

Always changing is **NOT** always improving

NEVER changing is getting worse

Where! was

• Whenever are

• How we got there

• And lessons learned along the way

Always changing is NOT always improving

NEVER changing *is* getting worse

- Where I was
- Where we are
- How we got there
 - And lessons learned along the way

Where I Was

- 10-year Helpdesk veteran (2006-2016)
- On-site tech, with Mac specialization (2016-2019)
 - MDM Implementation - January 2019
- Became Mac Admin - September 2019-current