



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