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Migrating to “Modern” from zero to hero

Patch My PC
PATCH MANAGEMENT MADE EASY

Workplace Ninja User Group Switzerland

About me…

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Most Valuable Mentor

MVP Microsoft® Most Valuable Professional

Modern Workplace for Customer xyz

- Overview Project Scope
- Workplace
- Use Cases
- Application Management
- Migration
- Problems / Solution
- Q&A

Project Scope

Program Goal

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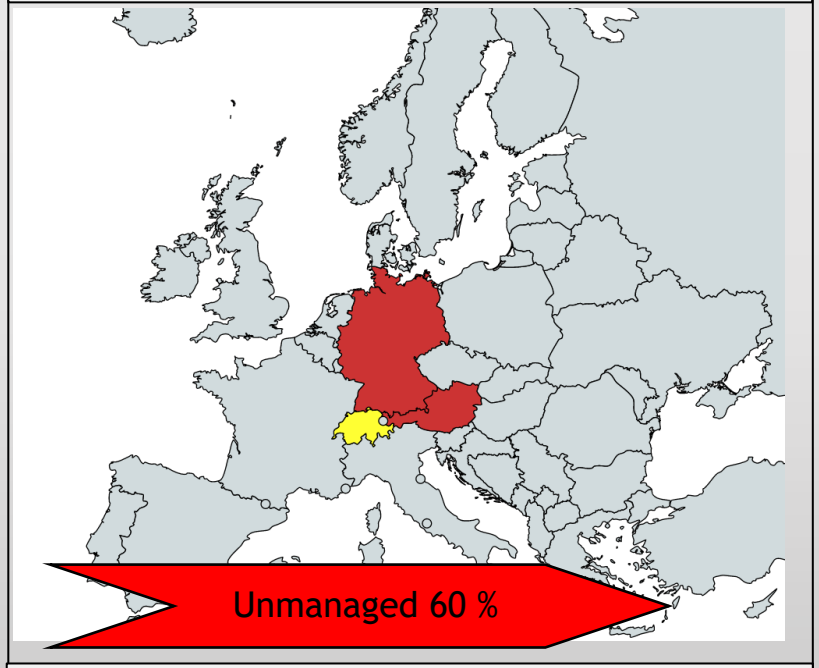
current Situation



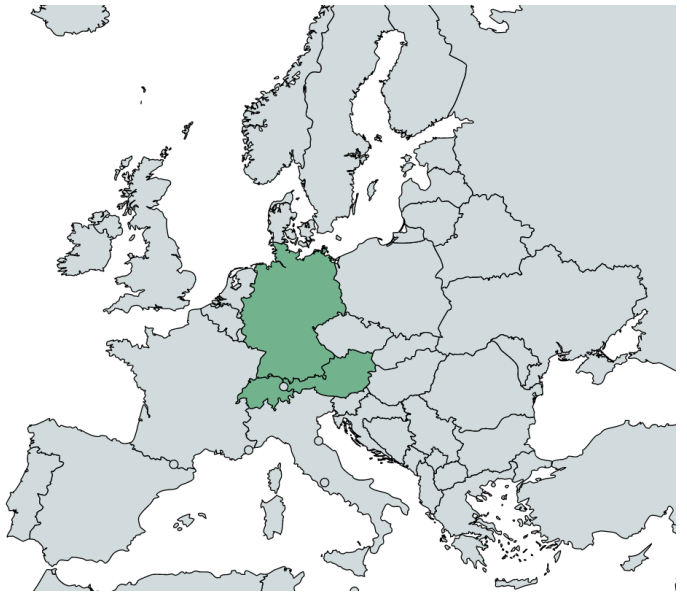
60% Non managed
30% managed

- W10 managed Eol
- Security risks
- Compatibility risk
- Managed by 3-Party

+

- Missing transparency
- Hidden costs (3-Party)
- Compliance risk
- Complex migration projects landscape

One Work Place



Fully “modern” in W10
Central management
Global standardized processes

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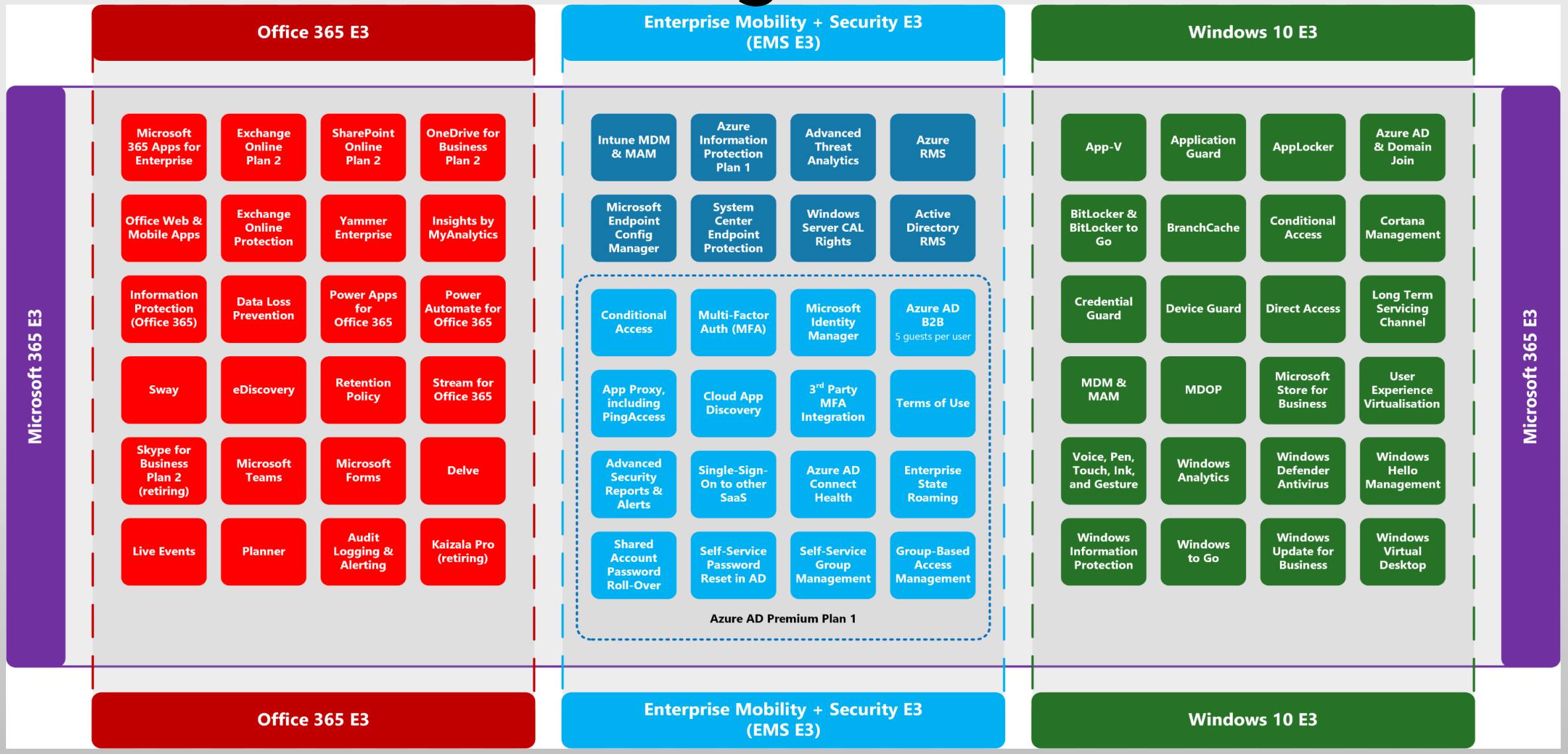
Out of the Box is the new "Modern"

Continuous Learning / Improvement

Based on Licensing



Latest diagrams available here: https://github.com/AaronDinnage/Licensing

Device Management Service

Today services

1

Usage trend by 2021

2

- evaluating
- ordering
- shipping
- unpacking
- staging
- deploying
- maintaining
- changing
- moving
- supporting
- repairing
- disposing

Vision

9

One Workplace

Workplace

Workload's

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Device (HW) Management (Replace)	• Device (HW) Management (Replace)
Windows 10 Management (Wipe/Load)	• Windows 10 Management (Autopilot)
Office Management (MSI)	• Office Management (C2R)
Application Management (Kerberos)	• Application Management (modernAuth)
Patch Management (WSUS)	• Patch Management (WUfB)
Configuration Management (GPO)	• Configuration Management

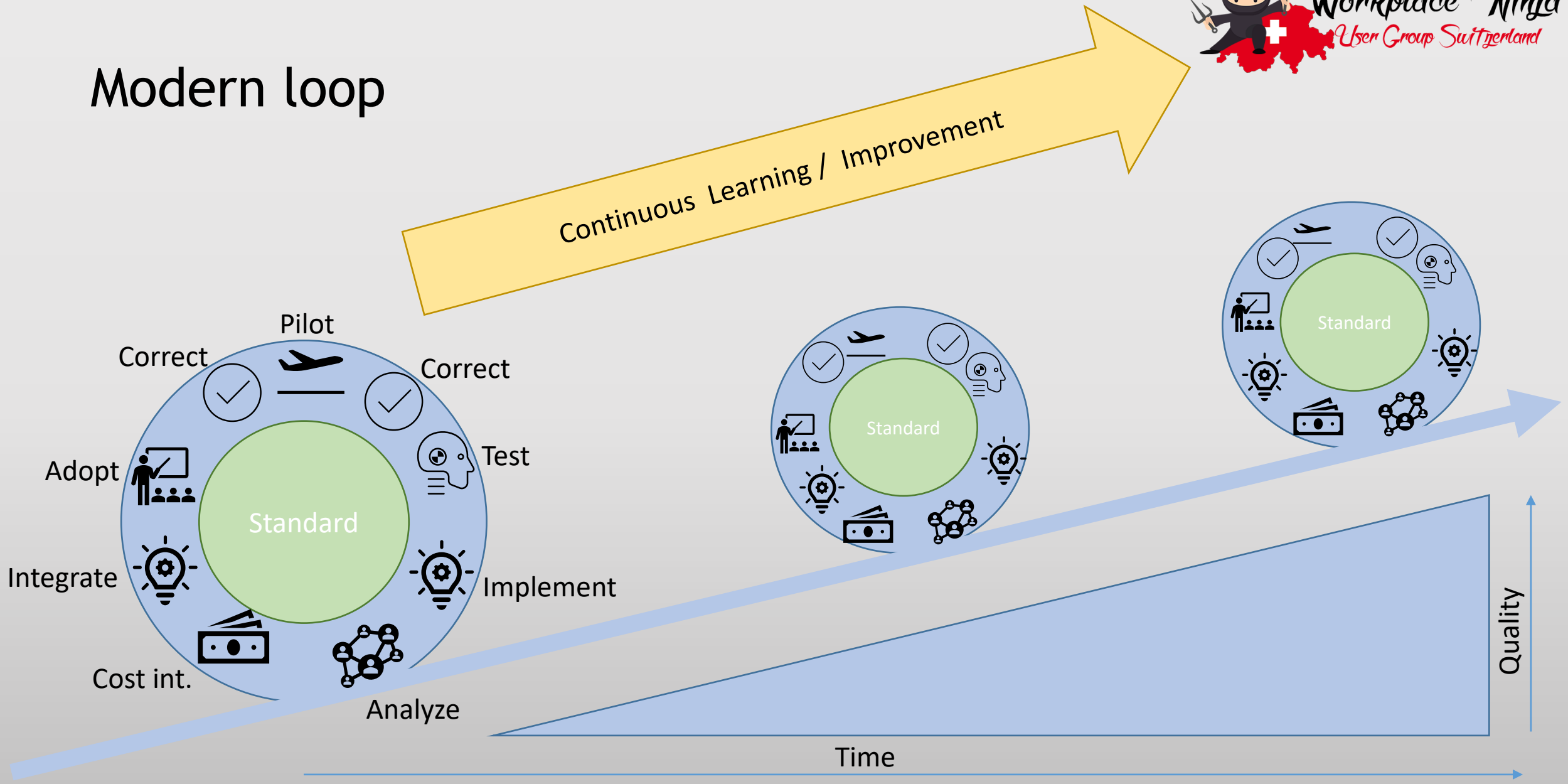
Transition Challenges

- Kerberos Applications (Server/Client)
- Take the same GPOs as in the old environment
- Network Connectivity // WiFi // Proxy // VPN
- File Server / Shares
- Security (Firewall/Netzwerk)

Transition Chances

- WVD // Remote Desktop App // Remote app Proxy
- Start from greenfield and set what you need
- Internet Access // Simple // Split Tunnel
- SharePoint Online
- Modern Security (Identity Protection)

Modern loop


Continuous Learning / Improvement
Pilot
Correct
Correct
Test
Adopt
Standard
Integrate
Implement
Cost int.
Analyze
Standard
Standard
Quality
Time

Role / Service Level Picture

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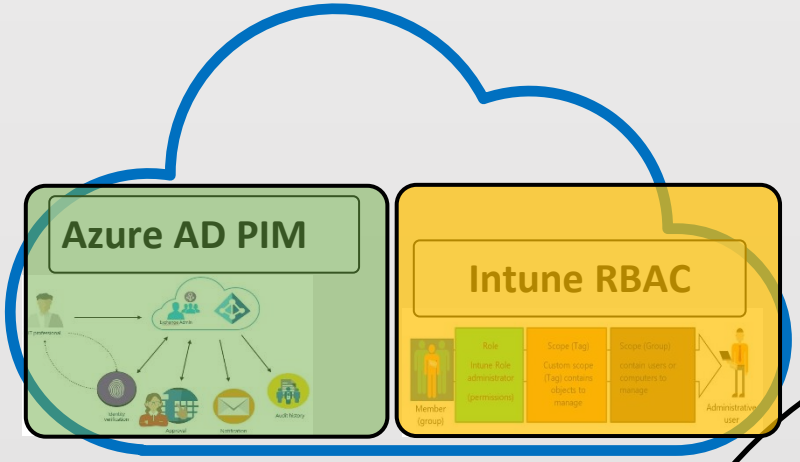


Global Engineering Team

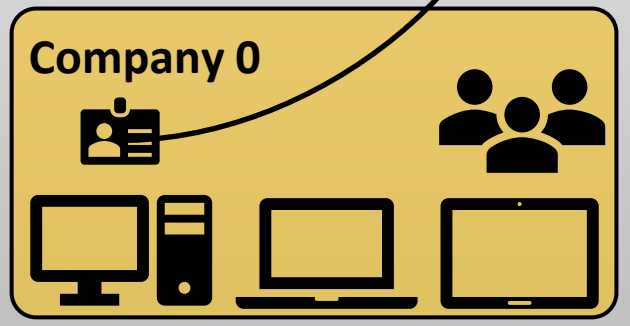
Services from Company 0

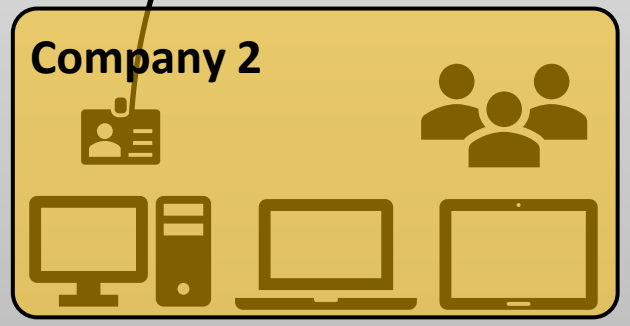
Self managed by Company

Company 0

Engineering Team	Subcompany 1	Subcompany 2
3rd Level Engineering	3rd Level Engineering	3rd Level Engineering
2nd Level Support	2nd Level Support	2nd Level Support
1st Level Support	1st Level Support	1st Level Support

1st Level will change to “User Self Service” (Learning, Adoption)

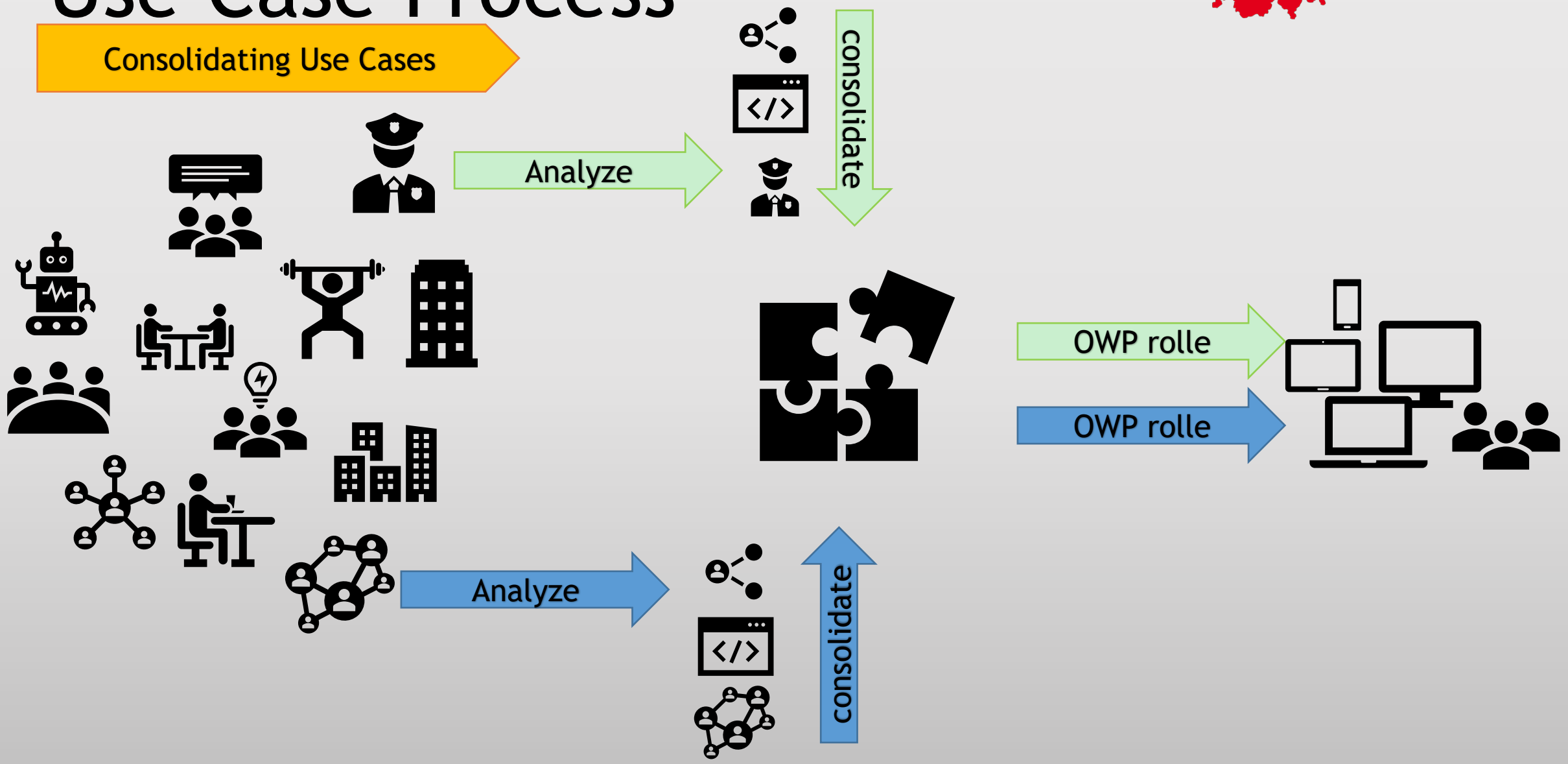




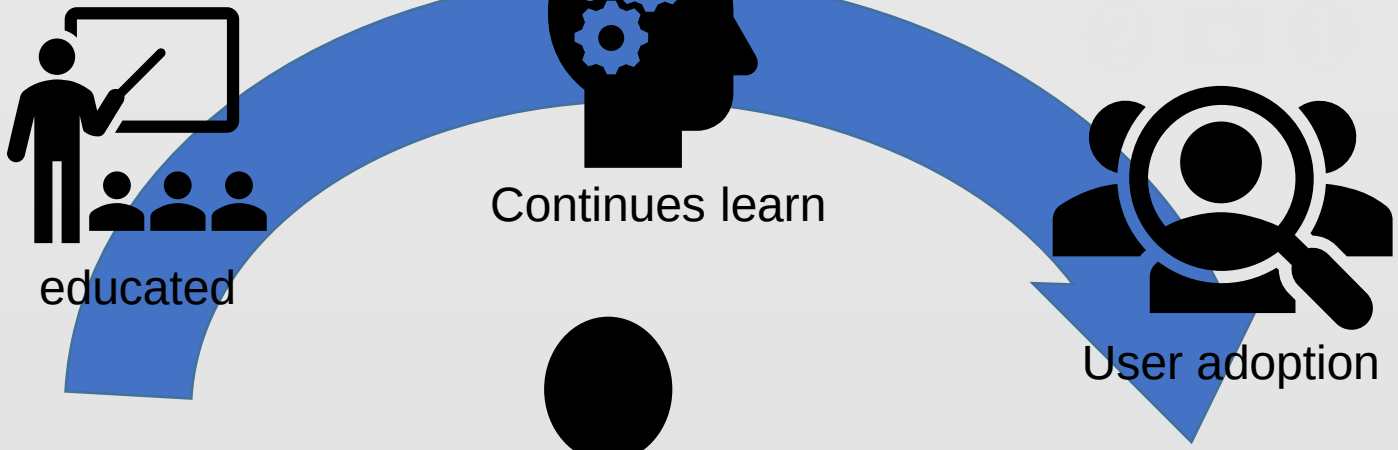
Use Cases

Use Case Process

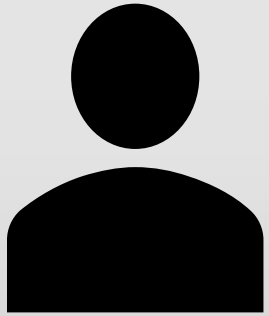
Consolidating Use Cases



User Centric
User Experience



cloud
enrollment



Self Service Portal

Workstyle (Personas) -> Use Case based

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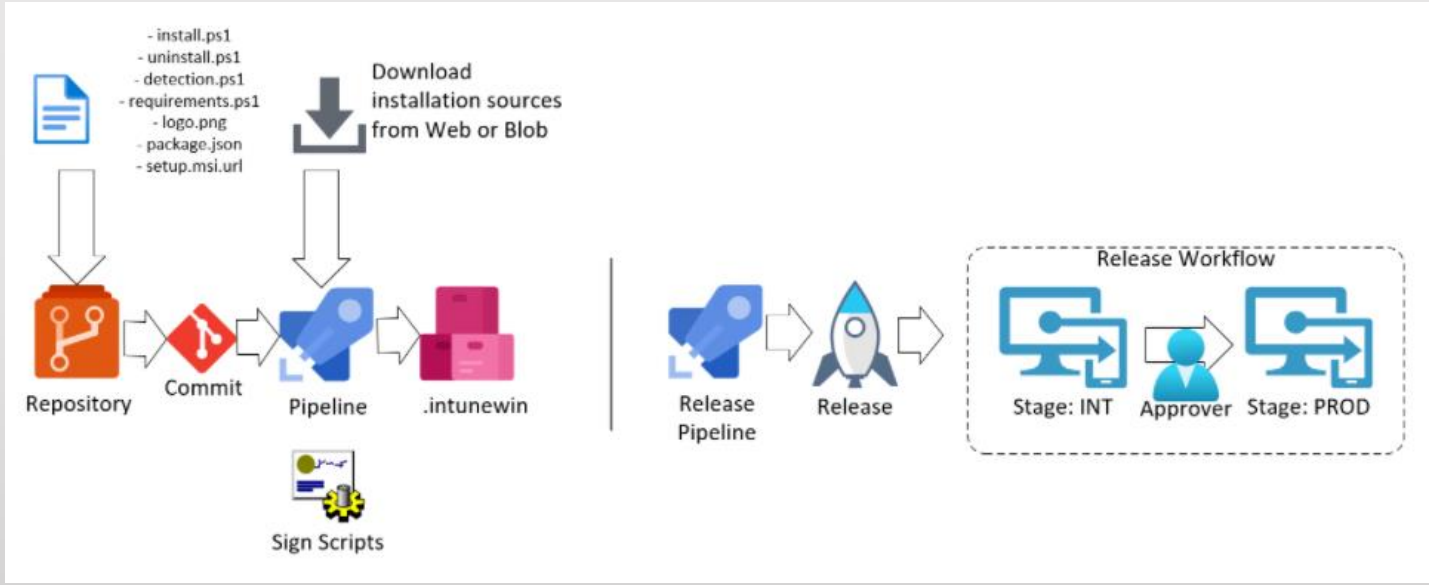
Operational	Process Worker	Manager	Deskless Worker	xxxxx
(Clerk) - Need power to the IT equipment to full fill the work process - Invest time to solve issues & problems - Optimize Processes	(Fitter) - The IT equipment full fills the Work process - Works after predefined processes	(Executive) - Need full flexibility to be mobile & ability to work offline - Result orientated on a good connectivity	(Road Warrior) - Minimum Requirement to a Workplace - Independently from a Workplace or Mobile Device - Online	(role) - Description - needs -
Desktop Device	Mobile Device			
Hybrid Workloads		Cloud Workloads		
$$$$	$$$	$$	$	?

Application Management

DevOps for the Win



Application Management

Application Life Cycle Management Process

Buy / Integrate / Operate

Applikationen Check

Pakaging Guidelines / Processes

Intune Integration (3-Party)

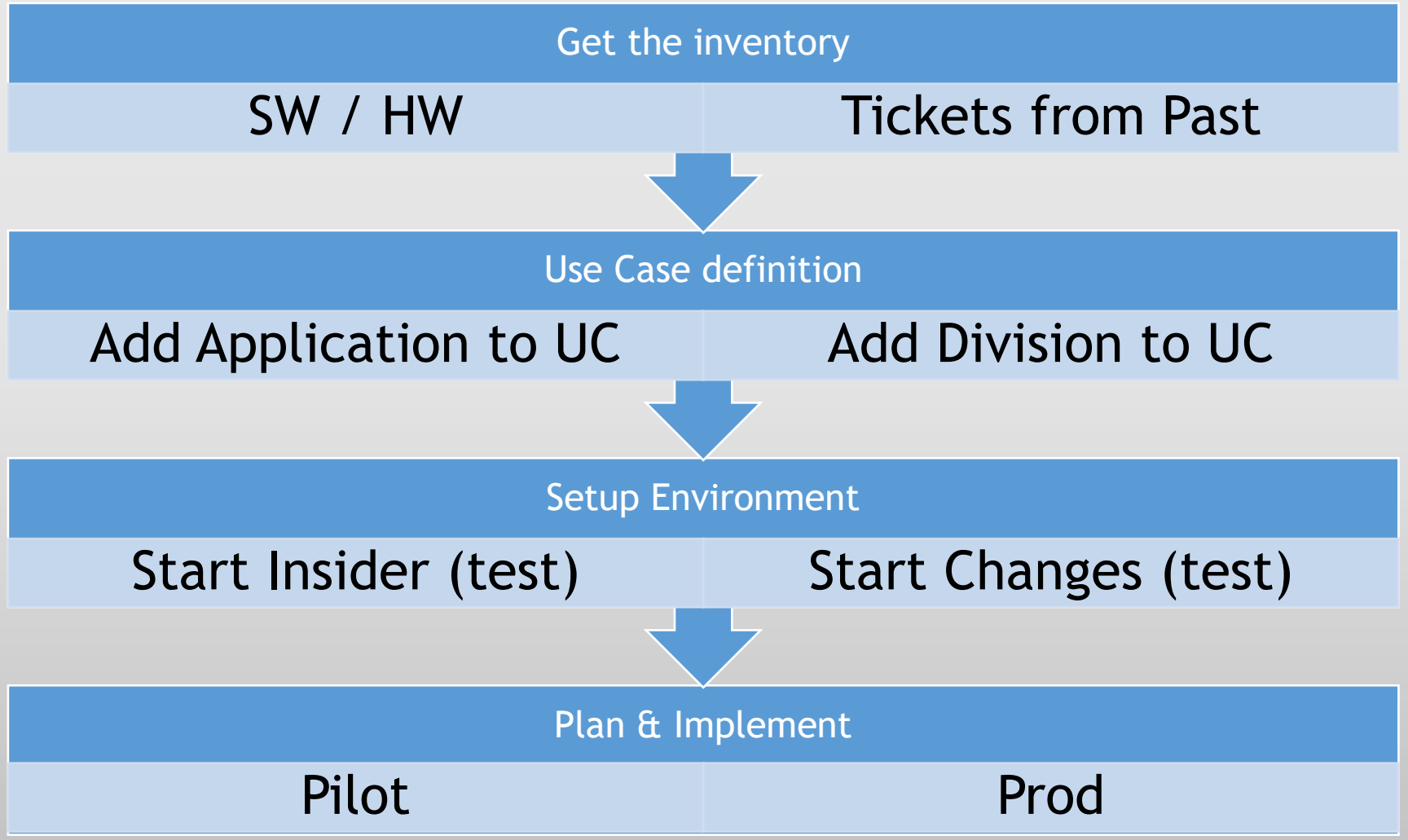
- User-Device-context, Size, Limitation
  - Kerberos / Modern Auth (yes/No)
  - Connectivity (AON/3rd-VPN/WAN/Cloud)

Driver/Firmware Dependencies to other Software that have to be installed

Workflow Update Mgmt

MUI Integration

Migration Agenda



Problems / Solutions

Workplace Services

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Today services	Usage trend by 2021	drivers	triggers	trends	targets	innovations	short term 2023	Vision
1	2	3	4	5	6	7	8	9

- evaluating
- ordering
- shipping
- unpacking
- staging
- deploying
- maintaining
- changing
- moving
- supporting
- repairing
- disposing

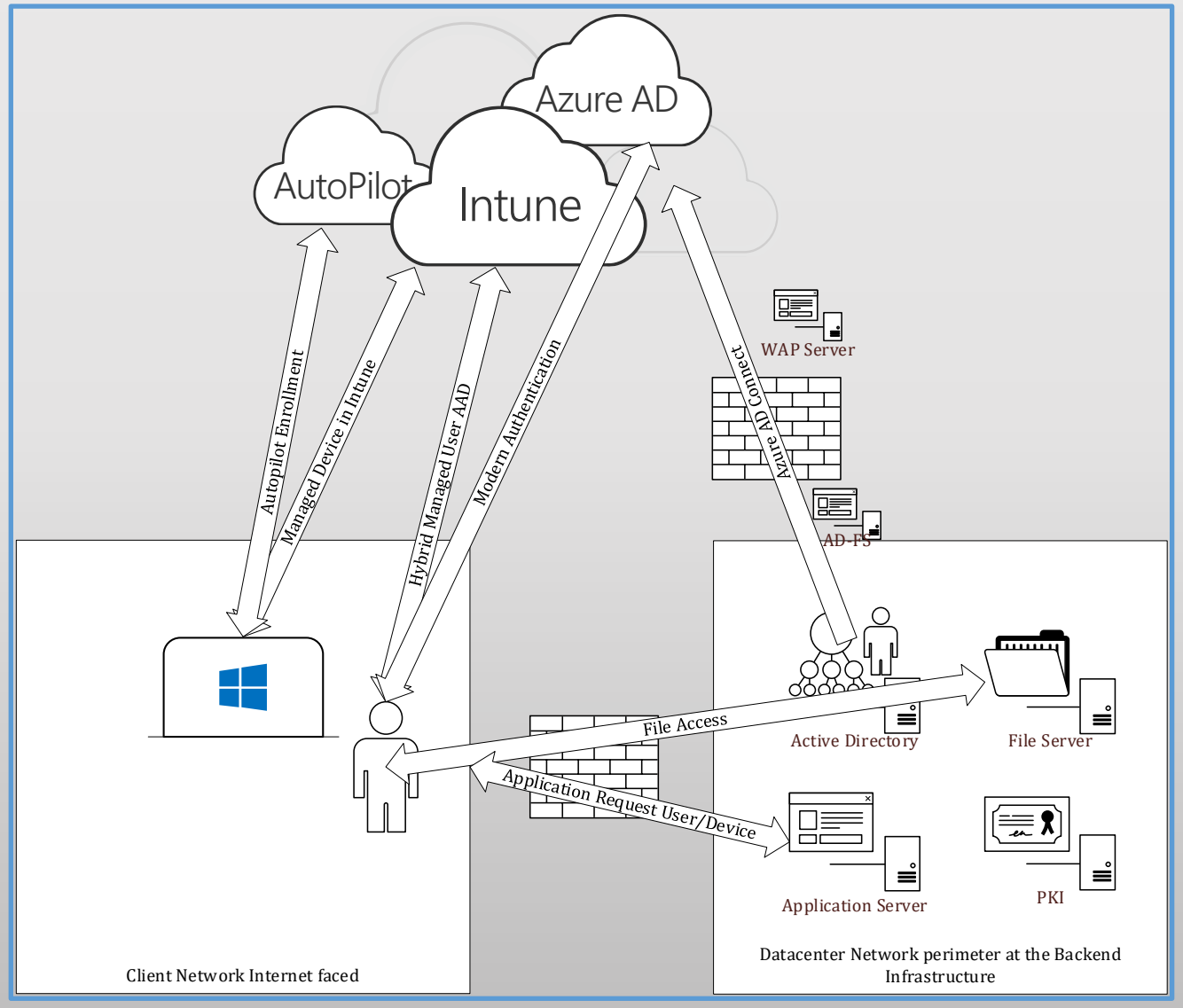
choices → Workstyle → policy → § → individualization, Personalization, education → Learning → Self Service Portal, Self enrollment, cloud enrollment, educated → Self Services

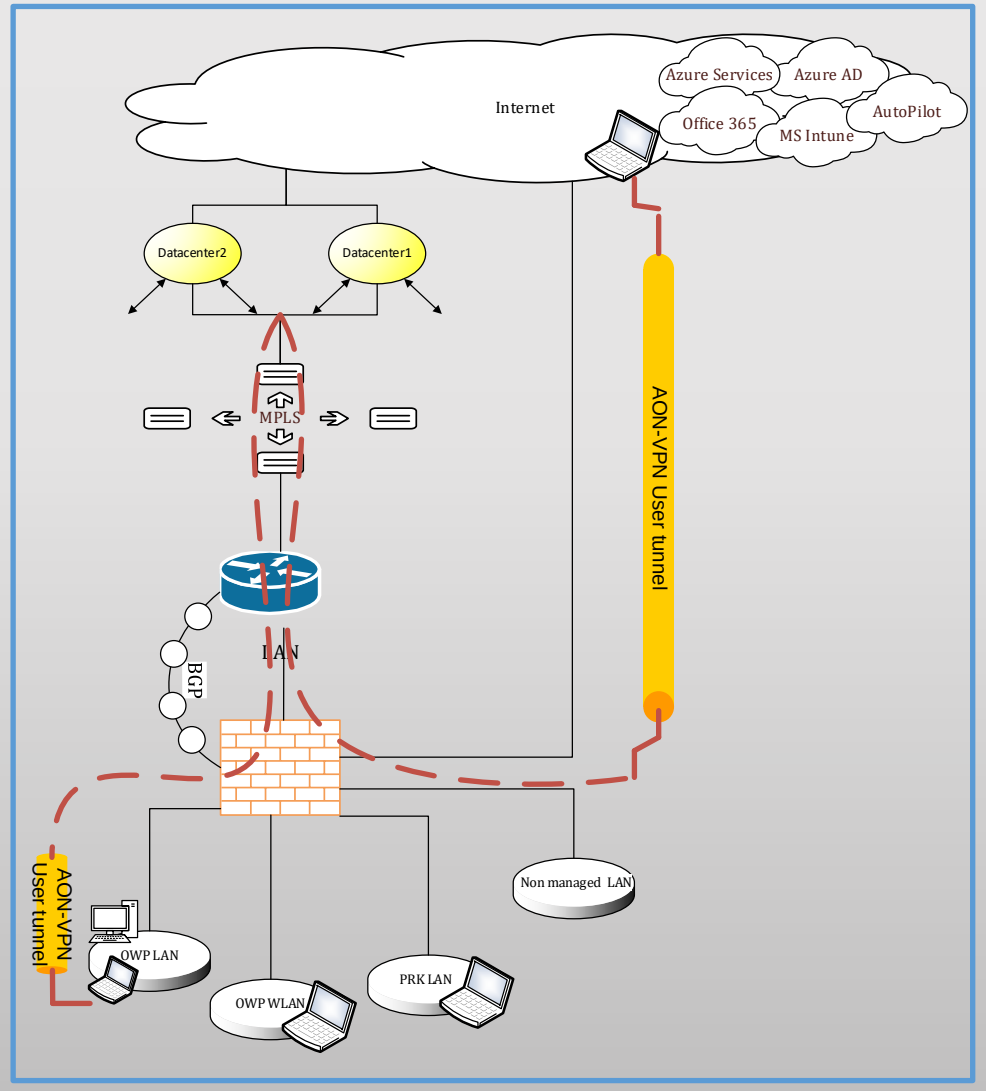
Self Service → Simplicity → any time, any where → readiness → Simplicity, Cost efficient, Business driven, Enablement, adoption → efficiency → Up to date, compliant, secure, monitoring → Hybrid Services

cloud services and work styles → policies and principles → any thing → Enable Business driven → Simplicity, service consolidation and integration → effectiveness

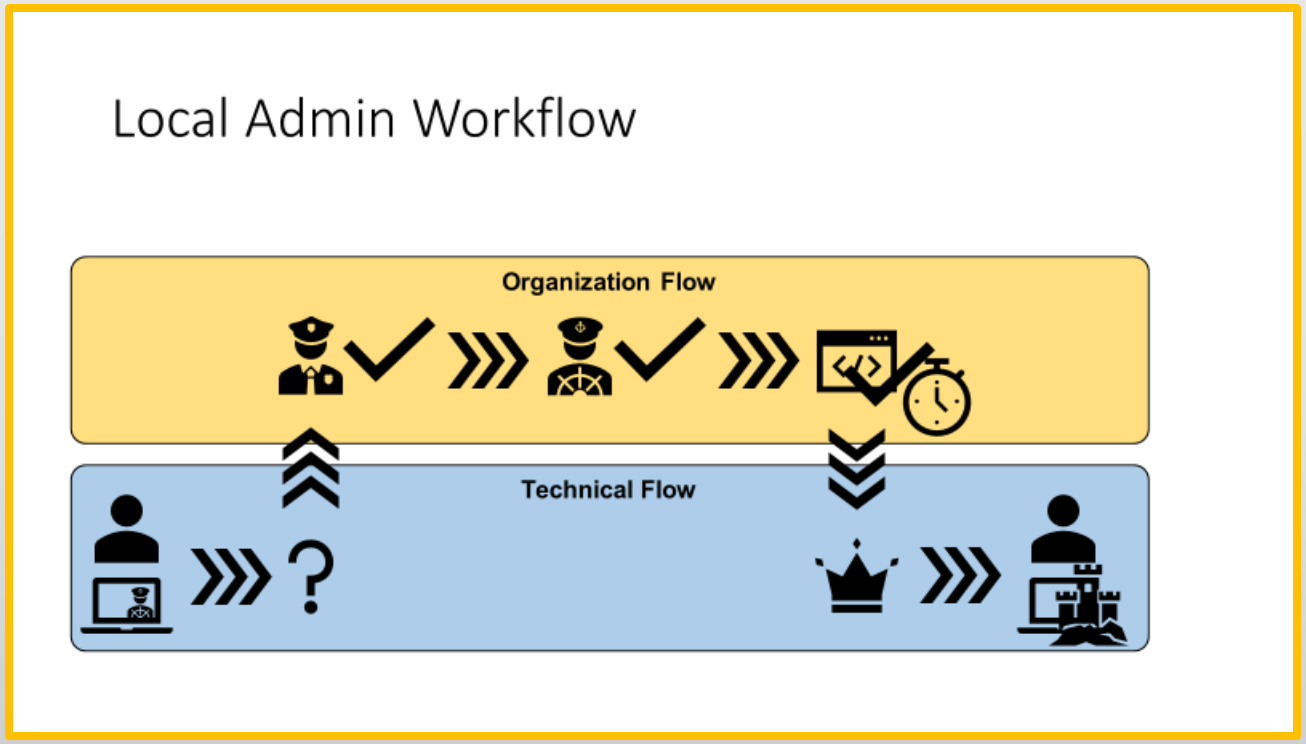
One Workplace

VPN Split tunnel





Local Admin Mgmt (LAPS)



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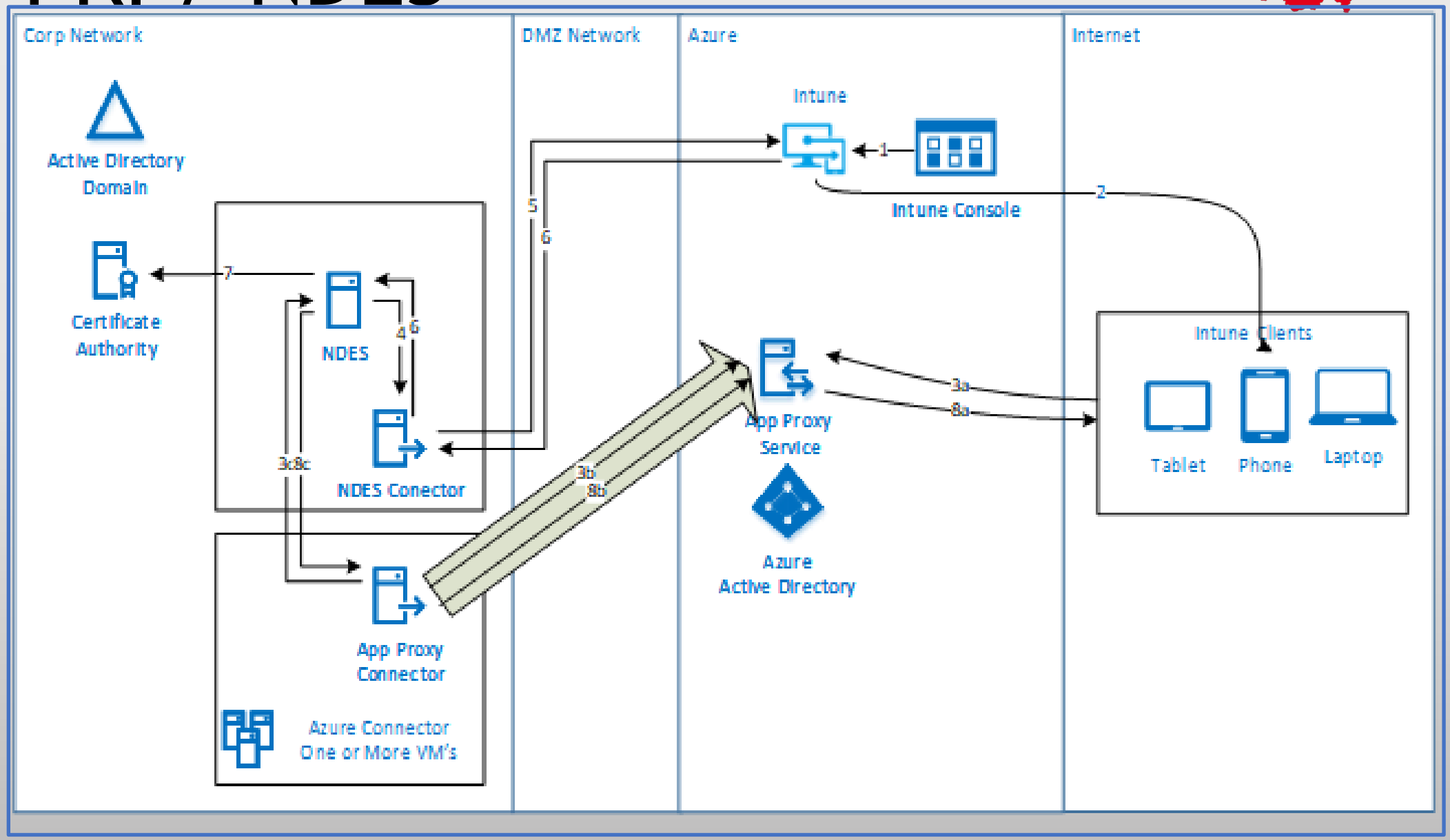
ROMAWO
Managed Workplace

PKI / NDES


Corp Network
DMZ Network
Azure
Internet
Active Directory Domain
Certificate Authority
NDES
NDES Conector
App Proxy Connector
Azure Connector One or More VM's
Intune
Intune Console
App Proxy Service
Azure Active Directory
Intune Clients
Tablet
Phone
Laptop
1
2
3a
3b
3c
4
5
6
7
8a
8b
8c

Some other stuff

- Hybrid vs. AADJ only
- Windows Hello for Business
- Browser Strategie
- Network -> zero trust model -> how to explain to a Network Engineer or a „Firewall-“CISO ;-)
- Security and applications
- MEMCM vs. Intune

„It‘s very simple to be complicated, but complicated to be be simple!“
Mirko

„20/80 does not mean, that 100% is not the goal, it‘s all about Time-Management “
Mirko

Q&A

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