



1-1 Reality Check for IT

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Manager, International Business Development

FileWave

My creds

Client Management Advanced Techniques



John DeTroye
Senior Consulting Engineer

27+ years planning and deploying systems

Author:

- Macintosh Manager Tips & Tricks*
- OS X Deployment Guide(s)*

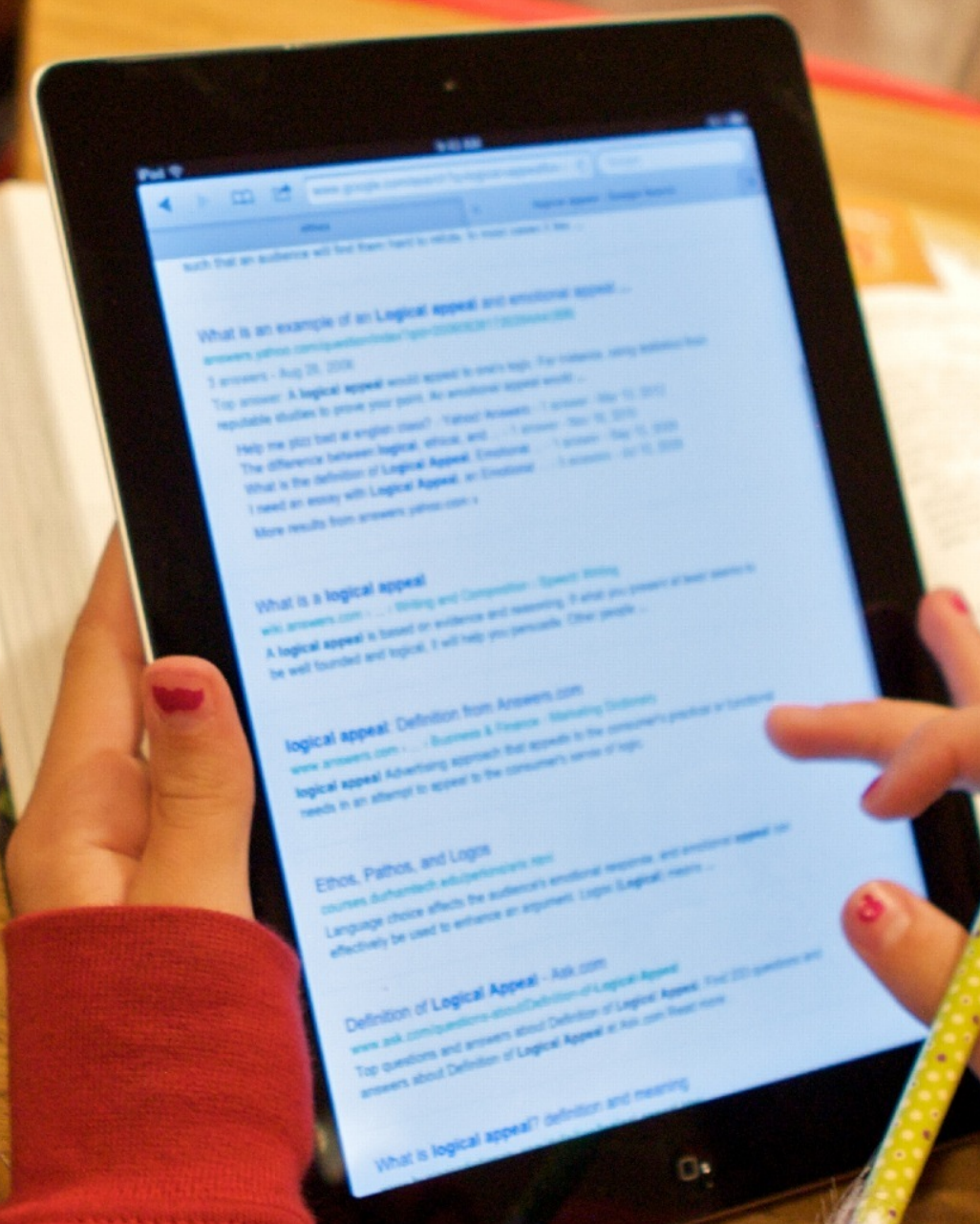
Contributing writer

- Apple Server documentation*
- numerous certification manuals*

“Let’s do this as a 1-1!!!”

What we planned...





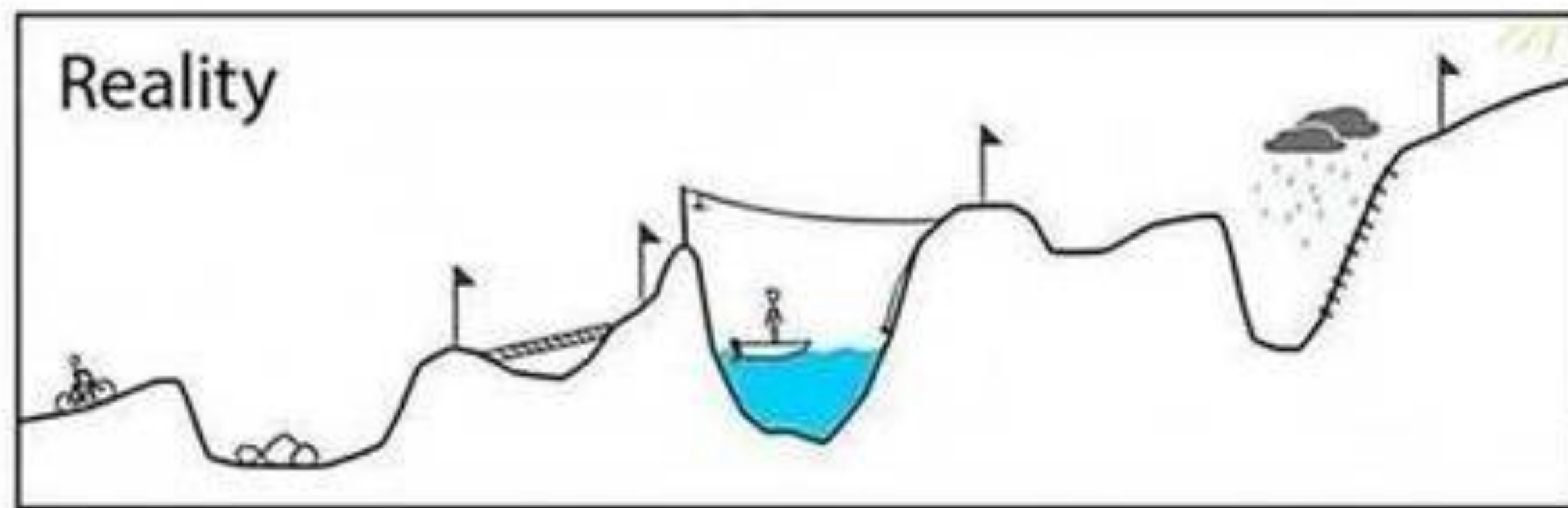
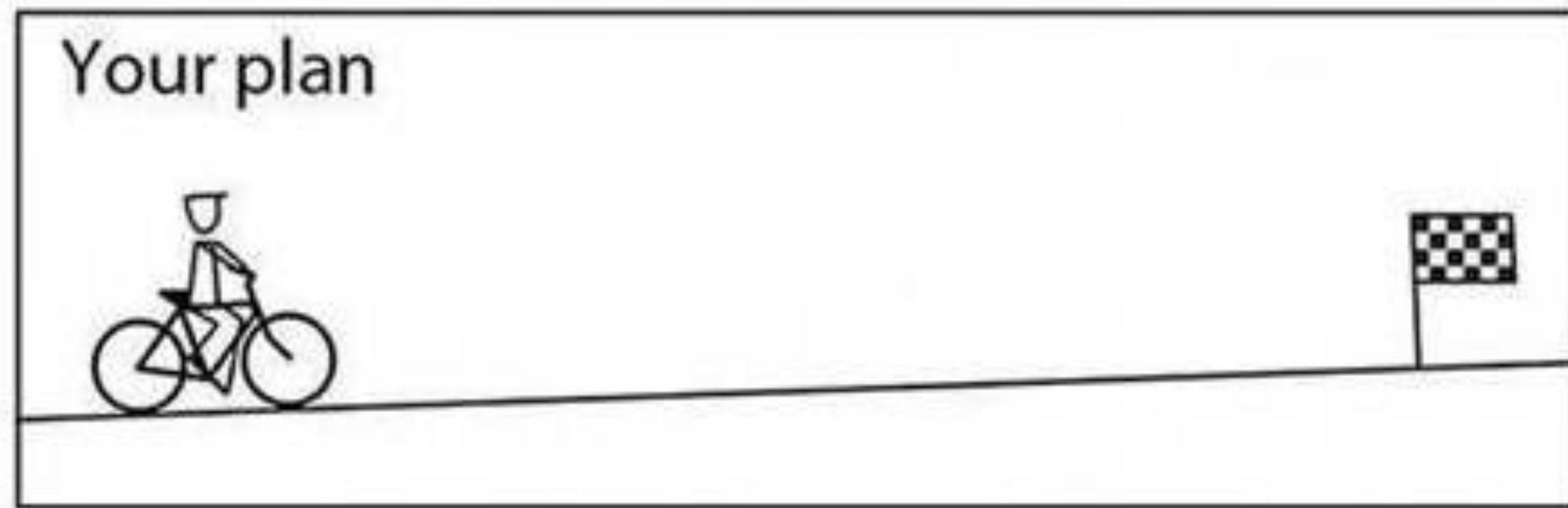
What we got...



What happened?

The gap between plans and reality

...and how to close it



Infrastructure

Workflows

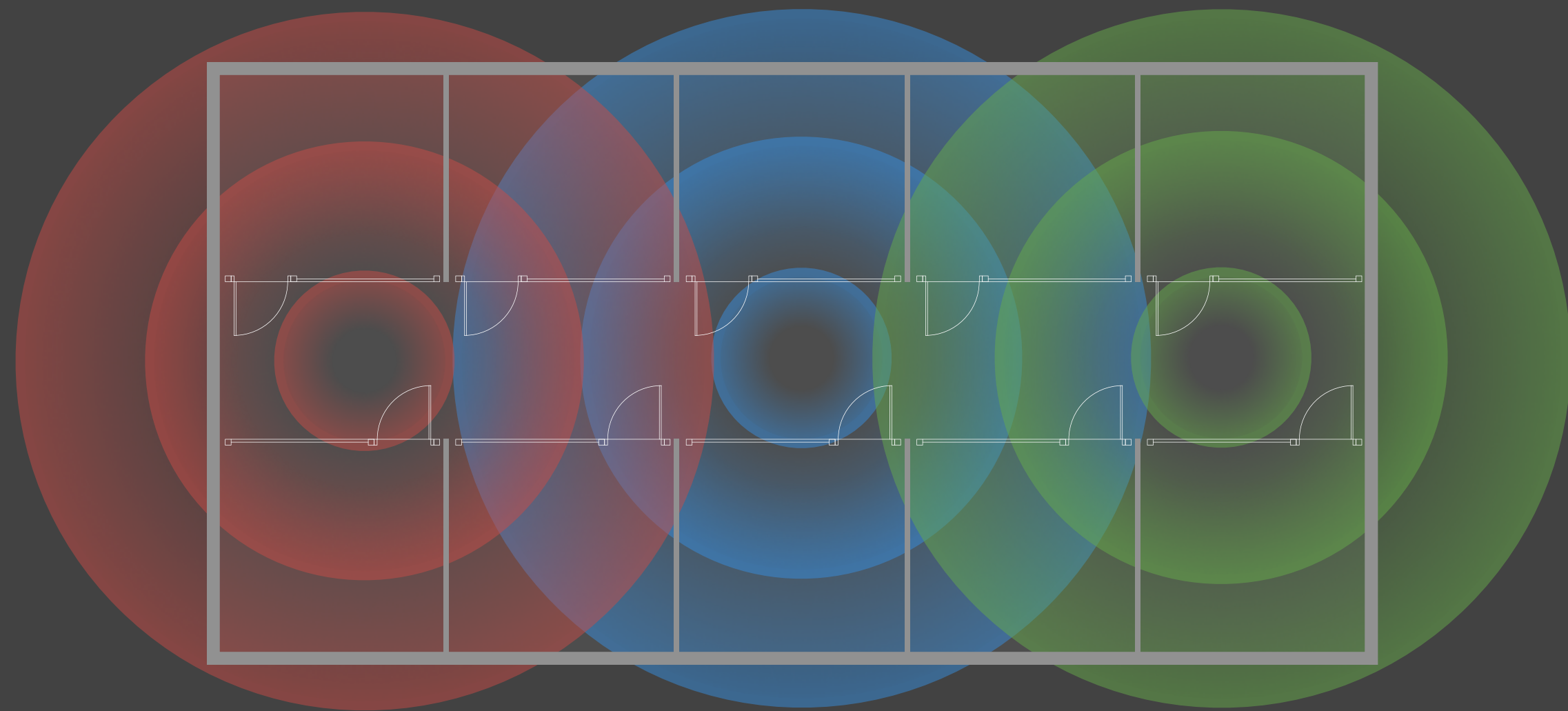
Responsibilities

Support

Infrastructure

Infrastructure - the “simple stuff”

“The bits must flow...”



Electrical planning

Network planning

Systems Management planning

10 hour battery life? Uh huh...

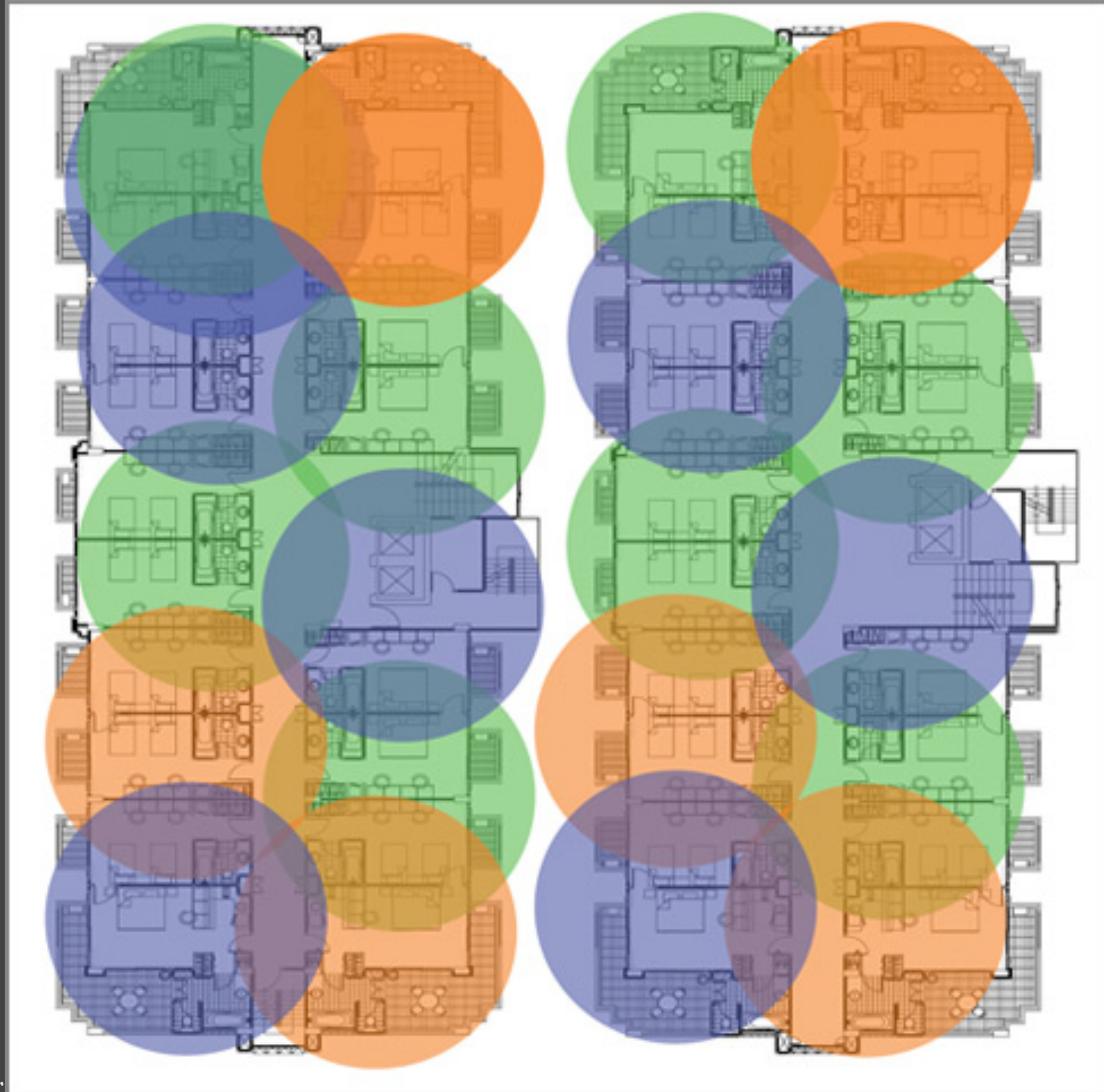


30 laptops with 60W chargers need a dedicated 15Amp circuit

A tablet cart with 30 devices needs at least 4-5Amps

Scale that across campus...

WiFi and network planning

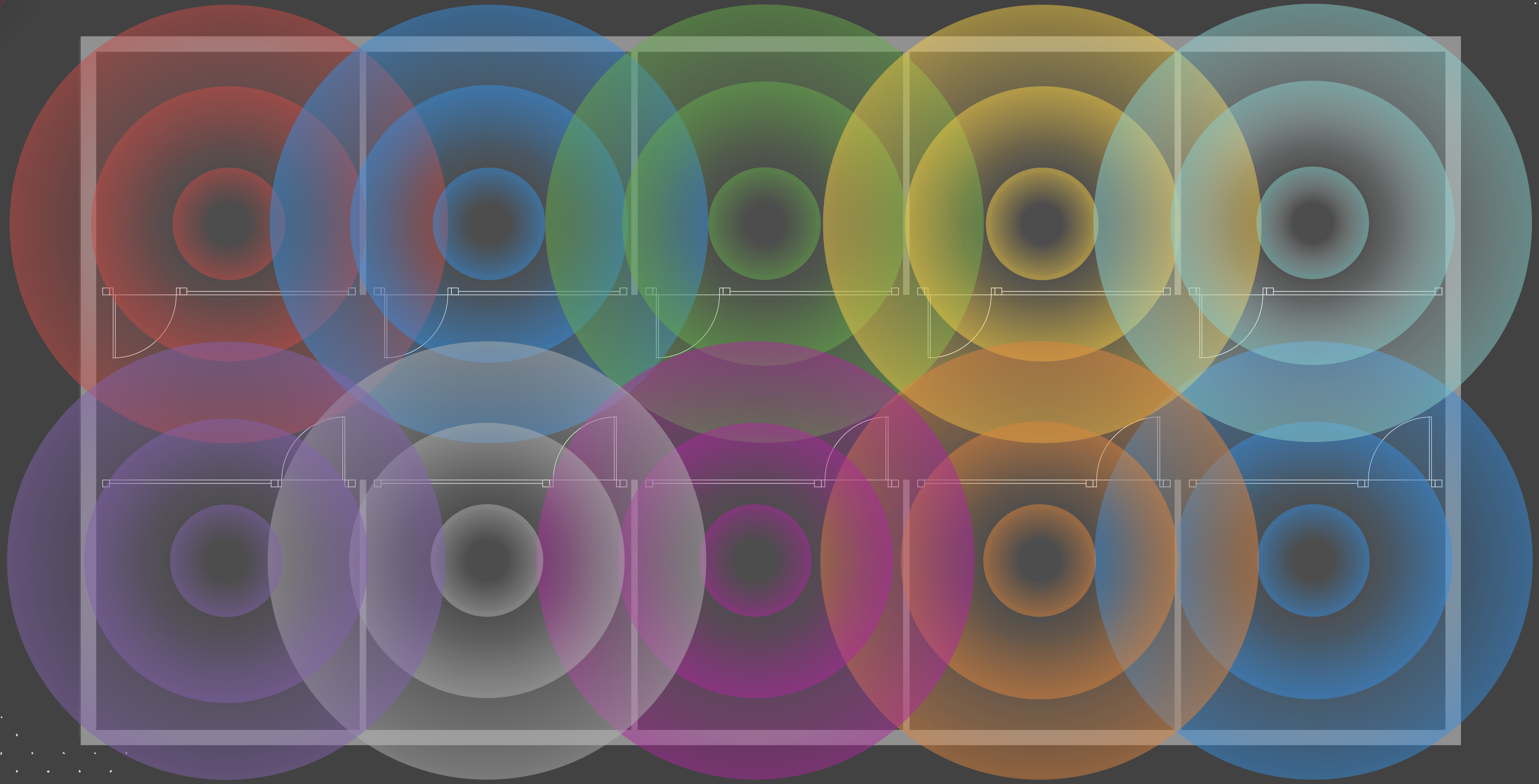


What worked in a lab

versus

What works in a 1-1

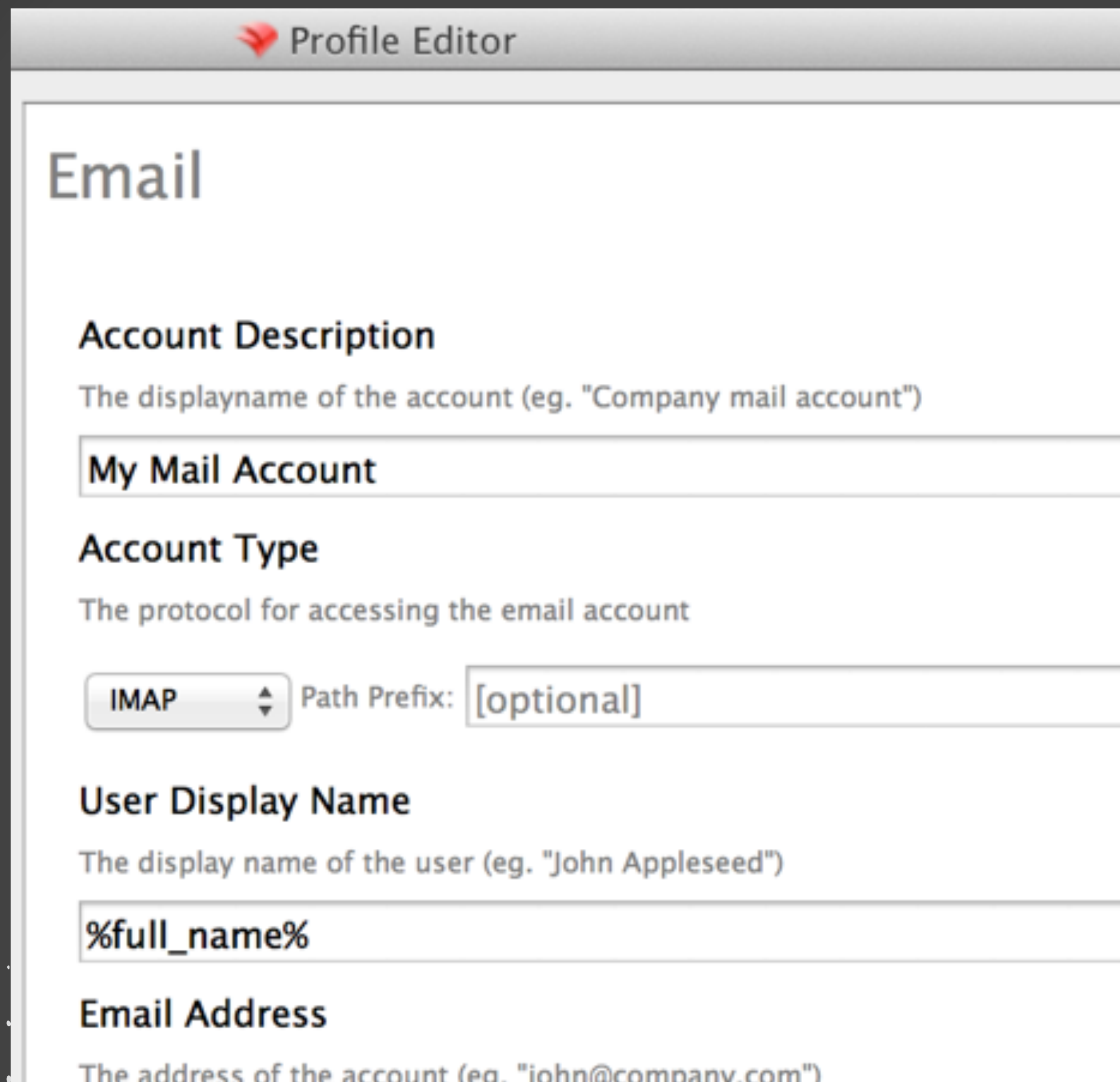
Planning for capacity - not coverage





Network Services

What to do when you can't "bind"



The screenshot shows a 'Profile Editor' window with the following fields and values:

- Email**
- Account Description**: The displayname of the account (eg. "Company mail account")
- My Mail Account**
- Account Type**: The protocol for accessing the email account
- IMAP** (selected in a dropdown menu) Path Prefix: [optional]
- User Display Name**: The display name of the user (eg. "John Appleseed")
- %full_name%**
- Email Address**: The address of the account (eg. "john@company.com")

LDAP for services - not logins

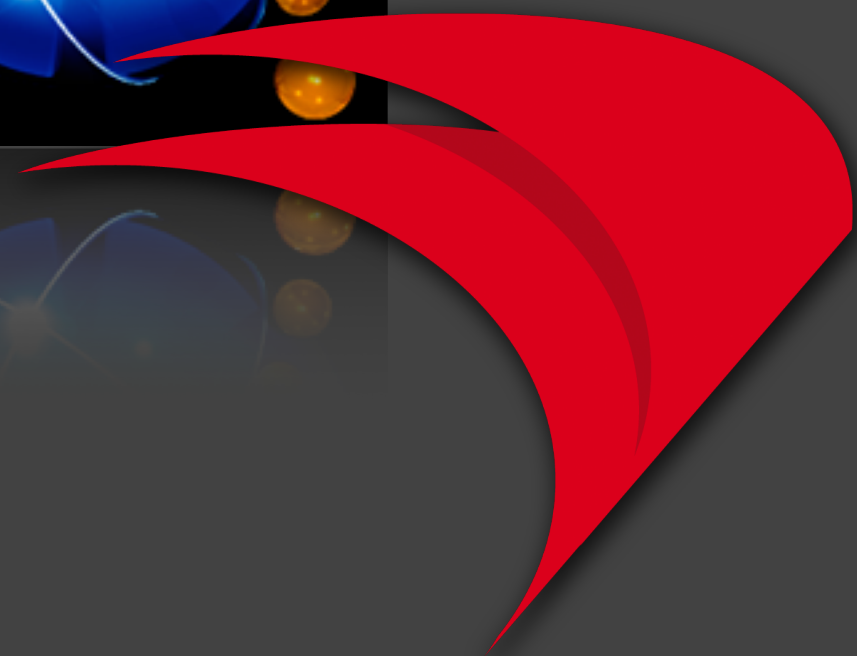
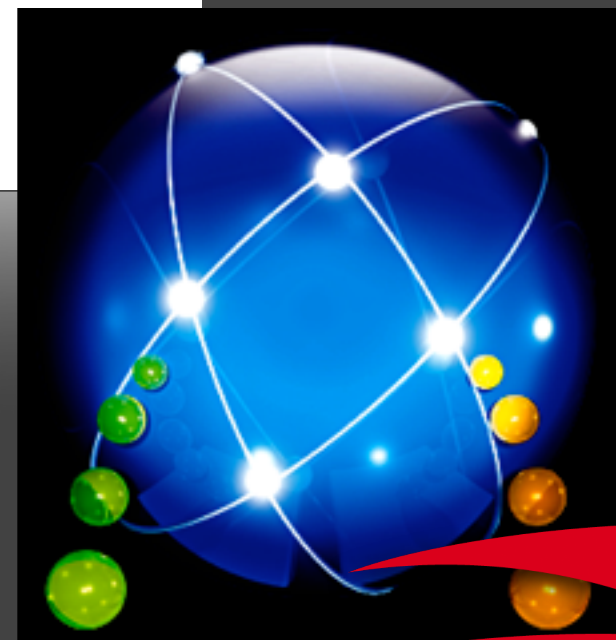
Collaboration services

Email / Calendars

Chat (Jabber, etc)

VPP registration

Systems Management planning



Commercial versus Open Source

Don't do just "MDM"

Widen your focus

Systems Management

Imaging / Deploying / Managing / Maintaining



Asset Management

License Management

“Modern” Device Management

Imaging and Deployment

Software / Content Distribution

Staff Training

Staff Training



Trust them

Teach them

Encourage them

Support them

Trust them



Administrative privileges

They need to be seen as the “experts”

Teach them



Don't make them "Techs"

Show them how to use key software

*Teach them how to back up **their** data*

Encourage them



Let them experiment

Help them find relevant solutions

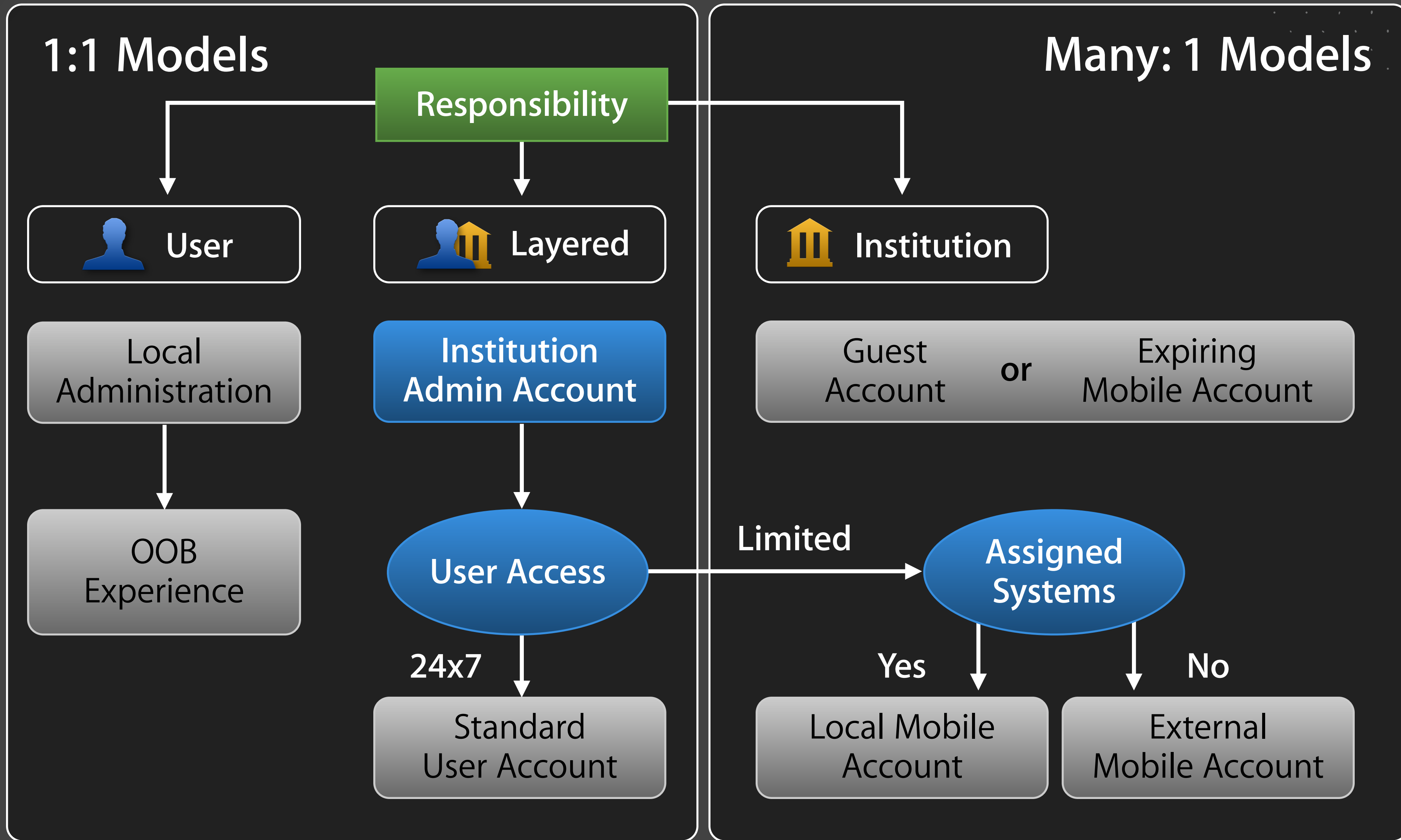
Support them



No such thing as a dumb question

Become their allies

Responsibilities



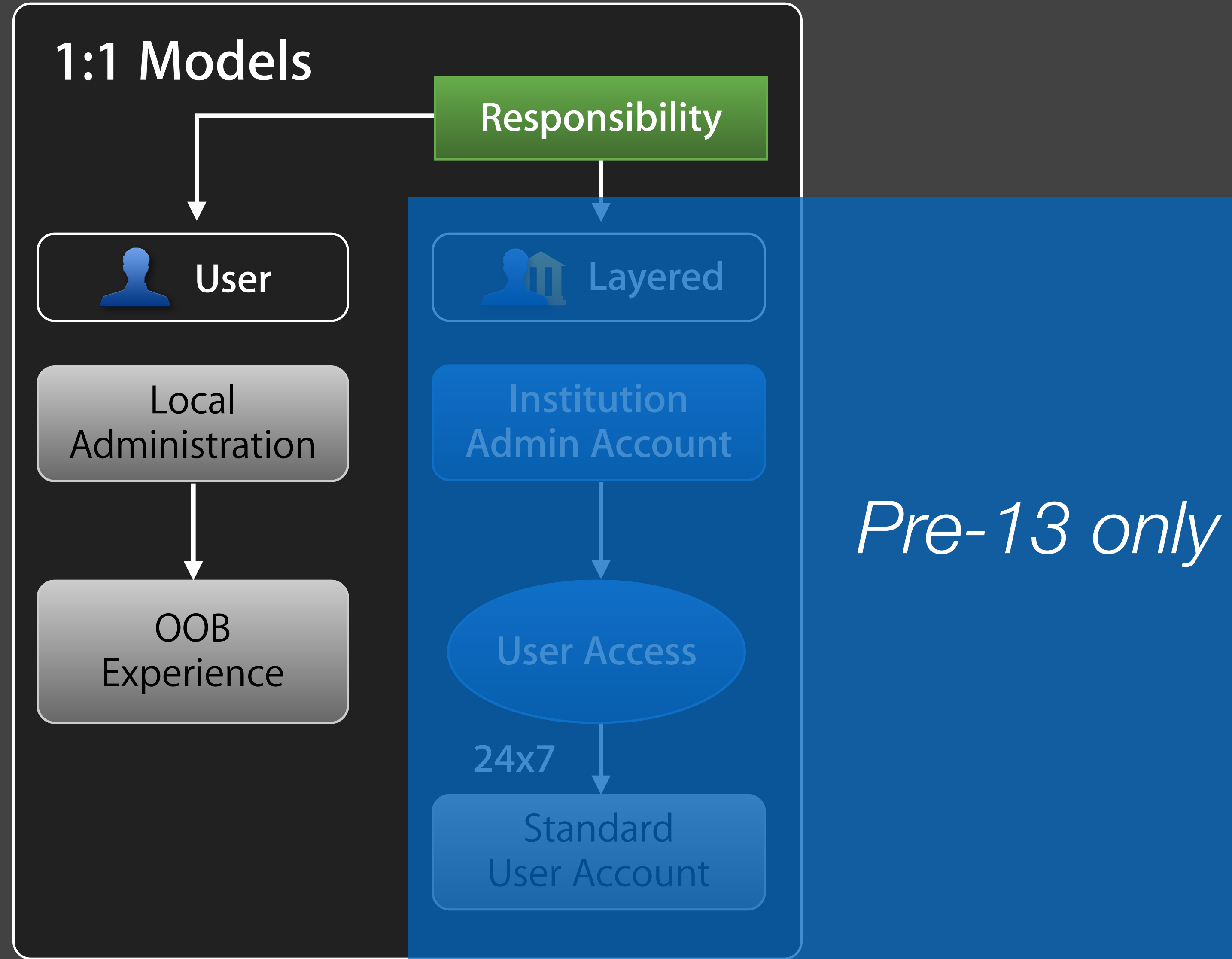
Moving away from this...



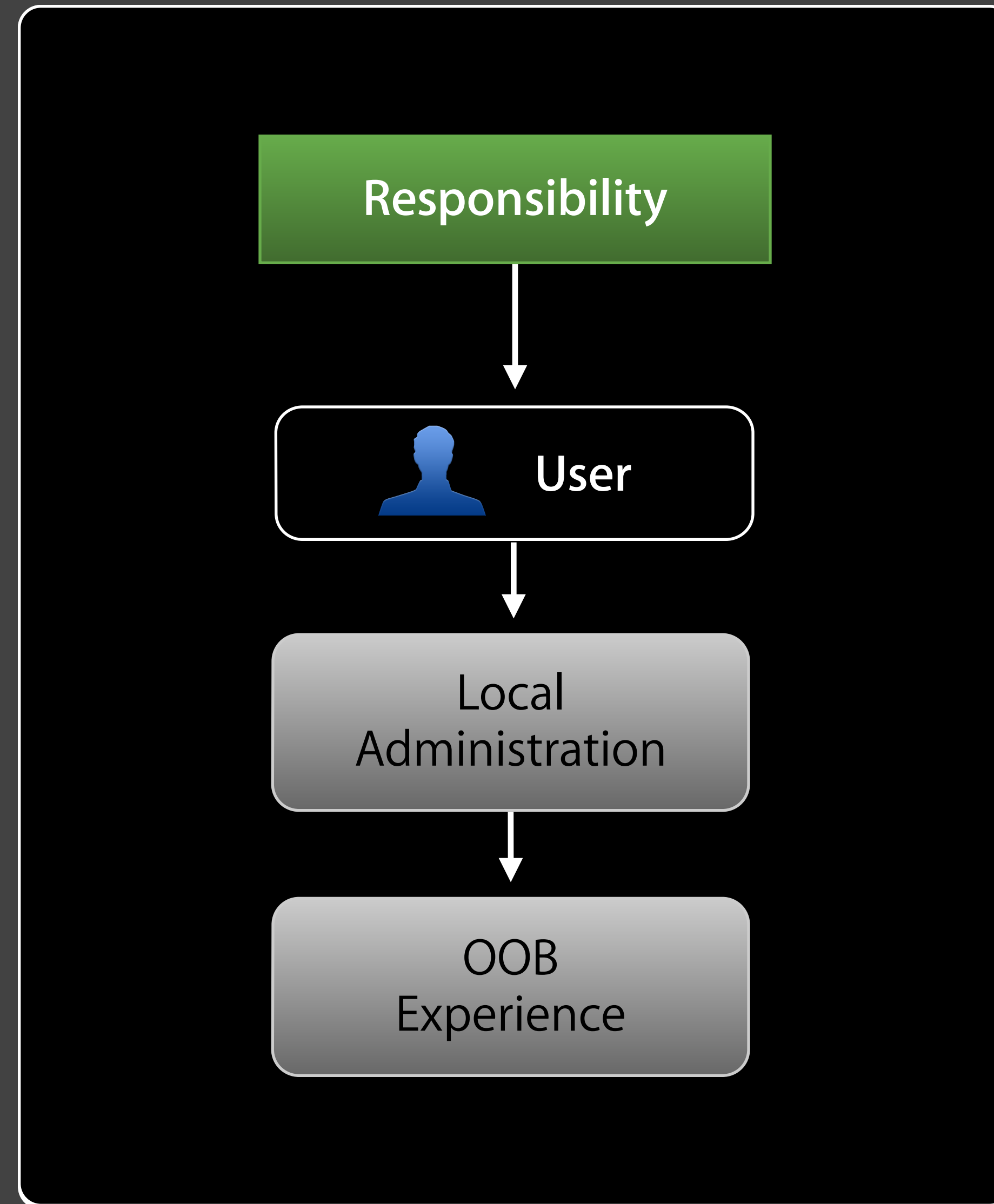
Toward this...



Achieving the status of 1-1 is not easy



Moving away from the “giant lab”



Use a sensible management strategy



The "Carrot & Stick" Approach

Enforce the AUP





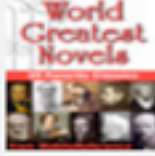
Don't try to control everything

Carrots...

Verizon

Categories





Search Books

-  **Harry Potter and the Deathly Hallows**
Alexandre Desplat
-  **SAT 2 Math Level II Test -**
Ace Academics
-  **SAT 2 Math Level II Test -**
Ace Academics
-  **While the World Watched**
Carolyn Maull McKinstry & Denise George
-  **World Greatest Novels: 25**
Mark Twain, Leo Tolstoy, Jules Verne, J.K. Rowling, Charles Dickens, Thomas Hardy, James Joyce, Charlotte Brontë, Louisa May Alcott, Scott, Charlotte Brontë, Louisa May Alcott, Charles Dickens, Thomas Hardy, James Joyce

Noblesville Schools Software Kiosk

All Items Search All

- All (8)
- Applications (7)
- Utilities (1)






	ExamView-OSX-Kiosk-Mac Applications	Not Installed	INSTALL
	RosettaStone v3-Kiosk-Mac Applications	Not Installed	INSTALL
	Opera 11.60-Kiosk-Mac Applications	Not Installed	INSTALL
	CPS 2.8.0.12-Kiosk-Mac Applications	Not Installed	INSTALL






FileWave Kiosk

All Items Search...

- All (11)
- Applications (6)
- Documents (4)
- OS Updates (1)

	WIN 7 AdobeReaderX 32 Applications	Not Installed	INSTALL
	WIN 7 Audacity 32 (Beta 1.3) Applications	Installed	UNINSTALL
	Win 7 Firefox-11 32 Applications	Not Installed	INSTALL
	WIN 7 Opera 32 Applications	Installed	UNINSTALL
	WIN 7 VLC 32 Applications	Installed	UNINSTALL
	WIN Office2007 WIN7 Applications	Not Installed	INSTALL

Top Downloads

-  WIN Email access instructions
-  WIN 7 Opera 32
-  WIN 7 VLC 32
-  WIN 7 Audacity 32 (Beta 1.3)
-  WIN N

FileWave International Holding AG © 2013 6 Items

... & sticks

Management Flags

- Remove App when MDM profile is removed
- Prevent Data Backup

Summary:

- *This App will be deleted if the MDM profile is removed
- *This App's data will be backed up in iTunes

There is an AUP for a reason

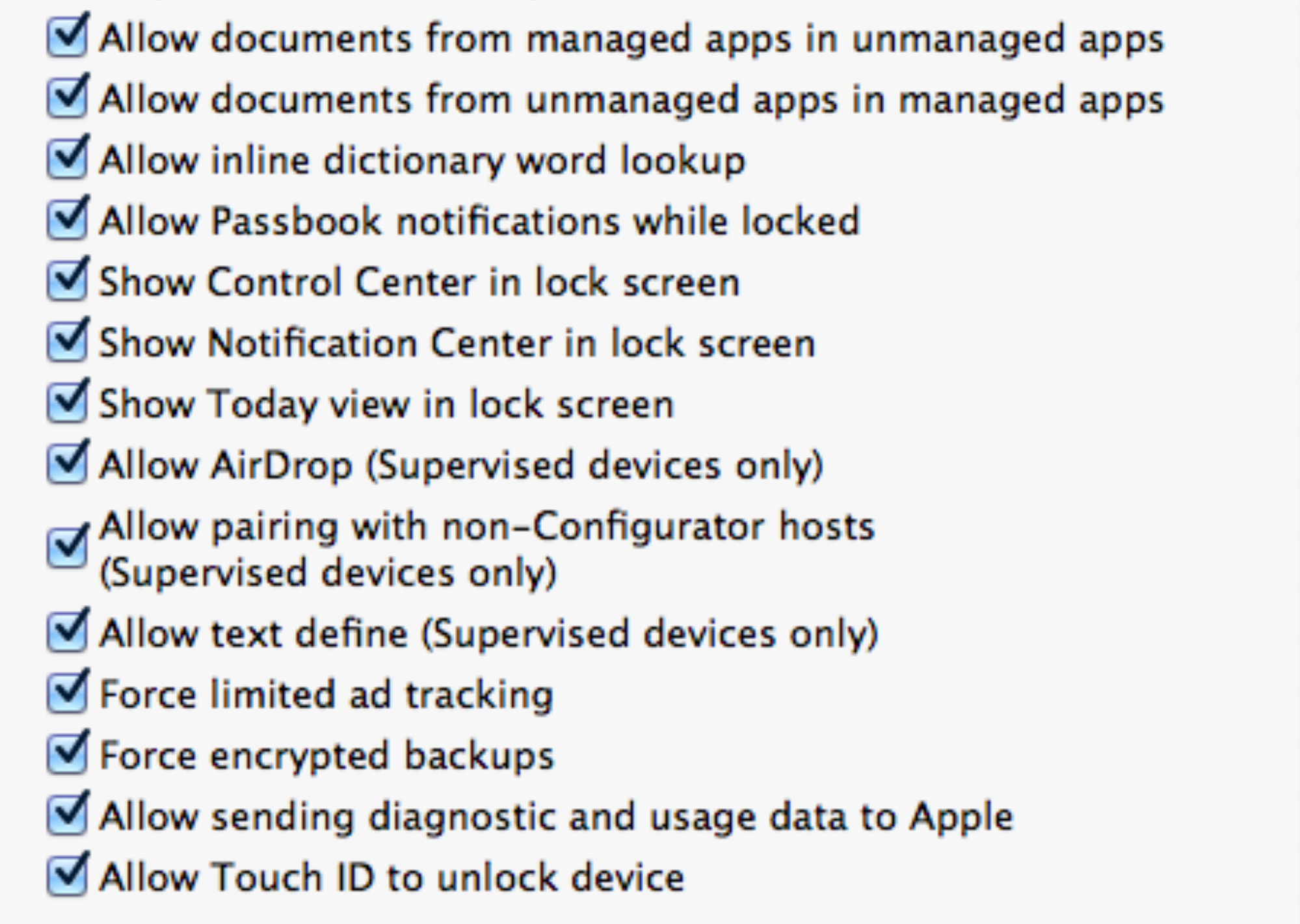
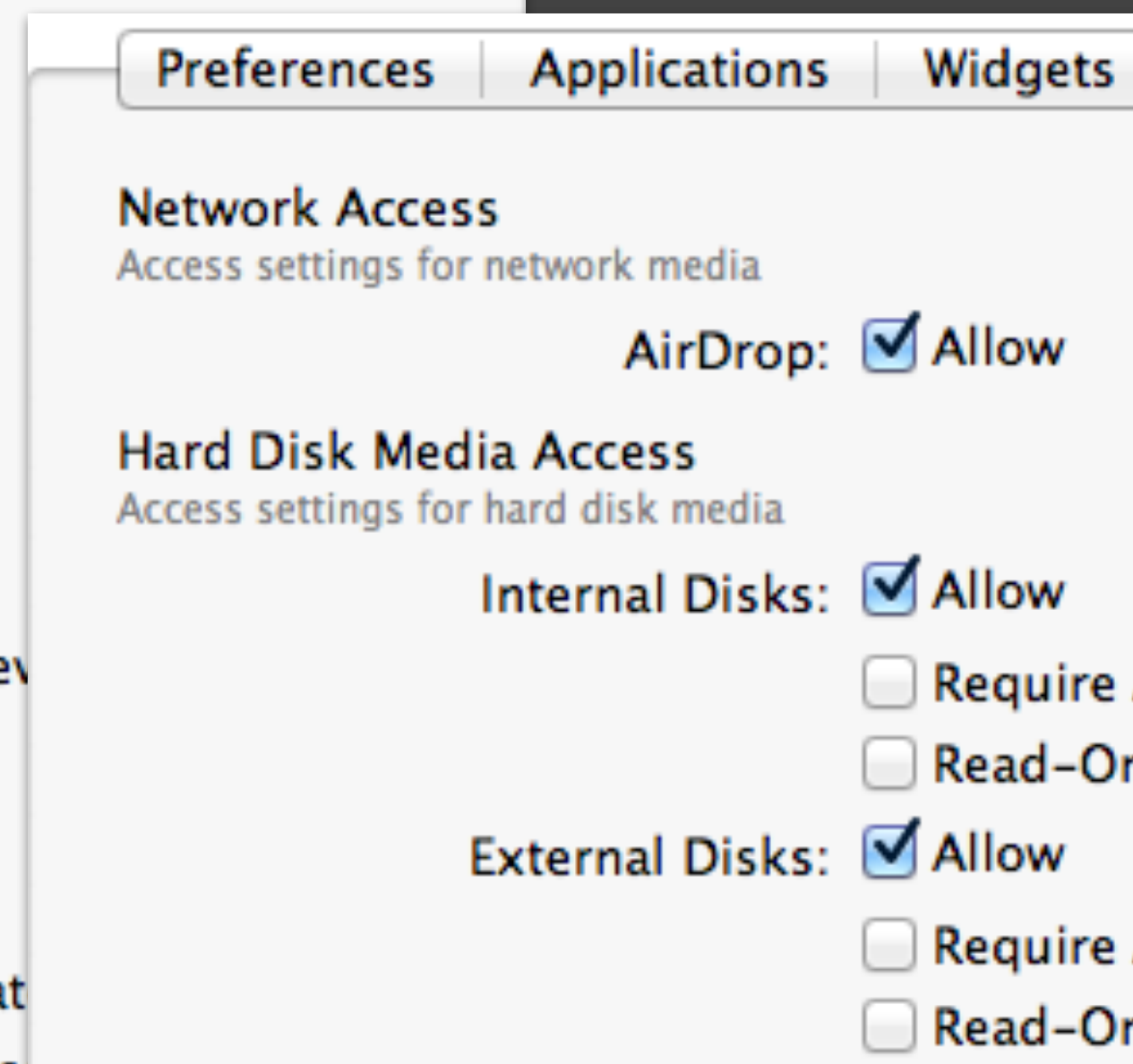
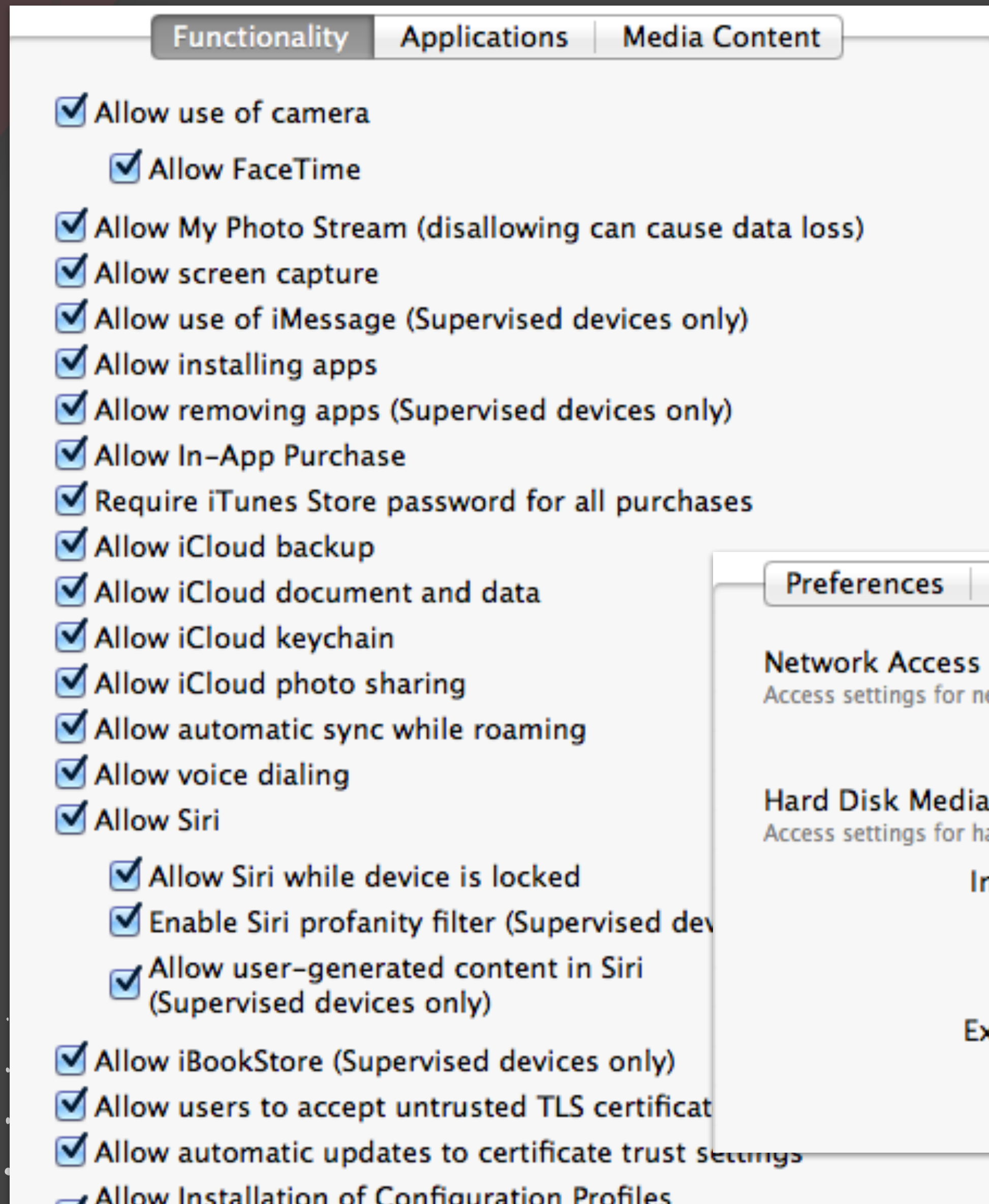


Work with faculty on limits

Make sanctions reasonable...

and enforceable

Avoid temptation...



IT support

The problem

How IT sees end users



How end users see IT

Winning the “hearts and minds”



Teach the Administrators

Teach the faculty and students

Know when to say “enough”

You can't solve it all with tech



“There is no technical solution for bad classroom management”

Without IT - there is no 1-1 success



Learn 21st Century Educational methods

Become the mentors

You have already proven it can be done

