EHHD Project Summary
(As of 3/6/2018)

Background

Pre-Plan Draft Outcomes (Nov 17, 2017 Email From: Trotter)

“Your team Project is Project #1 and this is the current description of that project along with the first cut at the outcomes/results we hope to see come from the team:

EHHD Pilot:

1. Deploy, for benefit of staff and faculty, the Bozeman required software as codified in the technology management policy for campus
2. Communicate how new software will be used to improve maintenance, secure data, and help provide better support.
3. Using LanDesk conduct an audit of machines for age and operating system. “

Accepted Project Plan “High-Level Tasks”

1. Communicate the need and general process to EHHD Faculty & Staff
2. Identify existing faculty & staff in EHHD
3. Identify existing computing endpoints in EHHD
4. Clean up EHHD OUs and objects in Active Directory
5. Lay console (ePO, Spirion, LANdesk) groundwork for EHHD
6. RemEDIATE known EHHD endpoints
7. Spirion Training
8. Produce recommendations for on-going maintenance of EHHD endpoints

Groundwork (high-level tasks 1-3)

Discovery

- Contacts: Britany Wattkins (Dean’s Office), Milana Lazetich (HHD), Hannah Thorne (Ed)
- EHHD Faculty, Staff, & Student Counts
  - Instructional (168), Research (11), Professional (34), GRA/GTA (28), Classified (38)
  - Enrollment (16/17): 1873
- Known Computers
  - Gathered physical inventories kept by dept admins
  - AD Count: 244, LANDesk Count: 173, ePO Count: 169, Spirion Count: 0
- EHHD team tour - all (on-campus) buildings and spaces (Herrick, Reid, Romney, Hosaeus)
- No identified (w/Conte) XP or Server class endpoints on the network (at time of scans)
Communications
- Announcement of project from Dean’s Office
  - Success: Multi-email style (newsletter & directed)
  - Success: Encouraged use of ehhdithelp@montana.edu
- Multiple communications from Dean’s Office regarding Ivanti/LANDesk
  - Challenge: Few deployed endpoints as a result
  - Adaptive Success: Targeted communications via dept admin achieved 80-90% (HHD)
  - Unfinished: Education prepping list of individuals to be targeted
- Visited Department Faculty Meetings
  - Lightly attended, not much use other than visibility
- Trained Bill Freese & Milana Lazetich on WHD

Clean-Up & Staging (high-level tasks 4 & 5)

Clean-Up
- Collapsed and Simplified AD structure
- Cleaned up AD metadata (dept affiliation)
  - Challenge: Needs routine maintenance to remain accurate
- WHD - cleaned up depts. (20+), collapsed tickets, tech accounts for Lazetich & Freese
- Isolated known stale computer objects (AD)
- Isolated known non-EHHD user accounts (AD)
- Bill Freese – 21+ million Spirion matches
  - Guided through identifying/testing Windows 10 w/Knox solution

Testing
- Created/Tested EHHD-specific LANDesk, ePO, Sprion packages and console structure
  - Success: Can tell what belongs to EHHD now
  - Challenge: Set back by Ivanti, ePO, High-Sierra conflagration

Technical Remediation (high-level task 6)

LANDesk/Ivanti
- Pushed by GPO to Windows endpoints
- Manual deployments to OSX (previous installs likely existed, but unidentified in console)
  - Challenge: Identification of individuals needing Ivanti

ePO
- Pushed to domain joined Windows endpoints
- Packaged and tested deployment with Ivanti (successfully)
  - Challenge: Need wider Ivanti distribution
Spirion

- Limited deployment in EHHD
  - Challenge: Continued performance problems with OSX (locking up)
  - Challenge: Console provides lethargic and inaccurate results
- Packaged and tested deployment with Ivanti (successfully)
  - Challenge: Need wider Ivanti distribution

User Requests (ehhdithelp@montana.edu)

- 40+ user tickets
  - Success: 6+ repeat customers – so users who engaged came back the proper way
  - Challenge: More problems than people are asking for help with (trust needs building)
  - Challenge: Getting people to accept their limitations/scope (e.g. Reid 425)
  - Challenge: Needs constant reinforcing or people fall back to old habits

Instructional/Conference Spaces

- Stabilized known troubled podiums
- Walked through (multiple times) – Engaged Colin Smith for recommendations
- Guided toward end-of-year expenditure & CFAC/EFAC options
  - Success: steered toward repeatable CFAC/EFAC expectation setting
  - Challenge: Need significant work toward campus standards

Forward-Looking Challenges/Unknowns (high-level task 7)

- Kellogg Center
- Early Childhood Project
- Spirion traction (affecting high-level # 7) - Requires Force Quit, cert warnings, console hangs
  - Will likely need somebody to assist faculty/staff 1-on-1 to be successful
- Regular review of Spirion shared computers
- Asset tracking: Needs significant improvement/formalization (preferably at the Dean’s Office level)
  - Purchasing needs controlling (perhaps local involvement)
  - Possible use of asset tags (offered but turned down by EHHD)
- Digital Signage (how/who)
- Computer Labs (currently faculty driven/maintained)
- Classroom Standardization (moving forward, but needs guidance)
- Ticket reporting/tracking (moving forward, but needs guidance)
- Training/unTraining (needs qualified guidance) – Right tech to use and when (i.e. WebEx, Box, O365, etc)
  - Currently low awareness services like Box and WebEx even being available
- EOL devices (iPads) - really no XP?, really no servers?

*Note: high-level task #8 projected for end of March (if still desired)