Adopting a People-Centric approach to IT management

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A fundamental change in how we manage IT
Student and Staff Issues

Why is this PC sooo slow?

Application rollback

Why is it that I lose all my settings at log off?

Why am I forced to use my device for school work only?

‘IT’ is too slow to help me. I will do it myself!

Logon is sooo slow!!!

How do I protect my research data?

Consistent experience over Windows 7, XenApp and XenDesktop
IT Management Challenges

- **IT Challenge #1:**
  - Traditional Desktop
    - Not going anywhere anytime soon (e.g. Labs and Research)

- **IT Challenge #2:**
  - Mobility
    - Use them by Staff and Students for work but still maintain their personalization (Consumer Device?)

- **IT Challenge #3:**
  - Data Management
    - Across ‘Traditional’ methods (Desktops) and ‘New’ methods (Mobile Devices)
IT Challenge #1 – Desktop

363 days
11 Months and 29 days
IT Challenge #1 – Desktop

- Windows XP
- Windows Server 2003
- Windows 7
- Windows 8
- Windows Server 2008 R2

Evolution of Desktop Operating Systems and Server Software
IT Challenge #1 – Users

Staff / Student 1.0

- Theme: “I comply because I have to”
- Fixed, locked down device
- Over controlled user experience
- Costly to adopt new Windows versions
- Tight coupling of a user to a desktop

Staff / Student 2.0

- Theme: “I will bypass IT if it’s not good enough.”
- User requires a portable experience
- Wants to use multiple devices, anywhere
- Will consume personal services if IT can’t facilitate
IT Challenge #1 – Reality
IT Challenge #1 – What do we mean by managing the User?

Performance and QoS
User Application Access
User Privileges
Desktop Configuration
Machine Based Configuration
Personalization

Citrix XenApp & RDS
VDI
Windows XP
Windows 7
Windows 8
IT Challenge #1 – But it just Doesn’t make sense!!!

- Increase Costs
- Increase Complexity
- Decrease Consistency
Manage the User across multiple Windows stacks...

- Performance and QoS
- User Application Access
- User Privileges
- Desktop Configuration
- Machine Based Configuration
- Personalisation

- Citrix XenApp & RDS
- VDI
- Windows XP
- Windows 7
- Windows 8
IT Challenge #2 – Mobility

Desktop

Mobility
Simultaneously the **best** & **scariest** thing to happen to IT
IT Challenge #2 – Mobility

60% Adoption of iOS6 in a Week

3B Device Sales by 2016

94% of Fortune 500 testing or deploying iPads (SAP: 14,000+, United: 11,000)

53% of employees use their own technology for work
IT Challenge #2 – Do you have a problem?

You already know you have a problem

However…

It may be bigger than you think
EMM = Enterprise Mobility Management
Mobile Balance

Staff / Student

- BYO-X
- Rich Enterprise App Market
- Self-Service Apps & Data

Enterprise IT

- Strongest BYO-X Security
- Fine-Grain App and Data Controls
- No App/OS Customisations
IT Challenge #3 – Local, Windows Access to Data

- Existing management tools
- Applications hard coded to drive letters!!!
- Windows PC
- End-User training
- Offline files/folders

- H:
- S:
- F:
- SharePoint
- Redirected Folders
- FTP
Provide **Simple**, secure **access** to data from **any** device

- H:\
- S:\
- F:\
- SharePoint
- SharePoint
- FTP
- WebDAV
- Cloud Storage

**File Access & Sharing**
IT Challenges – Summary

Desktop
- Migration
- Personalisation
- User policy / rights

Data
- Access
- Security
- Collaboration

Mobility
- EMM
- MAM
- MDM
AppSense Solutions…

Desktop

Data

Mobility

AppSense DesktopNow

AppSense DataNow

AppSense MobileNow
Ultimately - Manage the User - Not the Device

Policy

- Apps
- Policies
- Data
- Profiles

Centralized Admin

End User Choice
Students expect to work whenever and wherever they want. Economic pressures and new model educations are competing with traditional models. Education’s own processors and practices that limit uptake of new technologies. Economic flexible alternative to computers brings portability and access to apps and data.

Source: Technology Outlook – Australian Tertiary Education 2013-2018 – Horizon Project – NMC Horizon Project Regional Analysis
Flexible Student / Staff Work style

ANYWHERE CONNECTION
- Work from any building
- Work on your own device
- Work on any campus

PERSONAL EXPERIENCE
- Personalized Windows devices

INTELLIGENT INFRASTRUCTURE
- Unified management across devices
- Optimize infrastructure for VDI

Office 365
Virtual Desktop
Google Docs
AppSense
Thank you