

Total number of Surveys Sent out: 207  
Number of Responses Received: 35 (16.9%)  

Survey Group:  
- DSA Liaisons  
- Dept Directors  
- Random Sampling from each Dept
The amount of disruption to my productivity as a result of the Windows 10 upgrade was less than expected.

Documentation provided by DoIT was helpful (consider liaison, email, department walk through, meetings, presentations, website).

Communication was adequate in all activities related to this project (right time, right information, right type).

My experience with the DoIT Service Desk onsite technicians was positive.

The automated, overnight workstation upgrade process was satisfactory.

The DoIT Support Staff were knowledgeable and addressed any questions, concerns or issues I had via the phone support, remote assistance, onsite visits, and/or visits to the Service Desk.

Overall, I am satisfied with the Windows 10 upgrade process.
Impressions from Qualitative Responses

• Most customers found upgrade Documentation provided by DoIT helpful during the deployment
• Customers requested more on-site presence immediately following their deployment
• Customers desired better Communication on workstation software included in the upgrade
• Deployment schedule appeared to work well for most Departments’ business pace
SOFTWARE LICENSING

Ariane Ray
MICROSOFT ANNUAL ENROLLMENT

- Annual Microsoft Enrollment for 2019 begins end of April and will remain open for 2 weeks
- Enrollment mandatory for all DSA Depts
- Microsoft products: DoIT completes enrollment for every department
  - DoIT Places order electronically *
  - DoIT coordinates with department business contacts
- Server and Other Infrastructure: licenses purchased by DoIT
- Pricing can fluctuate from year-to-year. Price published when enrollment opens

* Students and GANTs are covered under a separate agreement & not included in the order
MICROSOFT ANNUAL ENROLLMENT

- Cost of License: *Price* \* *FTE (All or Nothing)*
- Information verified/updated each year:
  - # of FTEs (Part-time employee = 0.5 FTE)
  - Acct Number, Accounting Contact Person, Department Mailstop
- Required Licenses:
  - MS Microsoft 365 Education A3 (Windows and Office)
  - MS Windows Remote Desktop Services CAL (remote access of desktops and applications)
- Optional Licenses:
  - Visio Professional
  - Others depending on department’s applications
ENDPOINT STRATEGY
Anthony Schneider
SERVICE POSITION

- Microsoft Windows workstations are the primary supported general productivity computing platform.
- Mac workstations require a business case approved by ITG for new purchases. Mac workstations approved by ITG are grandfathered for replacements. ITG preapproved the business case for marketing employees that primarily work with digital media (April 2018).
- Non windows mobile devices are not supported as general computing platforms, however they can be approved by DoIT to support specific business processes. Examples include Point and Click supported iPad interface and StarRez supported check-in iPads.
WHY (NOT) MACS?
MAC VALUE – BY THE NUMBERS

Total Cost by LOB
Portfolio: Commodity Services

- DSA/Infrastructure Mgmt: $150,686, 664 FTE, $255.77/FTE, $415,233
- DSA/Windows Desktop Support: $144,873, 1,021 Desktops, $147.59/Desktop
- DSA/Database Mgmt: $138,333, 664 FTE, $208.47/FTE
- DSA/Systems Mgmt: $78,923, 664 FTE, $118.94/FTE
- DSA/File Mgmt Svcs: $58,742, 664 FTE, $88.53/FTE
- DSA/Mac Desktop Support: $46,576, 55 Desktops, $846.83/Desktop
- DSA/Collab Services (Email-IM): $42,917, 664 FTE, $64.68/FTE
- DSA/Print Services: $30,826, 207 Printers, $145.92/Printer
- DSA/Integration and Feeds: $24,273, 664 FTE, $36.58/FTE
- DSA/Mobile Device Support: $20,873, 478 Hours, $43.69/Hour

Prepared by WTC for TAMU Student Affairs
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MAC USER EXPERIENCE

• It Just Works! (Hint: Not after we touch it)

• Compliance Requirements for Supported Devices
  • Connected to central management system
  • Approved Antivirus
  • Only authorized software
  • Enforced password controls
  • Enforced user access controls (no administrator access)
MAC USER EXPERIENCE (CONT’D)

• Service Compatibility Challenges
  • Four Winds Digital Signs
  • Software Updates
  • Password Changes
  • No Roaming Profiles
  • Random Issues (Calendar synching)

• Can I Dual Boot / Virtualize?
TABLETS – IOS AND ANDROID
TABLETS – IOS AND ANDROID

• Specific Business Process

• Security / Compliance

• Departmental Purchase vs. BYOD
  • Email (Includes Cell Phones)
We ultimately want to enable as much productivity as possible while balancing a reliable experience and efficient use of support resources.
ENDPOINT INTEGRATIONS

Anthony Schneider
Q & A