



—
HOWDY!

DSA IT Liaisons

4/2/2019

▶ AGENDA

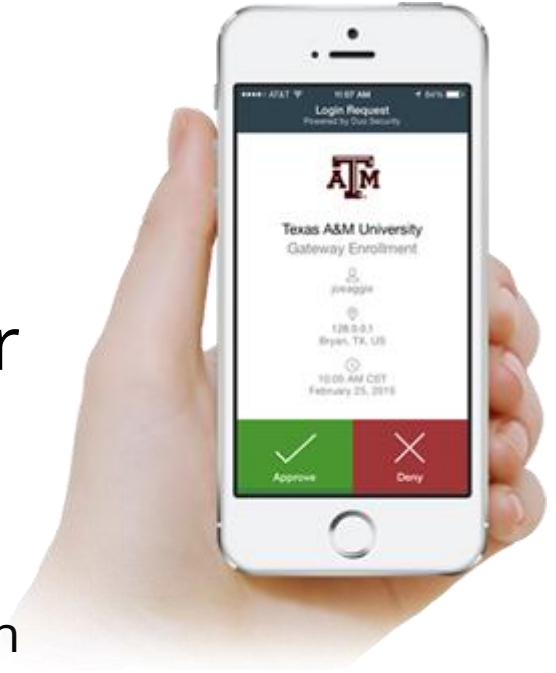
- DUO Authentication
- Win 10 Update
- Software Licensing
- Endpoint Strategy
- Q&A

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



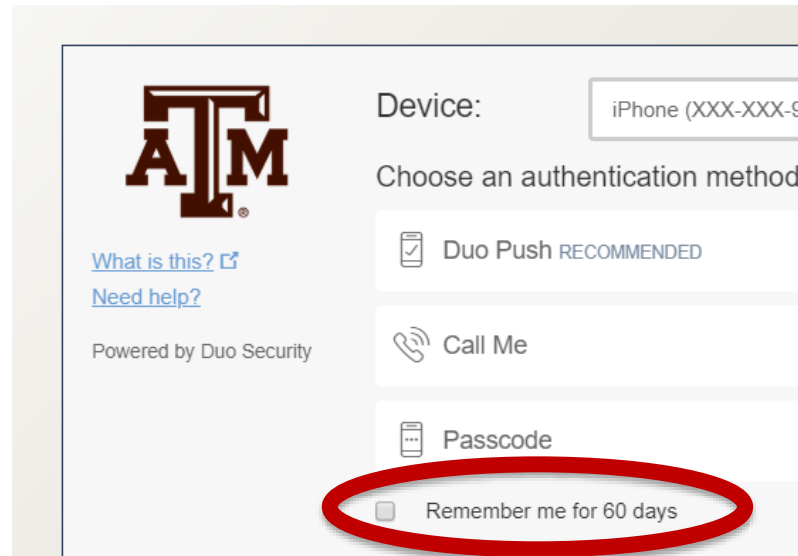
\$20




\$20

▶ NETID TWO-FACTOR AUTHENTICATION

- Don't forget the 60 day box
- Use for non-mobile devices





[What is this?](#) [Need help?](#)

Powered by Duo Security

Device:

Choose an authentication method

Duo Push RECOMMENDED

Call Me

Passcode

Remember me for 60 days

▶ 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

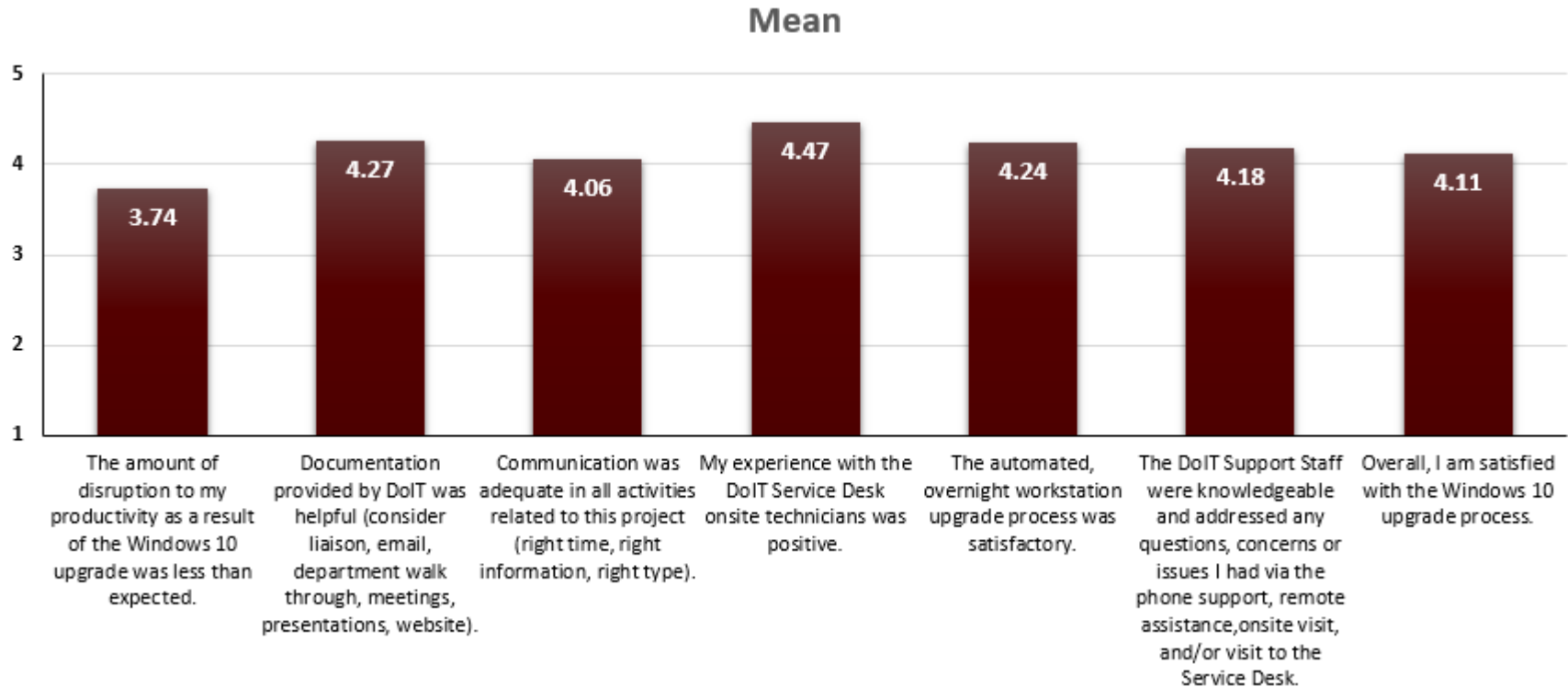
#	Question	Min	Max	Mean	Count
1	The amount of disruption to my productivity as a result of the Windows 10 upgrade was less than expected.	1	5	3.74	35
2	Documentation provided by DoIT was helpful (consider liaison, email, department walk through, meetings, presentations, website).	2	5	4.27	33
3	Communication was adequate in all activities related to this project (right time, right information, right type).	1	5	4.06	35
4	My experience with the DoIT Service Desk onsite technicians was positive.	3	5	4.47	32
5	The automated, overnight workstation upgrade process was satisfactory.	1	5	4.24	34
6	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.	1	5	4.18	33
7	Overall, I am satisfied with the Windows 10 upgrade process.	1	5	4.11	35

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

WINDOWS 10 DESKTOP SURVEY RESULTS



▶ WINDOWS 10 DESKTOP SURVEY RESULTS

Impressions from Qualitative Responses

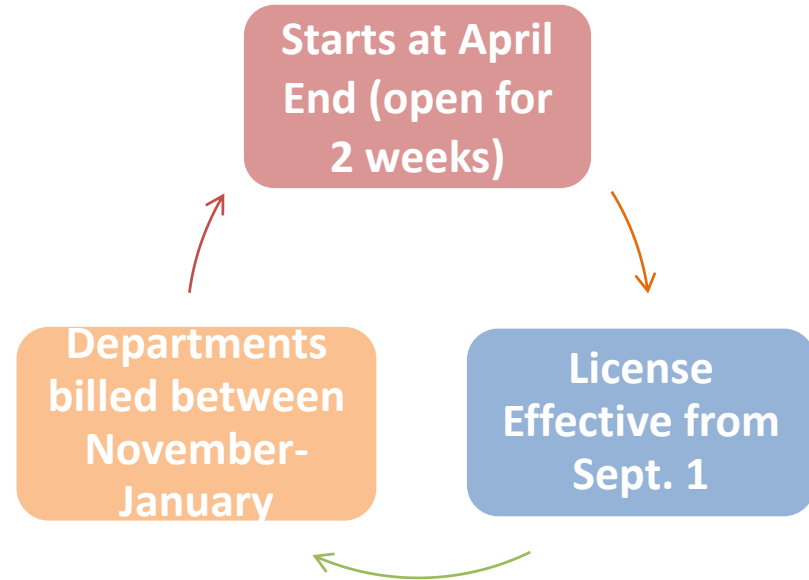
- Most customers found upgrade Documentation provided by DoIT helpful during the deployment
- Customers requested more on-site presence immediately following their deployment
- Customers desired better Communication on workstation software included in the upgrade
- Deployment schedule appeared to work 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

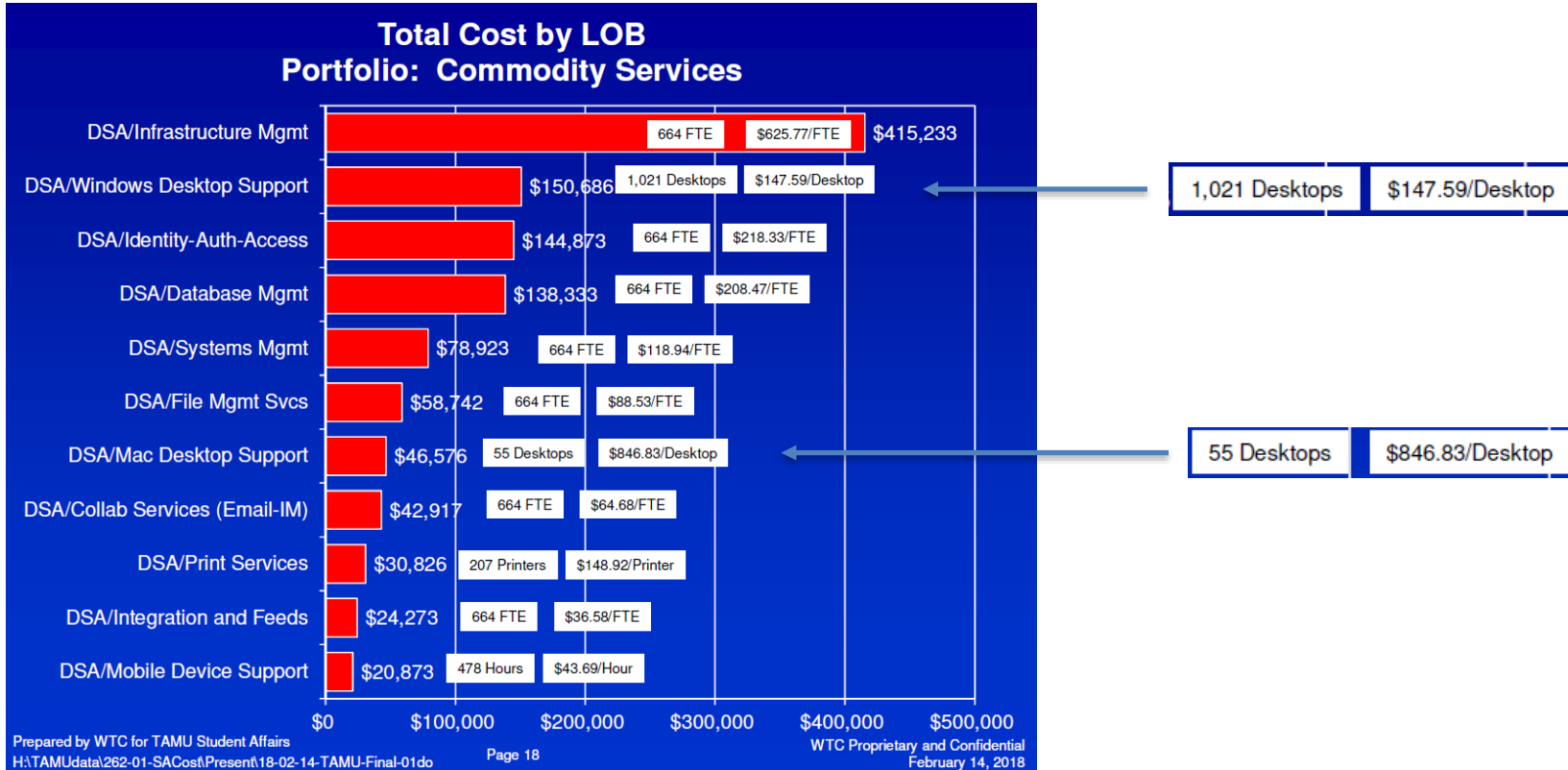
Anthony Schneider

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



▶ 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