Rainbows, Unicorns, and Robot Armies 2.0

Ben Gross
bengross@berkeley.edu
Endpoint Engineering
and Infrastructure (EEI)

Micronet Presentation
Halloween 2013

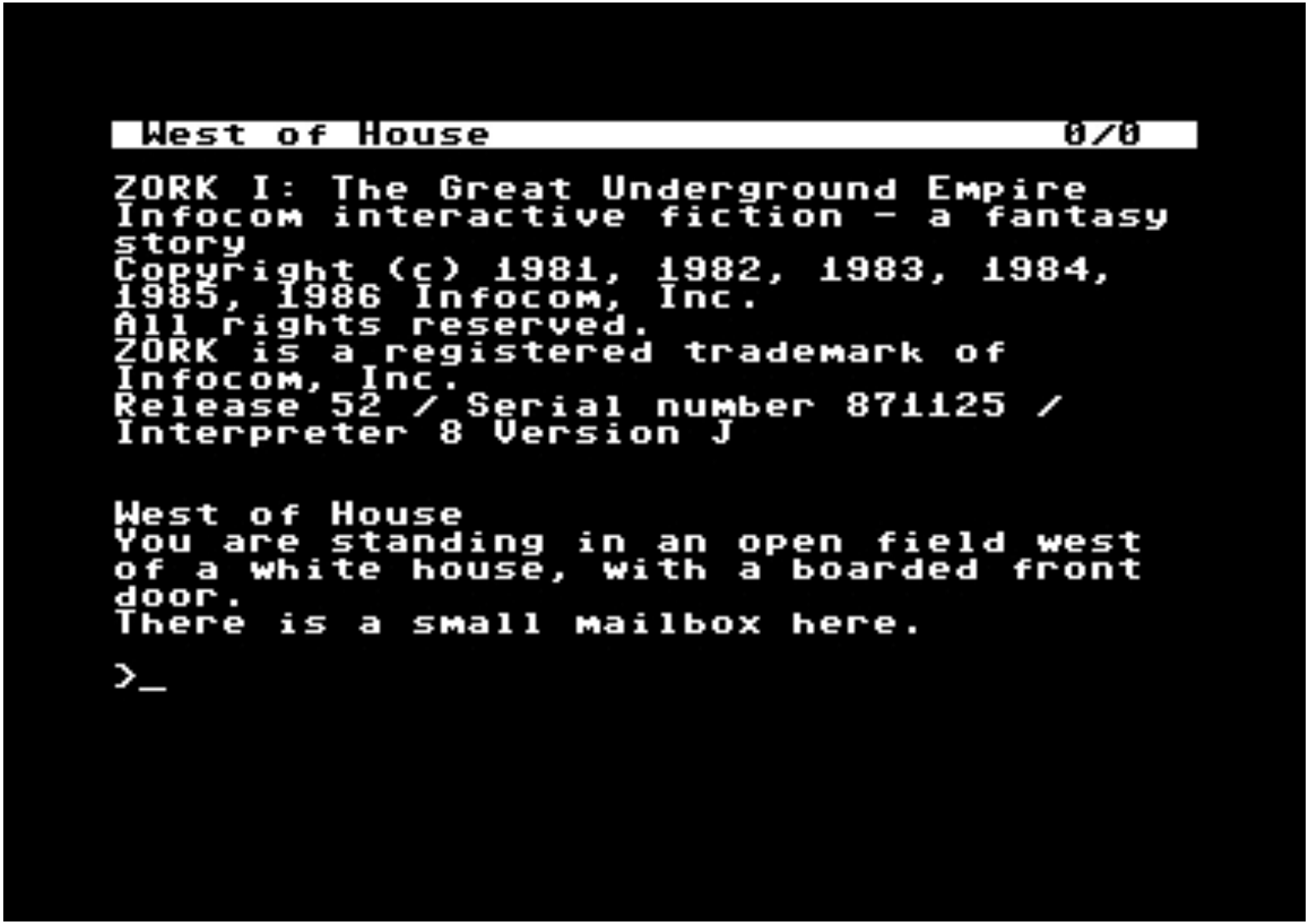
What is EEI about?

Berkeley
UNIVERSITY OF CALIFORNIA

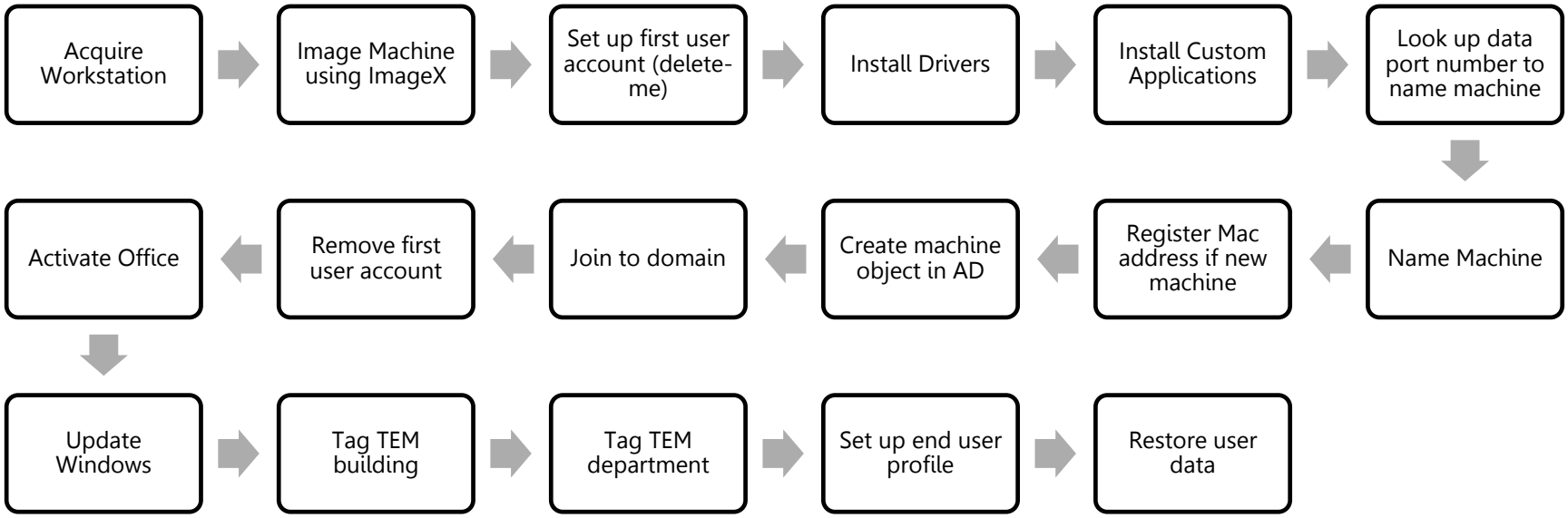
EEI
Services Provided

- Standard OS image for Windows (soon Mac)
- Configuration management
- Patch management
- Security configuration
- Standard A/V solution (CPM)
- Power management
- AD management (delegated from WinTeam)
- Storage management (vFiler)
- Licensed software (Software Central)
- Hardware standardization (JACS)
- Backup provisioning/deployment (Druva)
- Maintain former DOCS/COIS infrastructure
- Remote support tool (Bomgar)

WORKED FINE IN DEV
OPS PROBLEM NOW
memegenerator.net

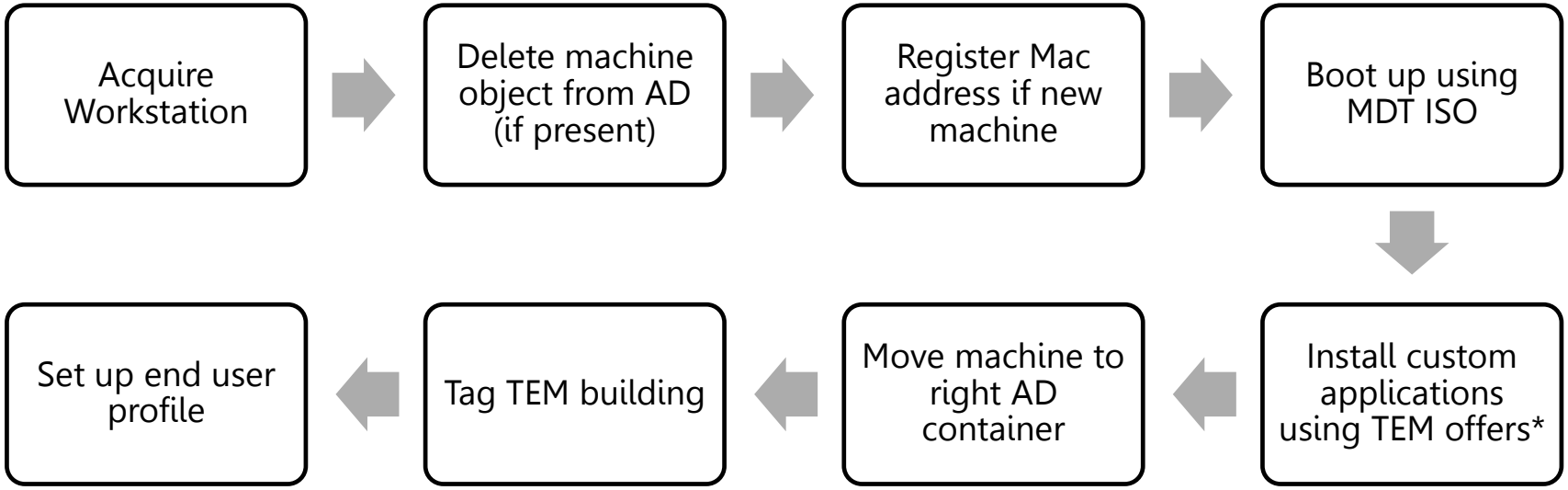

West of House 0/0
ZORK I: The Great Underground Empire
Infocom interactive fiction - a fantasy story
Copyright (c) 1981, 1982, 1983, 1984, 1985, 1986 Infocom, Inc.
All rights reserved.
ZORK is a registered trademark of Infocom, Inc.
Release 52 / Serial number 871125 / Interpreter 8 Version J
West of House
You are standing in an open field west of a white house, with a boarded front door.
There is a small mailbox here.
>_

Reimaging a Workstation in the Legacy Environment



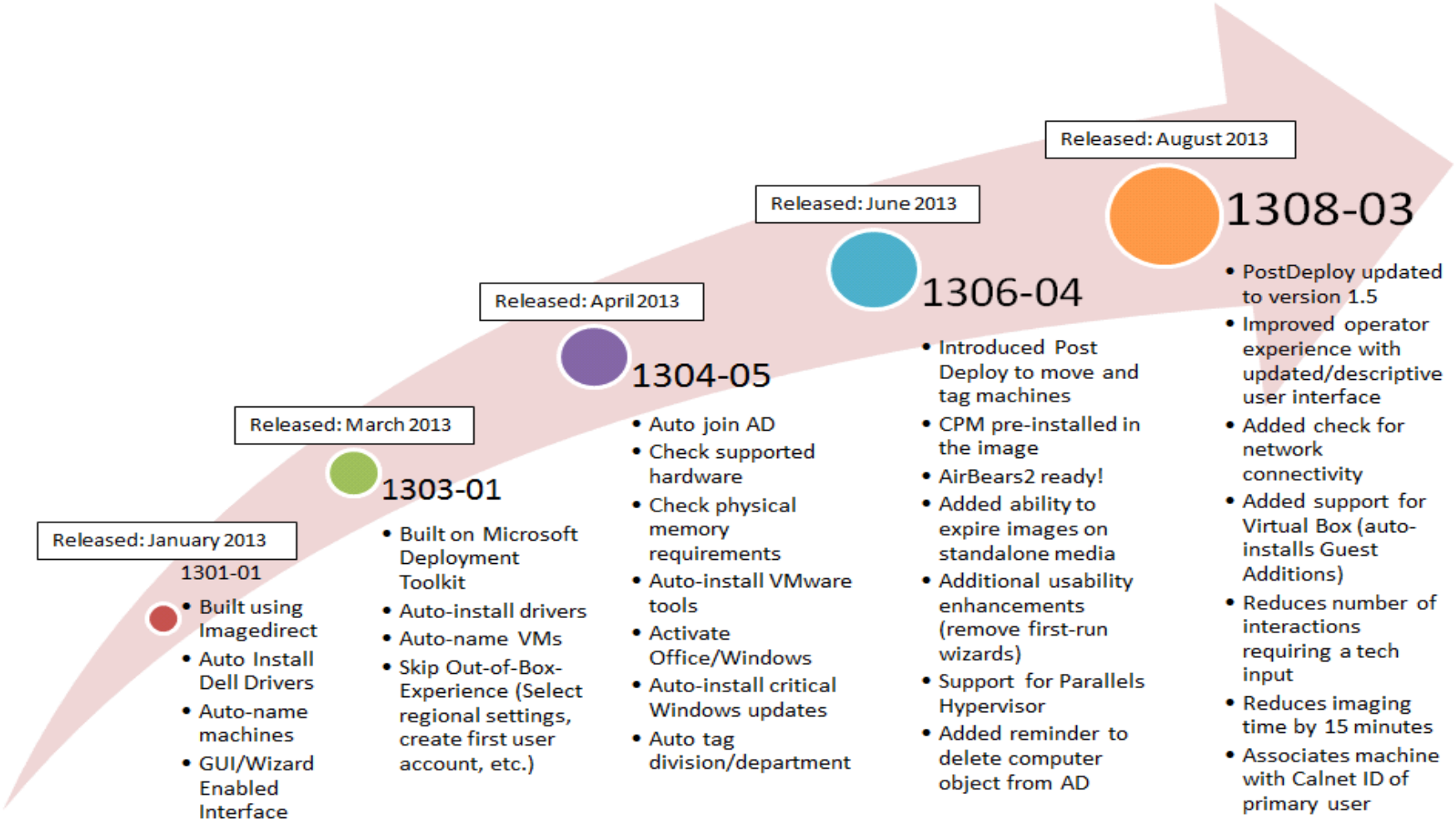
Number of steps it took to reimage a machine in the legacy environment = 17

Reimaging a Workstation in the EEI Environment

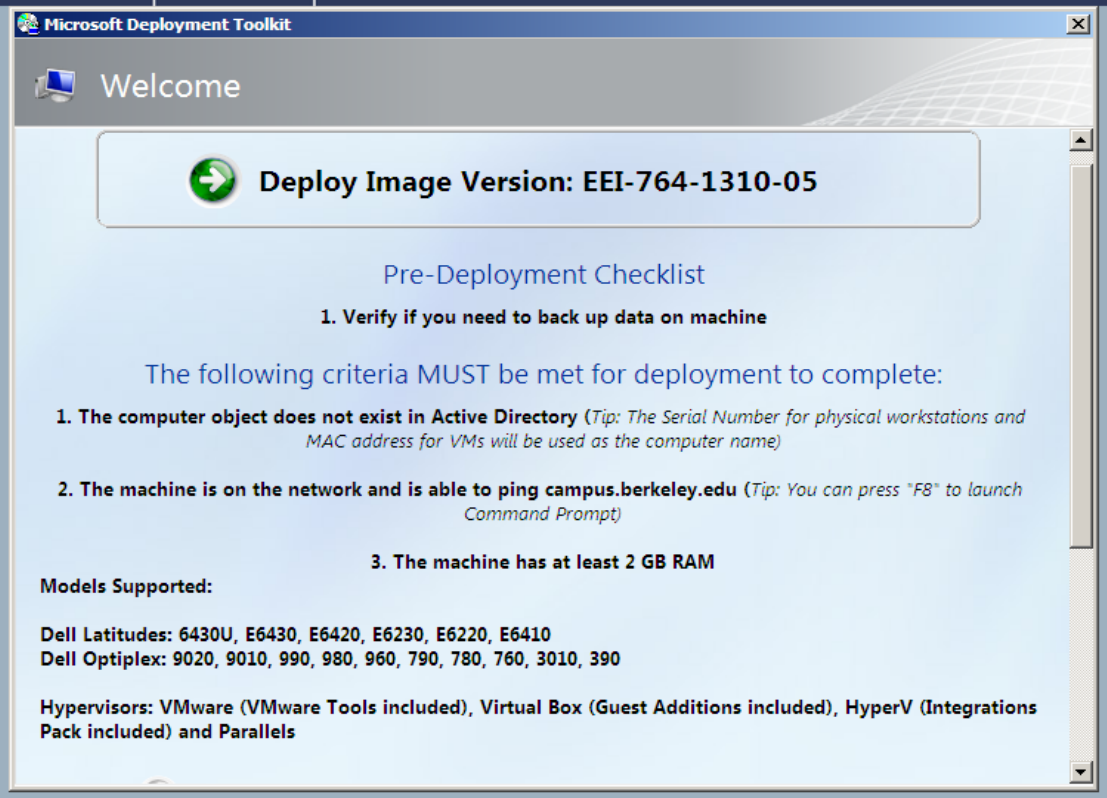


Number of steps it took to reimage a machine in the EEI environment = 8

EEI Image and Operating System Deployment Progression



Berkeley UNIVERSITY OF CALIFORNIA | EEI | Imaging & Operating System Deployment



For more information, please visit:
https://calshare.berkeley.edu/sites/eei/imaging

Berkeley
UNIVERSITY OF CALIFORNIA

Inventory

Deployment Quick Overview

Date Generated: Mon, 28 Oct 2013 13:17:08 -0700
Total Number of Clients: 6479
Total Number of Clients Reported Today: 4226
Total Number of Clients Reported Last Month: 5325
Total Number of TEM Relays:10

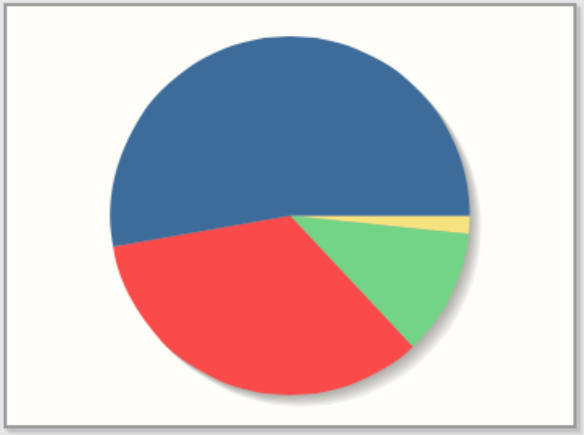
Inventory

Historical Growth of Machines with TEM Client Installed

Period of Time	Total
Last 24 Hours	11
Last 1 Week	107
Last 2 Weeks	216
Last 1 Month	424
Last 2 Months	1232
Last 3 Months	1932
Last 6 Months	2678
Last 1 Year	5278
Since TEM Went Into Production	6479

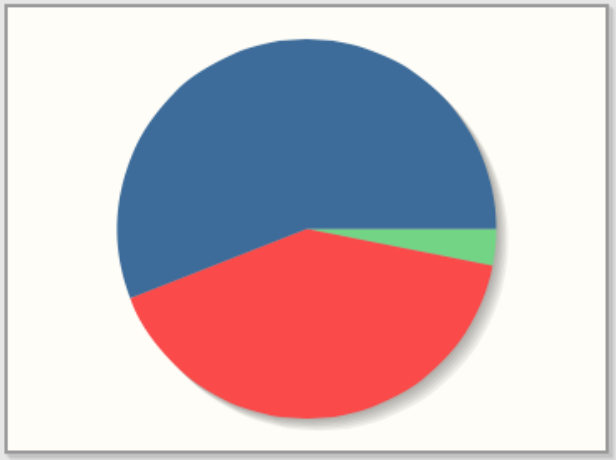
Inventory

Warranty Status Breakdown



	EEI: Dell Warranty St...	Cou...	Perce...
	Active	2465	52.8%
	Expired	1598	34.2%
	Future	533	11.4%
	Other	76	1.6%

Apple Warranty



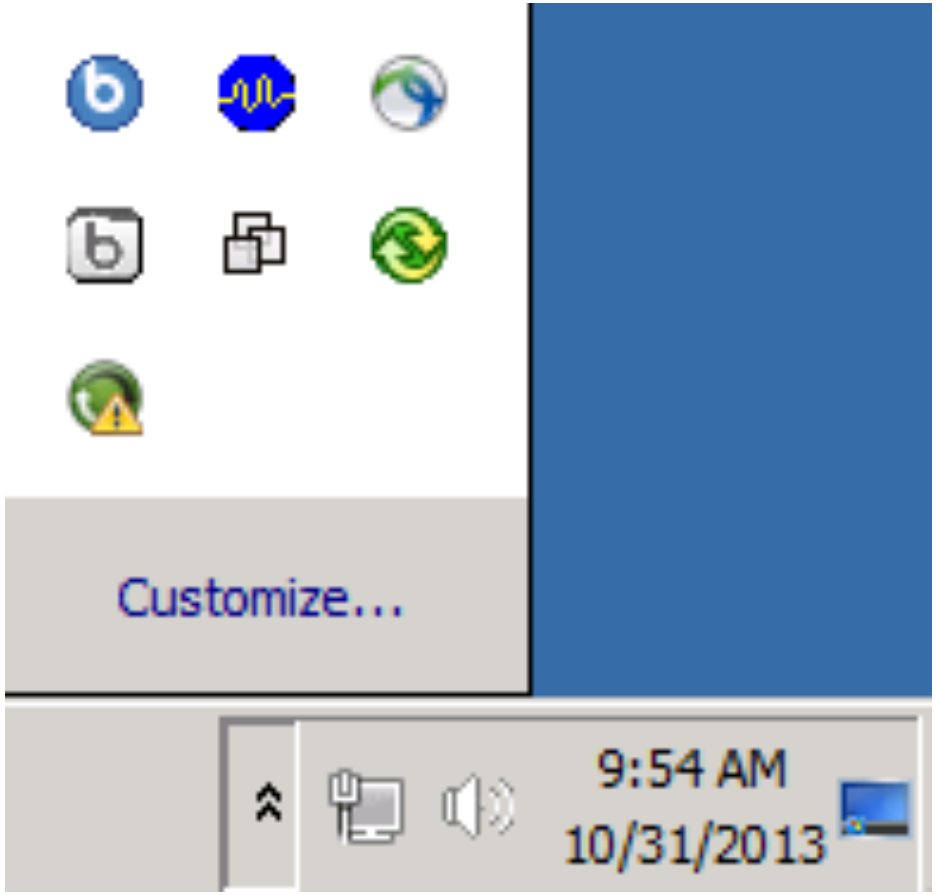
	EEI: Apple Warranty ...	Cou...	Perce...
	AppleCare Repair Agreement	414	55.9%
	Out Of Coverage	303	40.9%
	Other	23	3.1%

Patch Management

- Patch Windows Security patches on the Friday of the week of Patch Tuesday
- Zero days typically within 72 hours, faster if critical
- Third party software
- Adobe Reader/Acrobat
- Flash and Shockwave
- Java
- Firefox
- iTunes/QuickTime
- Skype

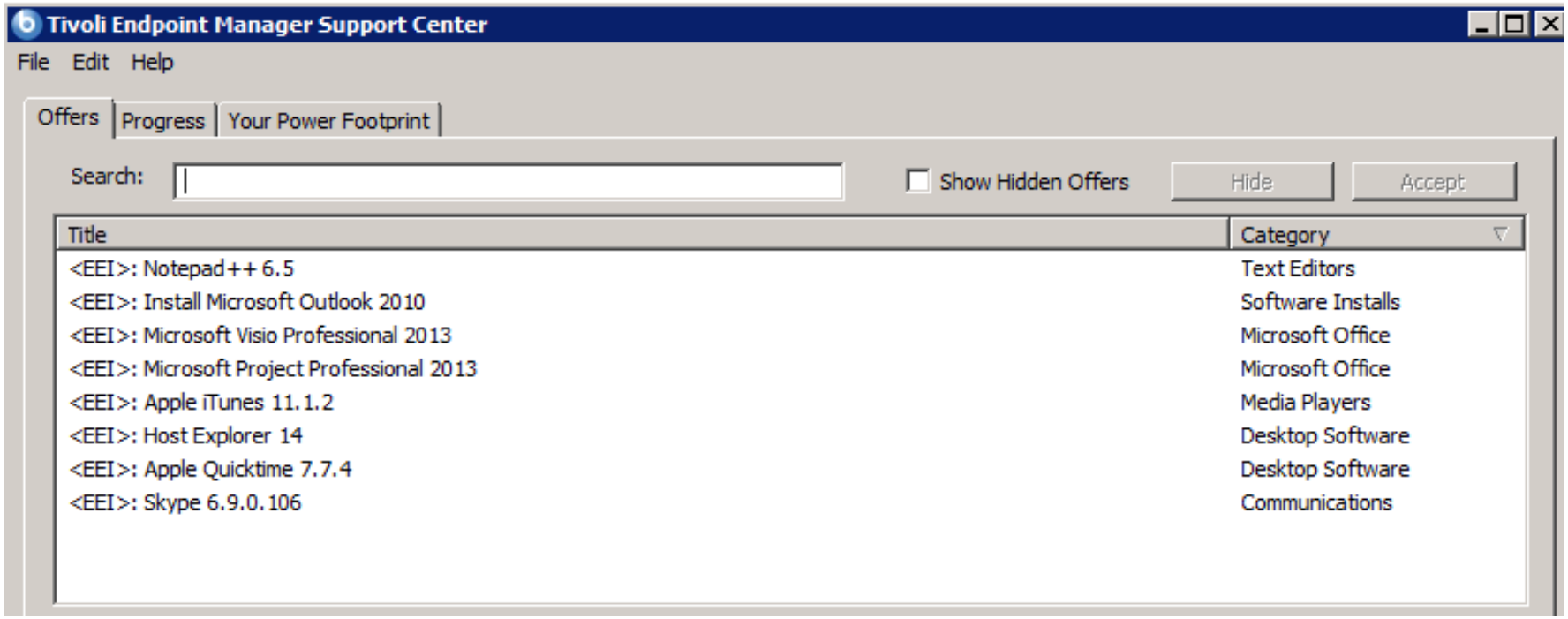
IF YOU HIT THIS SIGN,
YOU WILL HIT THAT BRIDGE

Self Service IT



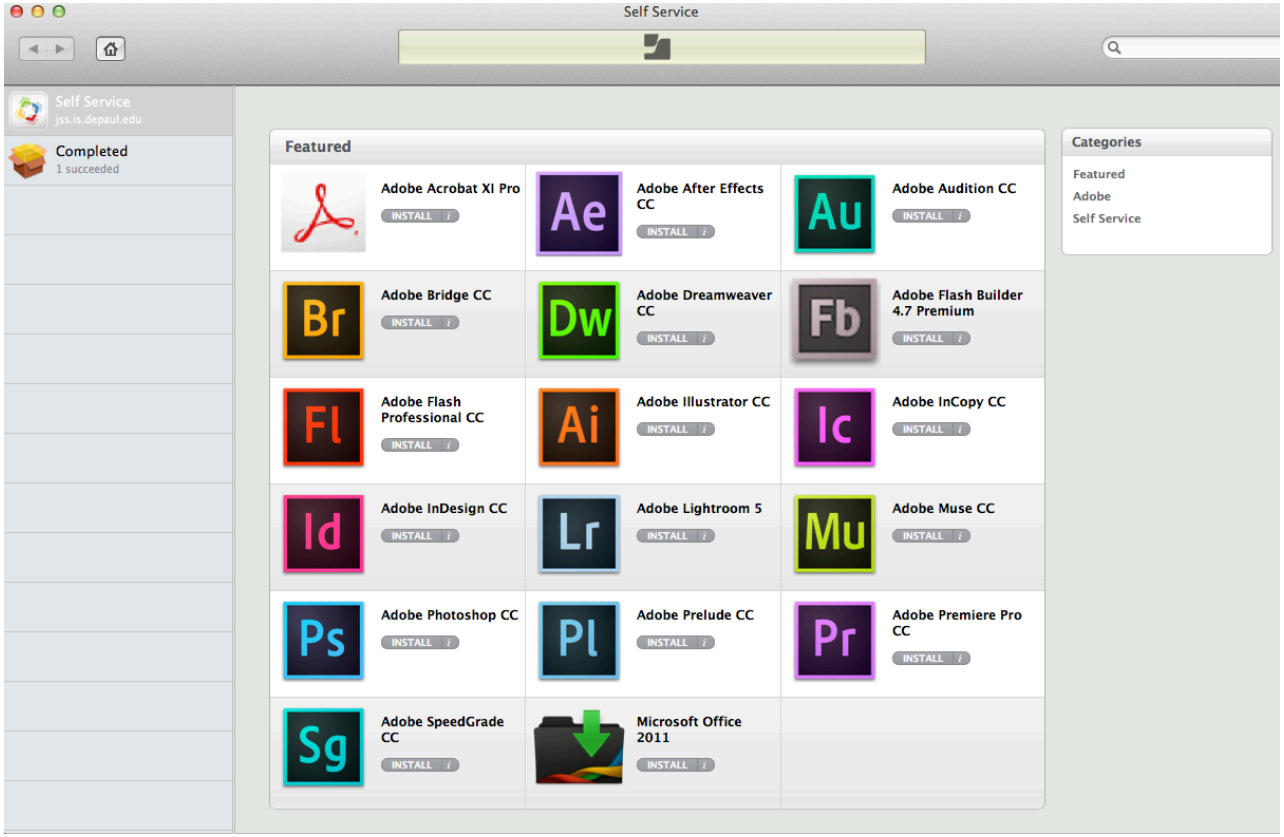
Berkeley
UNIVERSITY OF CALIFORNIA

Self Service IT (TEM)



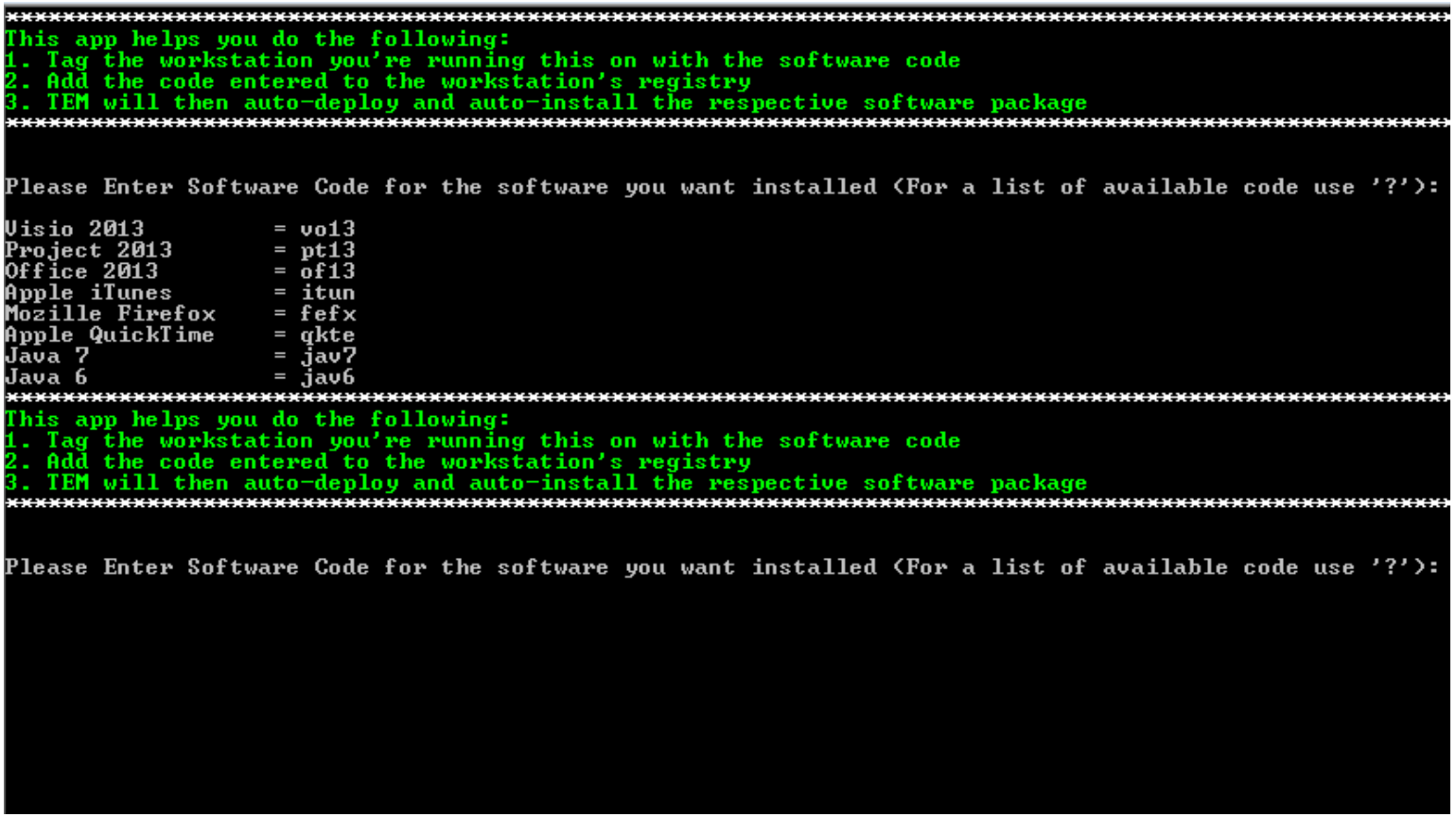
Berkeley
UNIVERSITY OF CALIFORNIA

Self Service IT (Casper)



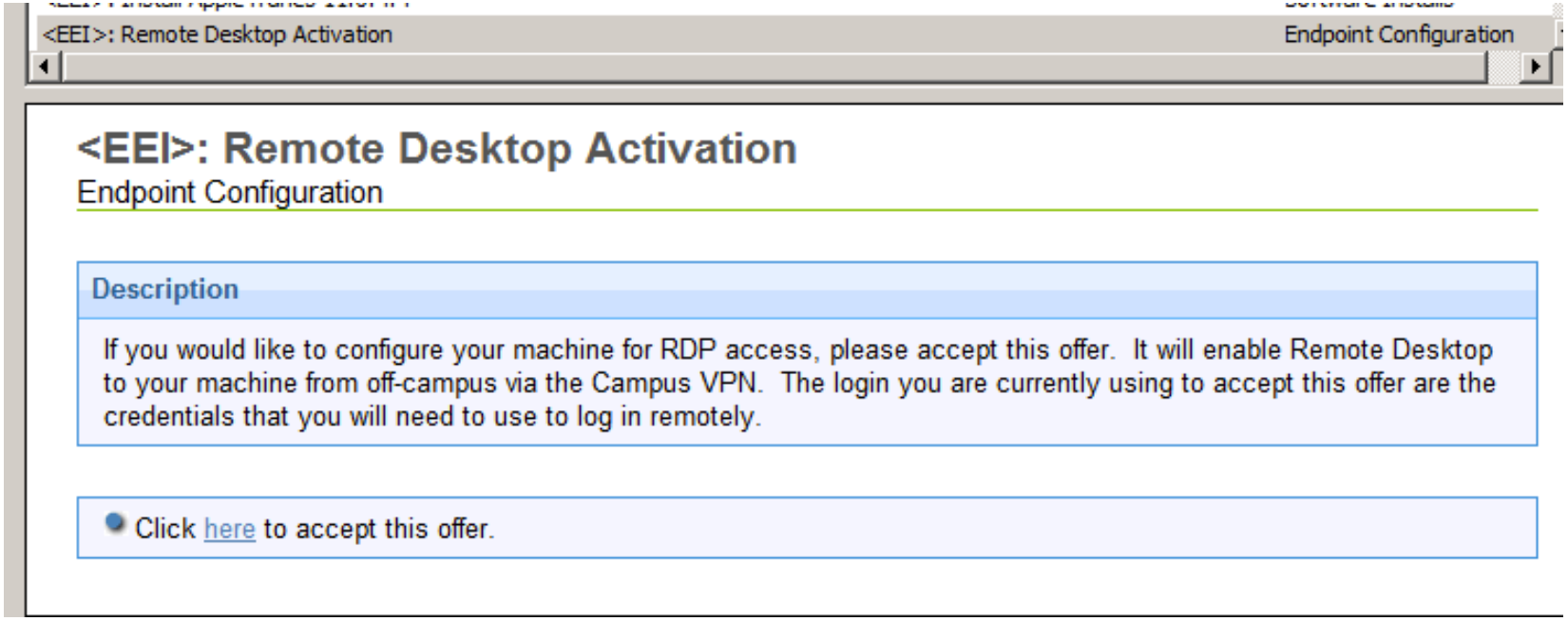
Berkeley
UNIVERSITY OF CALIFORNIA

Self Service (Dept IT)

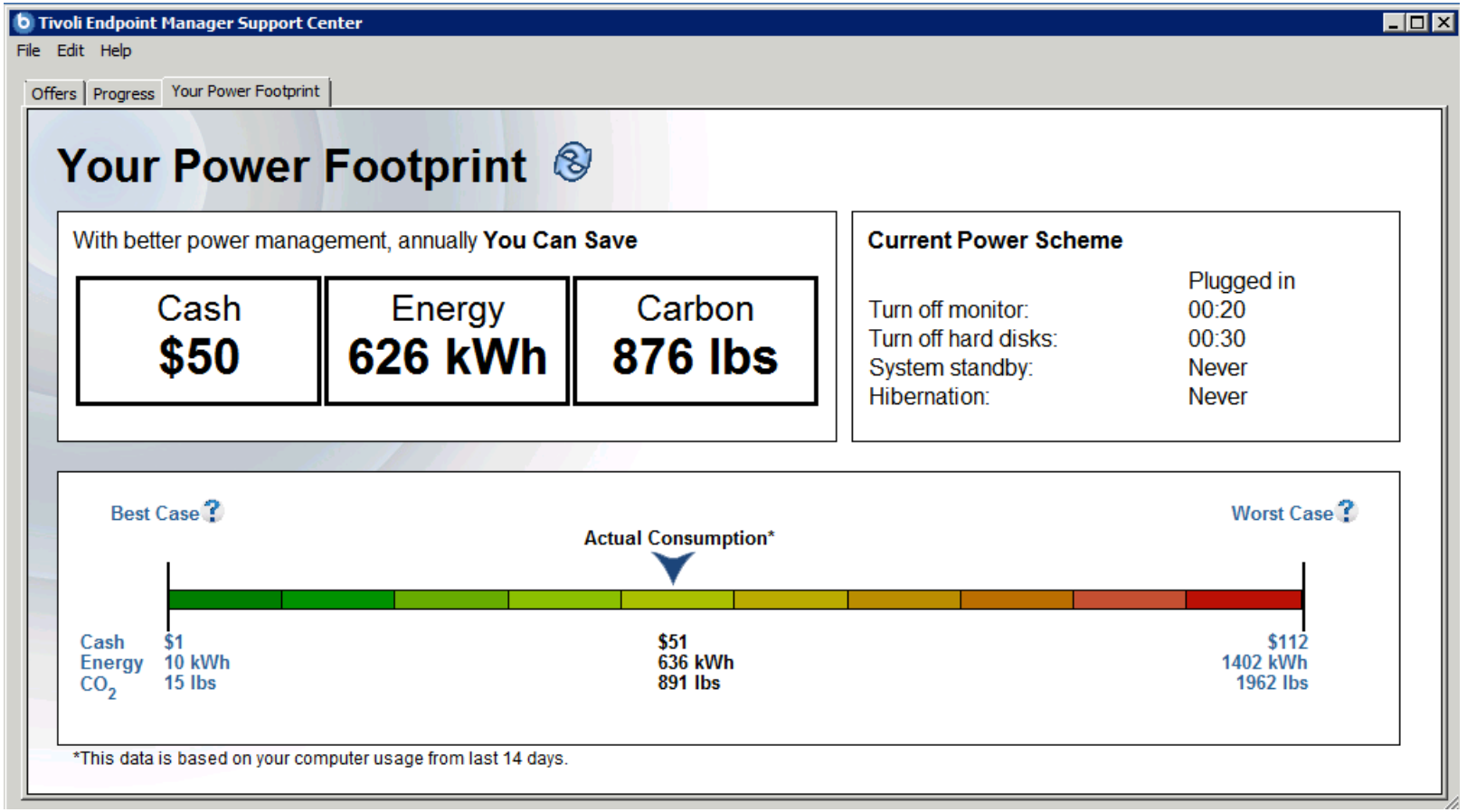


Berkeley
UNIVERSITY OF CALIFORNIA

Self Service Configuration

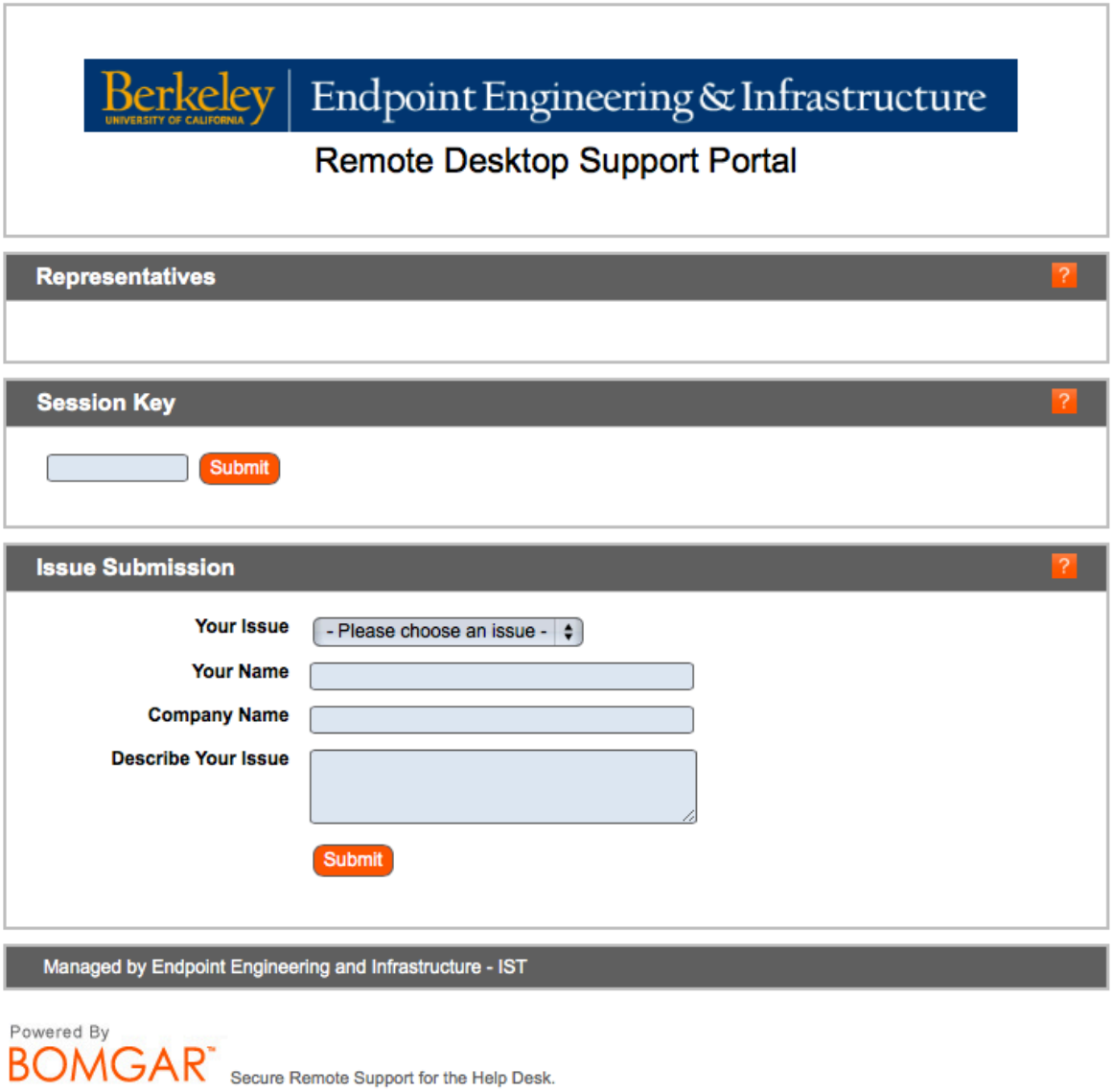


Power Management



Berkeley
UNIVERSITY OF CALIFORNIA

Bomgar



Berkeley
UNIVERSITY OF CALIFORNIA

OS X

- Coming soon to an IT person near you

- Uses the JAMF Casper Suite
- Imaging with a campus standard build
- OS X Mavericks / 10.9
- Configuration management
- Specialized inventory
- Self Service
- Other features with TEM

Questions and Discussion
calshare.b.e/sites/eei/

Berkeley
UNIVERSITY OF CALIFORNIA