

Rainbows, Unicorns, and Robot Armies 2.0

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Endpoint Engineering
and Infrastructure (EEI)

Micronet Presentation
Halloween 2013



What is EEI about?



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)





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

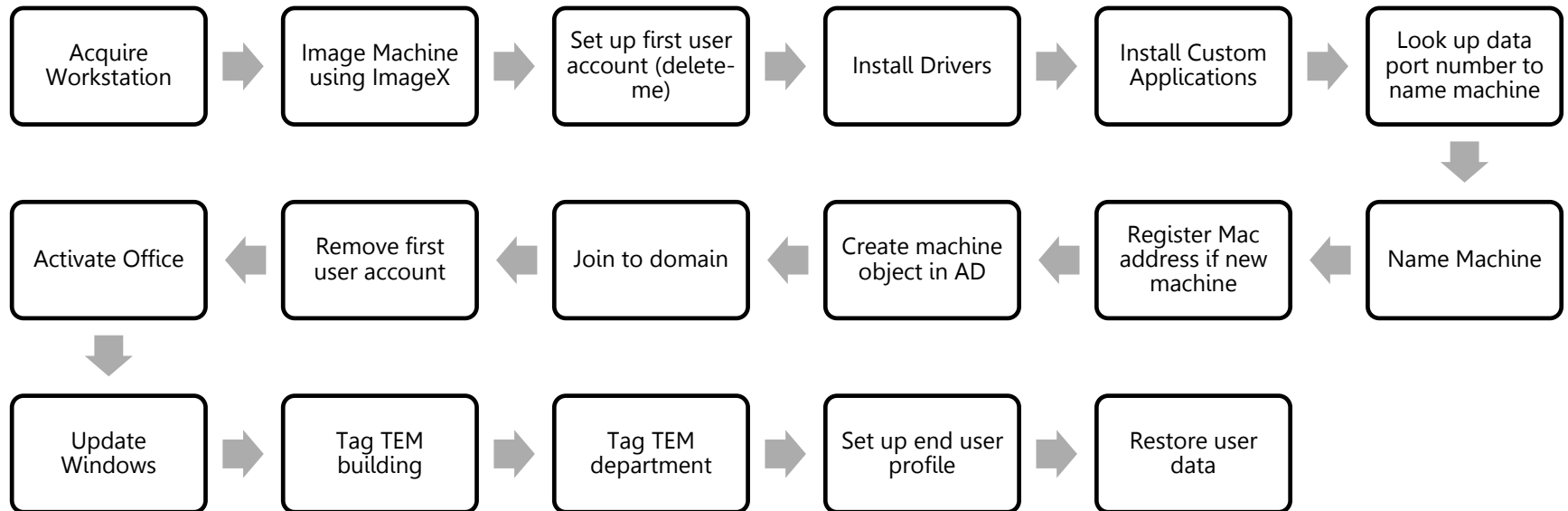
West of House

You are standing in an open field west
of a white house, with a boarded front
door.

There is a small mailbox here.

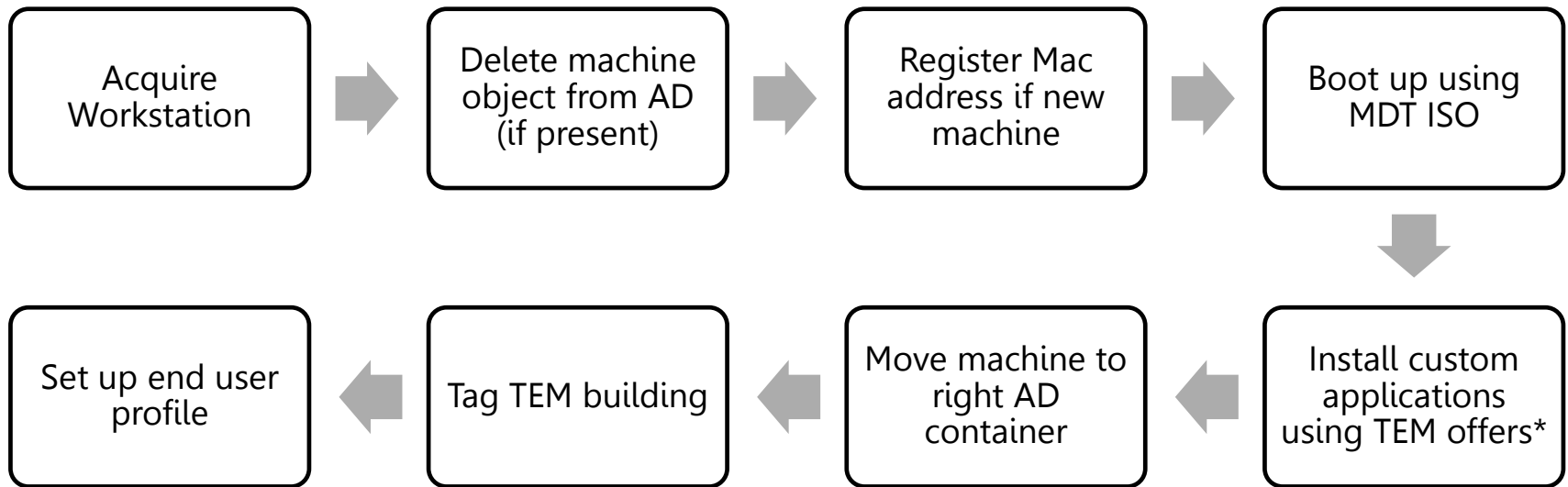
>_

Reimaging a Workstation in the Legacy Environment



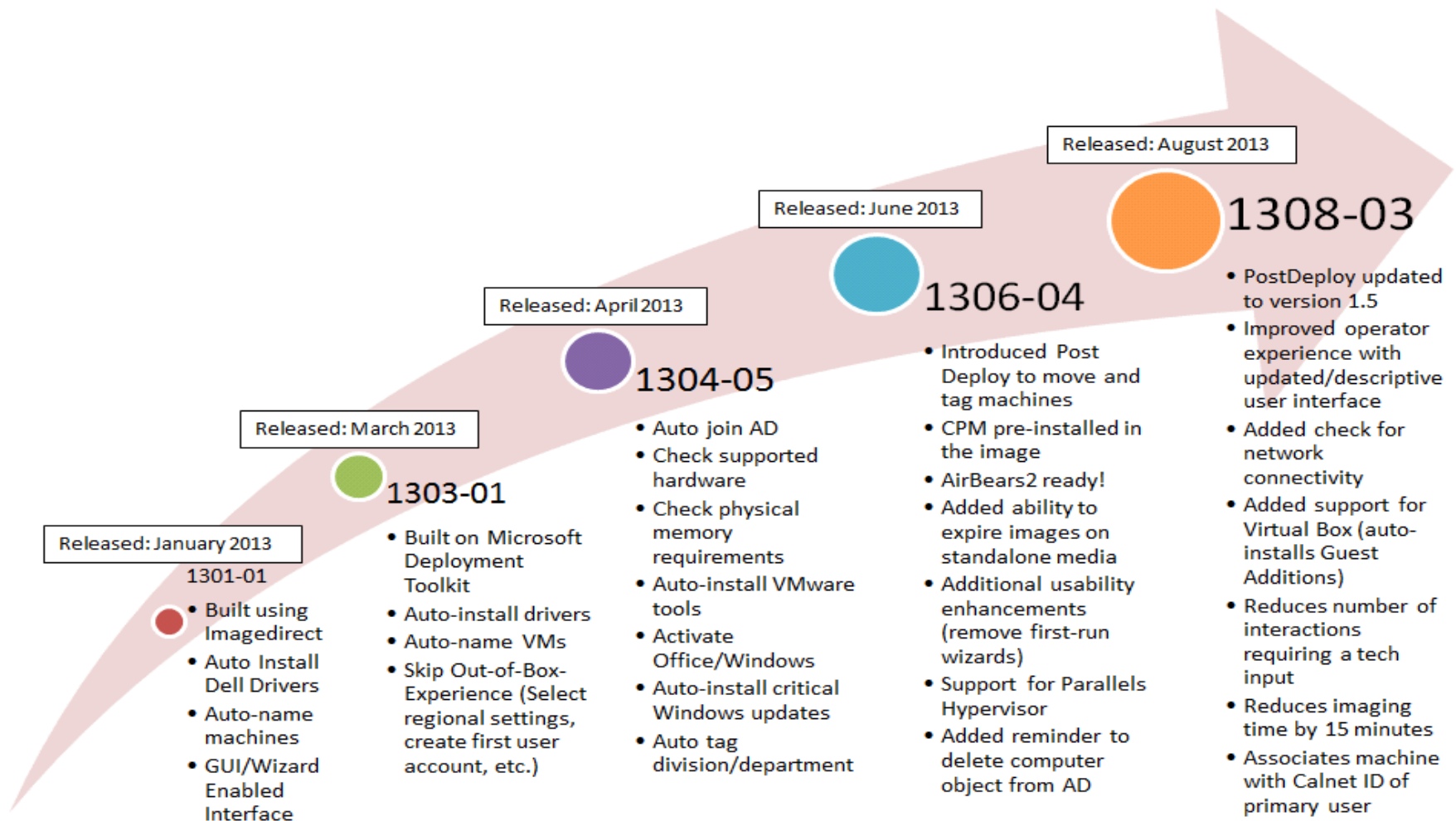
Number of steps it took to reimage a machine in the legacy environment = 17

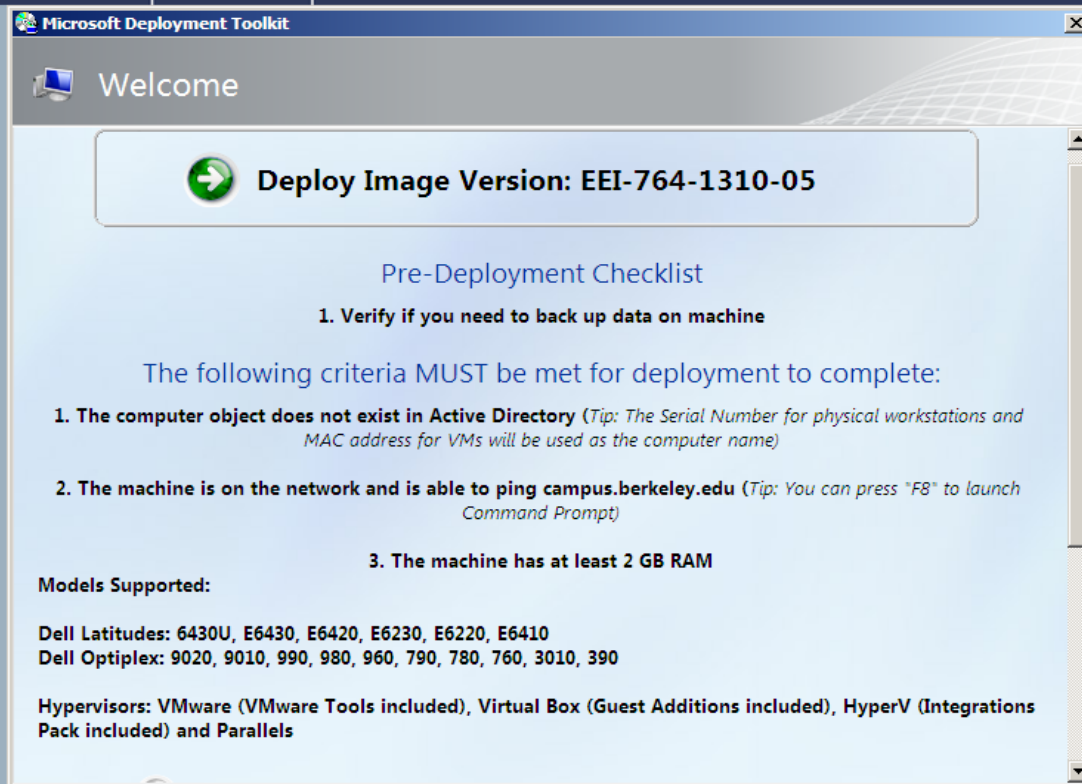
Reimaging a Workstation in the EEI Environment



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

EEI Image and Operating System Deployment Progression





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



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

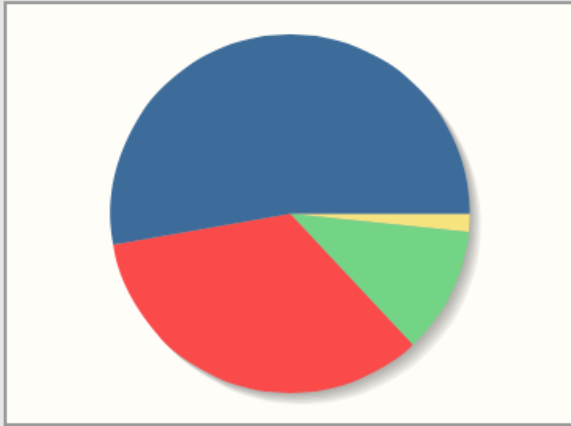
Last 6 Months 2678

Last 1 Year 5278

Since TEM Went Into Production 6479

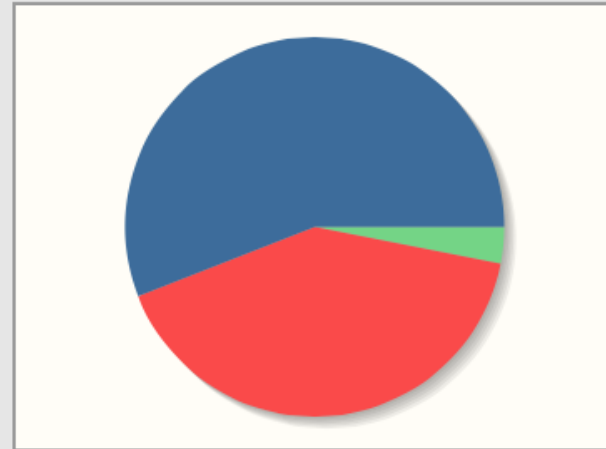
Inventory

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



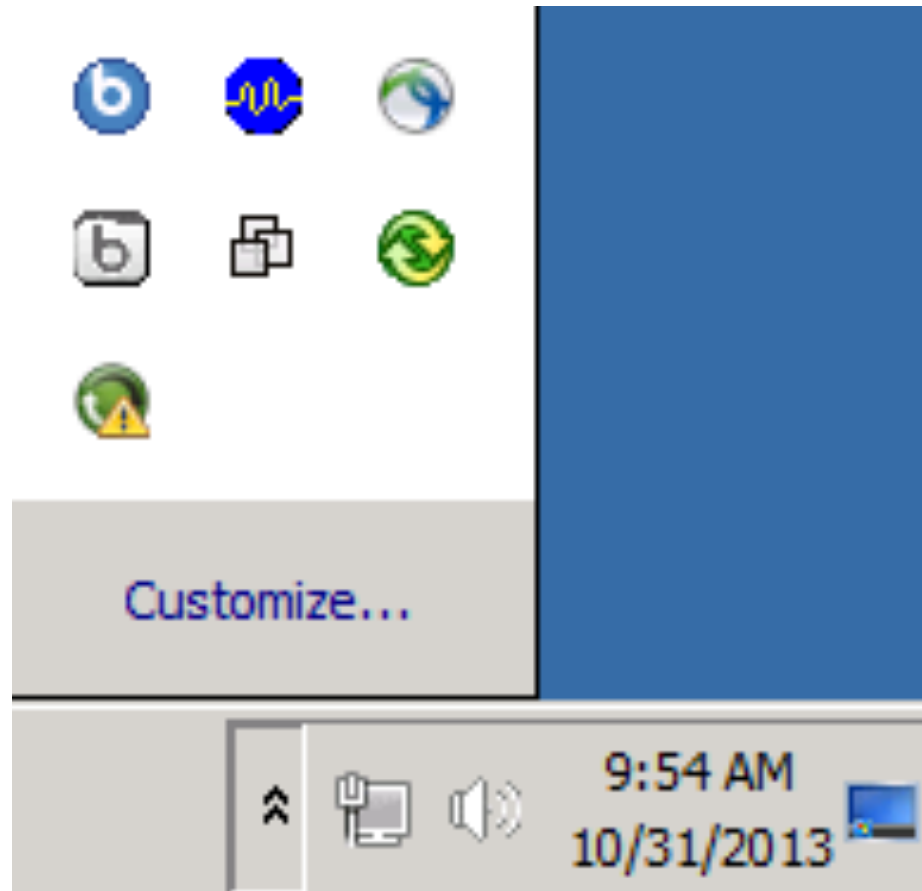
	EEI: Apple Warranty ...	Cou...	Perce...
■	AppleCare Repair Agreement	414	55.9%
■	Out Of Coverage	303	40.9%
■	Other	23	3.1%

Patch Management

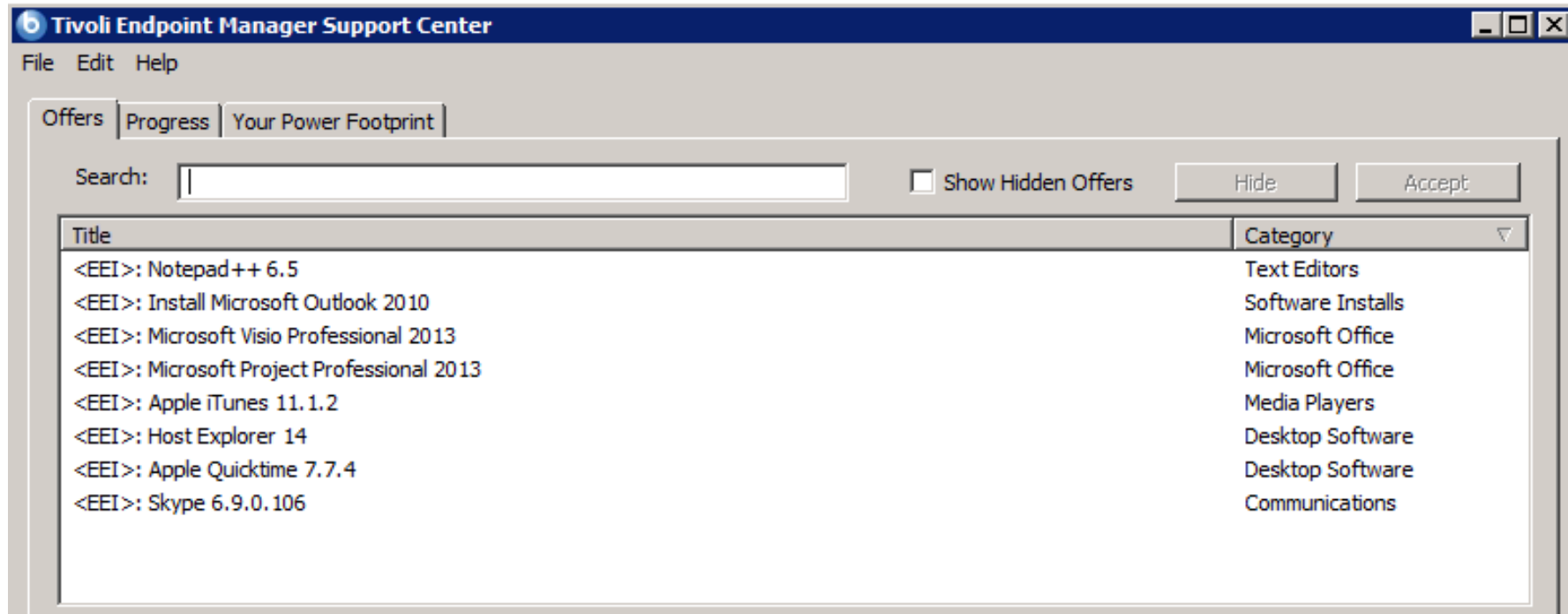
- Patch Windows Security patches on the Friday of the week of Patch Tuesday
- Zero days typically within 72 hours, faster if critical
- Third party software
- Adobe Reader/Acrobat
- Flash and Shockwave
- Java
- Firefox
- iTunes/QuickTime
- Skype



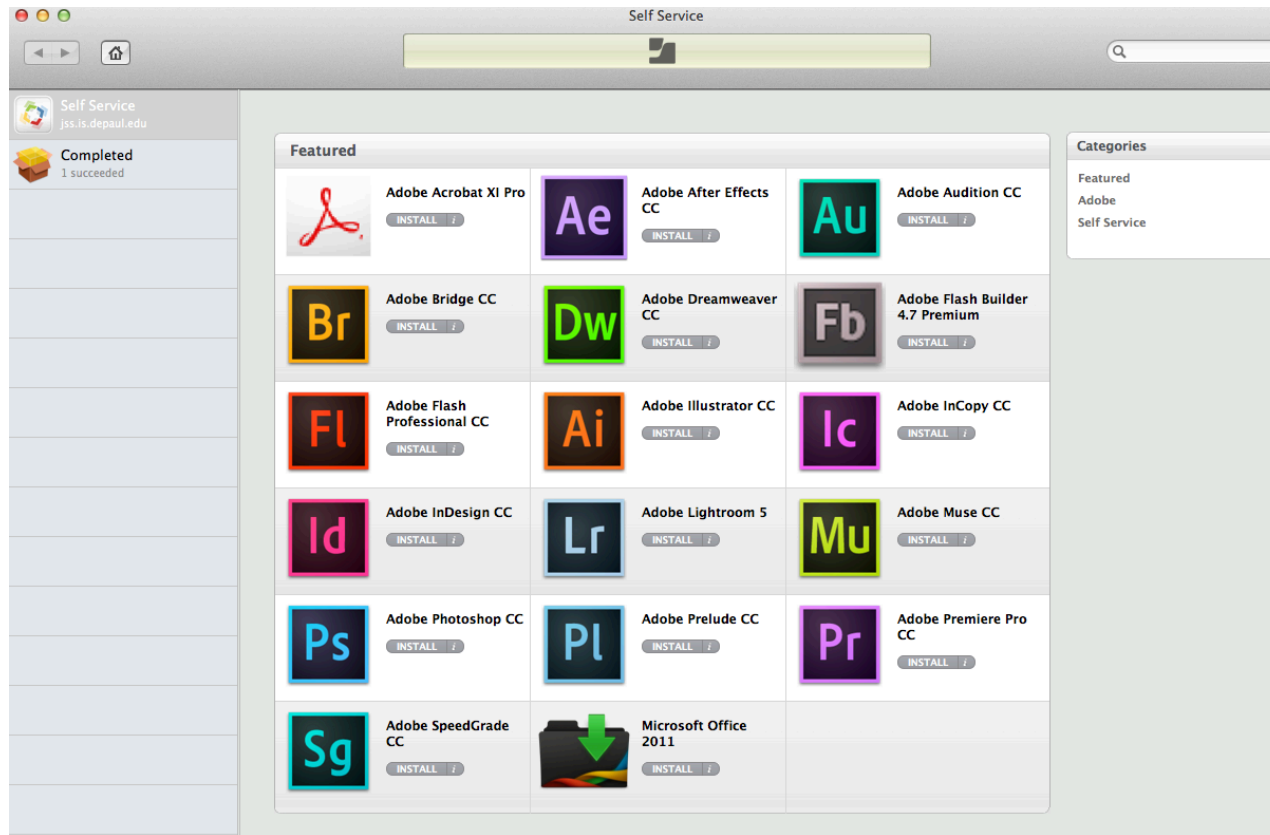
Self Service IT



Self Service IT (TEM)



Self Service IT (Casper)



Self Service (Dept IT)

```
*****
This app helps you do the following:
1. Tag the workstation you're running this on with the software code
2. Add the code entered to the workstation's registry
3. TEM will then auto-deploy and auto-install the respective software package
*****

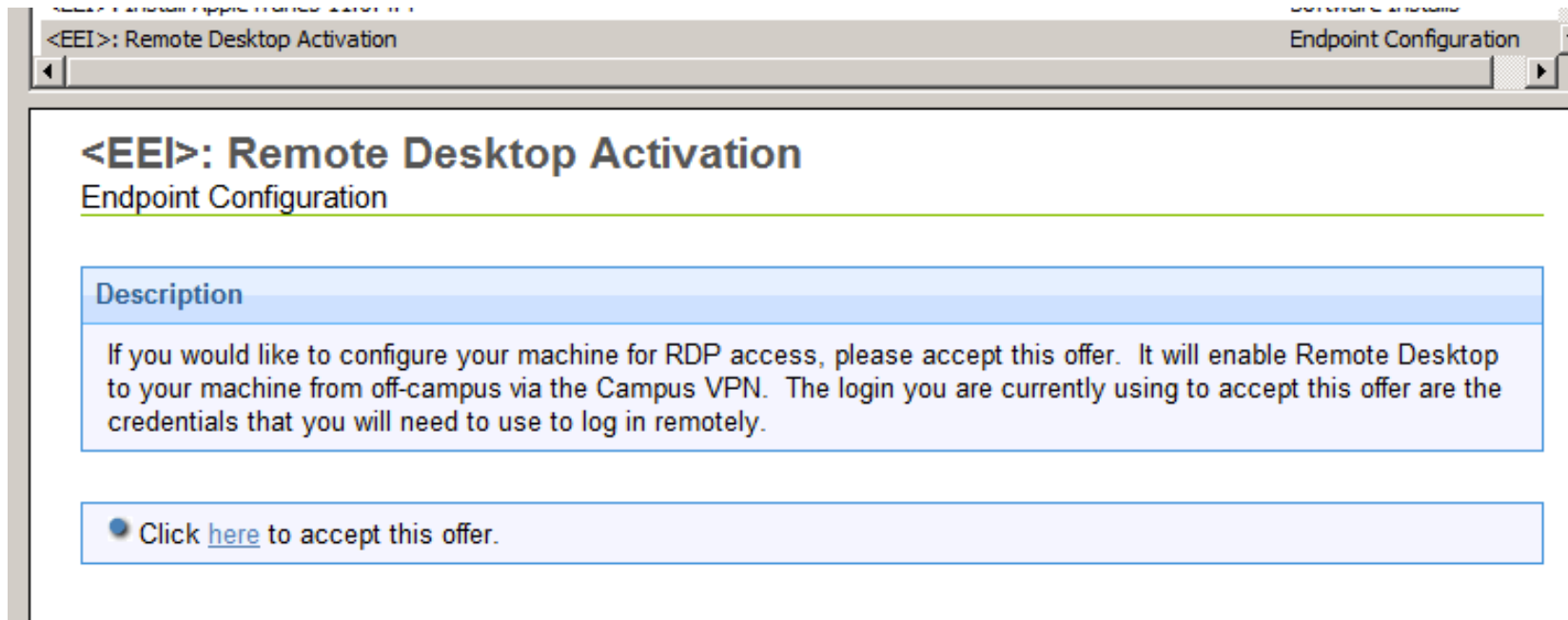
Please Enter Software Code for the software you want installed (For a list of available code use '?'):
```

Visio 2013	=	vo13
Project 2013	=	pt13
Office 2013	=	of13
Apple iTunes	=	itun
Mozilla Firefox	=	fefx
Apple QuickTime	=	qkte
Java 7	=	jav7
Java 6	=	jav6

```
*****
This app helps you do the following:
1. Tag the workstation you're running this on with the software code
2. Add the code entered to the workstation's registry
3. TEM will then auto-deploy and auto-install the respective software package
*****

Please Enter Software Code for the software you want installed (For a list of available code use '?'):
```

Self Service Configuration



<EEI>: Remote Desktop Activation

Endpoint Configuration

<EEI>: Remote Desktop Activation

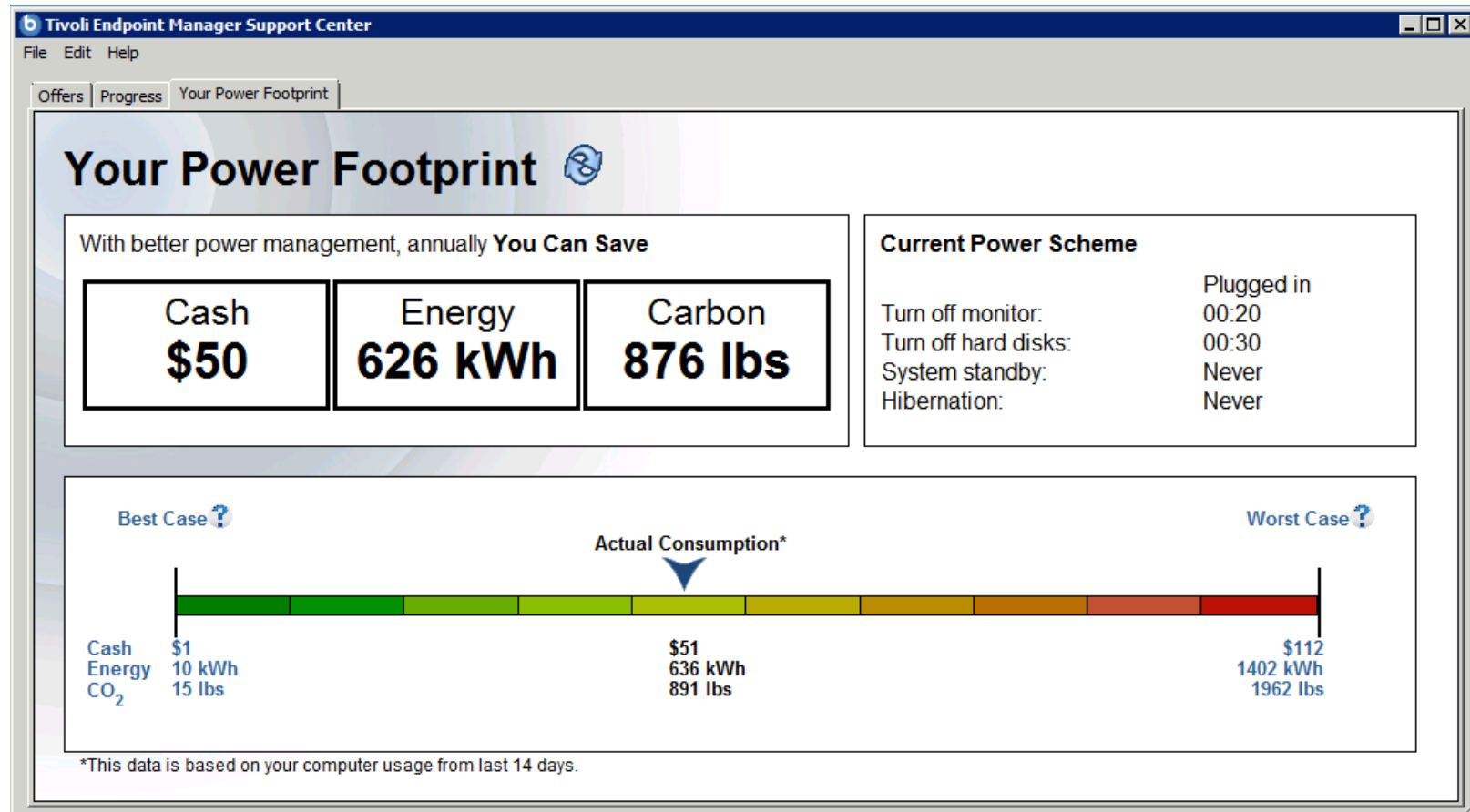
Endpoint Configuration

Description

If you would like to configure your machine for RDP access, please accept this offer. It will enable Remote Desktop to your machine from off-campus via the Campus VPN. The login you are currently using to accept this offer are the credentials that you will need to use to log in remotely.

☒ Click [here](#) to accept this offer.

Power Management



Bomgar



Endpoint Engineering & Infrastructure

Remote Desktop Support Portal

Representatives



Session Key



Submit

Issue Submission



Your Issue - Please choose an issue -

Your Name

Company Name

Describe Your Issue

Submit

Managed by Endpoint Engineering and Infrastructure - IST

Powered By

BOMGAR™

Secure Remote Support for the Help Desk.

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/