Streamlined Client Experience Program

Kickoff Meeting

Human Resources

March 2019

Today's Agenda

- Introductions
- What is SCEP and Who Helped Develop it?
- Why are we engaging in SCEP?
- Unit Scorecard
- When is the Estimated time to Completion
- Recap and Questions

Meet the Team

Meet the Team

Jon-Paul Estes	Director, IT Support
JP Peters	Associate Director, IT Support
Chris Tellez	Manager, Endpoint Engineering
Robert Haas	Systems Engineer III
Michael Brown	Systems Administrator I
Charlie Odette	Systems Engineer II
Dora Laureano	IT Client Support Specialist I
Aaron Keyser	Systems Engineer II
Blake Kachman	IT Client Support Specialist I
William Bradshaw	IT Consultant

Project Team

Meet the Team @ HR

Title/Role	Name	Responsible	Accountable	Consulted	Informed
Project Executive Sponsor	Jon-Paul Estes		x		
Project Sponsor	JP Peters			x	
Project Lead	Chris Tellez	x			
Project Manager	Omar Radwan	x			
Business Analyst	Lucrecia Krause	x			
PMO Manager	Cherie Herrin			x	
EES Team	All Members			x	
BRM Team	All Members			x	
Human Resources					
Business Relationship Manager (BRM)	Craig Froehlich			x	
Deskside Zone Manager	Charlie Odette	x			
Deskside Zone Tech Lead	Charlie Odette			x	
Unit Liaison	Becky Moulton	x			
Unit Management	Maureen Binder			x	
Unit Pilot Group	Variable			x	
Unit General Audience	All Staff and Faculty				x

Streamlined Client Experience Program

What is the Streamlined Client Experience Program ?

- **21 Standardization Initiatives**
  - Unified Task Sequence
  - Office Migration
  - One Drive File Migration & many more

- **Service Design Package**
  - Supported by the IT Pro Committee approved standards document
  - Collaboration included over 30 University Units

- **High Impact**
  - All of Cohort 1, 2 and beyond will be integrated into these standards
  - Allows for better training opportunities, simplified workflow and a more united UCF Support Center

Who helped with the Streamlined Client Experience Program ?

Collaborative Participants

- College of Arts & Humanities
- College of Business Administration
- College of Education and Human Performance
- College of Engineering and Computer Science
- College of Health & Public Affairs
- College of Optics and Photonics
- College of Sciences
- Honors College
- Information Security Office
- Office of Instructional Resources
- Office of Research and Commercialization
- Student Accessibility Services
- Student Development and Enrollment Services
- Technology Commons
- Technology Product Center
- UCF Connect
- UCF Foundation
- UCF Human Resources
- UCF IT Application Delivery
- UCF IT Business Relationship Managers
- UCF IT Deskside Support
- UCF IT Infrastructure Services
- UCF IT Network Services
- UCF IT Project Management Office
- UCF Police Department
- University Libraries

Why Engage in the Streamlined Client Experience Program ?

- **Standardization, Standardization and did we mention Standardization?**
  - Improved Response Times
  - Increased access to files and resources
  - Modern Features
  - More Secure environment
  - Overhaul of IT workflows to become more dynamic to the business needs

SCEP Feature Coming to a Workstation Near You!

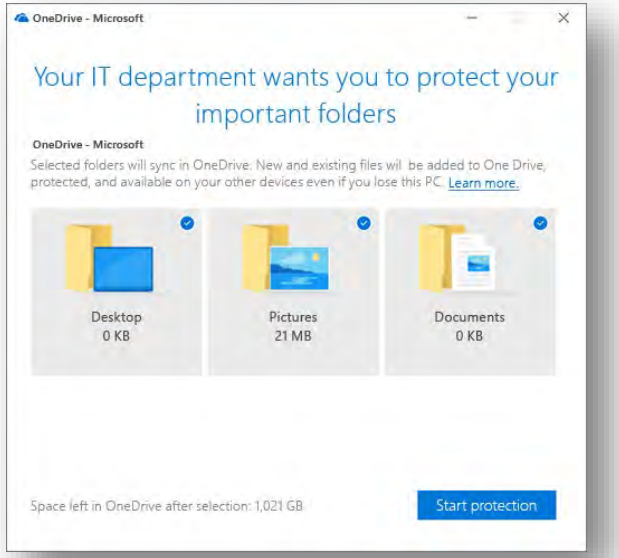
UCF | Information Technology

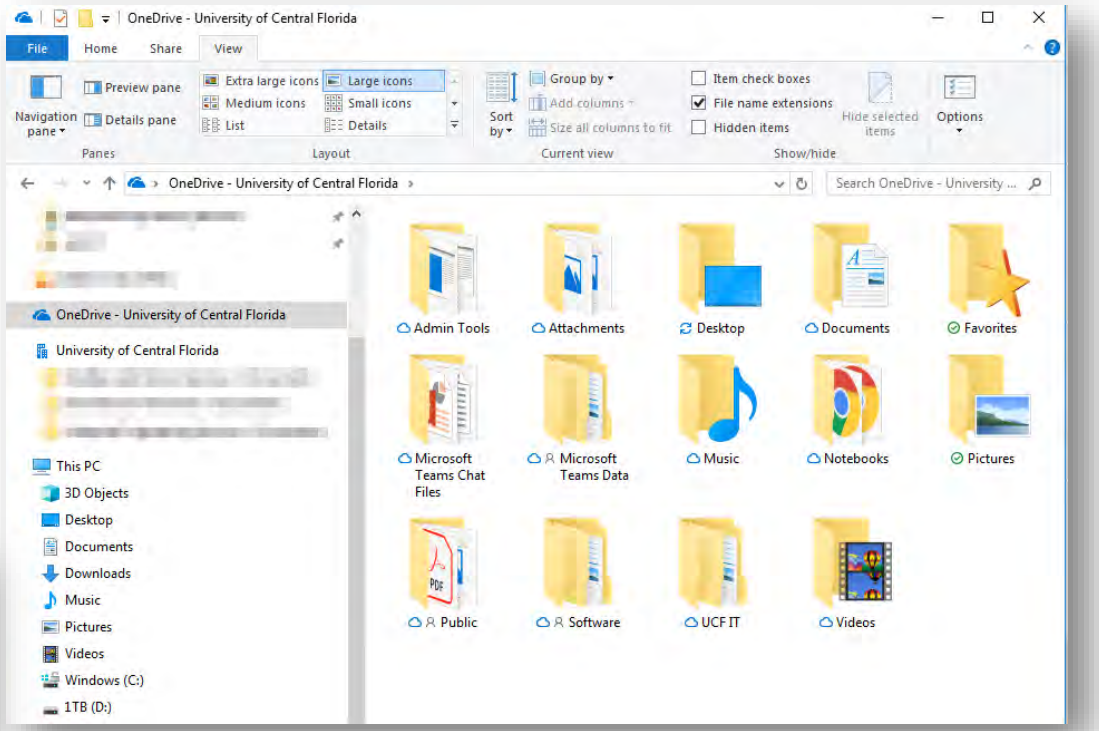
Microsoft Office 365

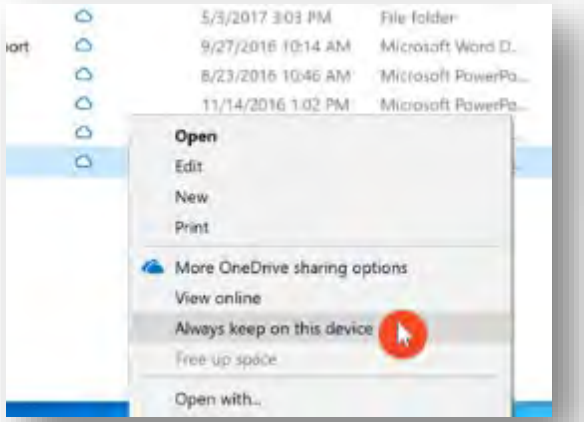
One Drive and Files on Demand Without VPN

OneDrive for Business

- Single Sign-on at Login
- “Local” Redirection for
  - Desktop, Documents, Pictures, Favorites*
- **5TB Storage Capacity per User**
- No VPN Required
  - Mobile, Web, @ Home





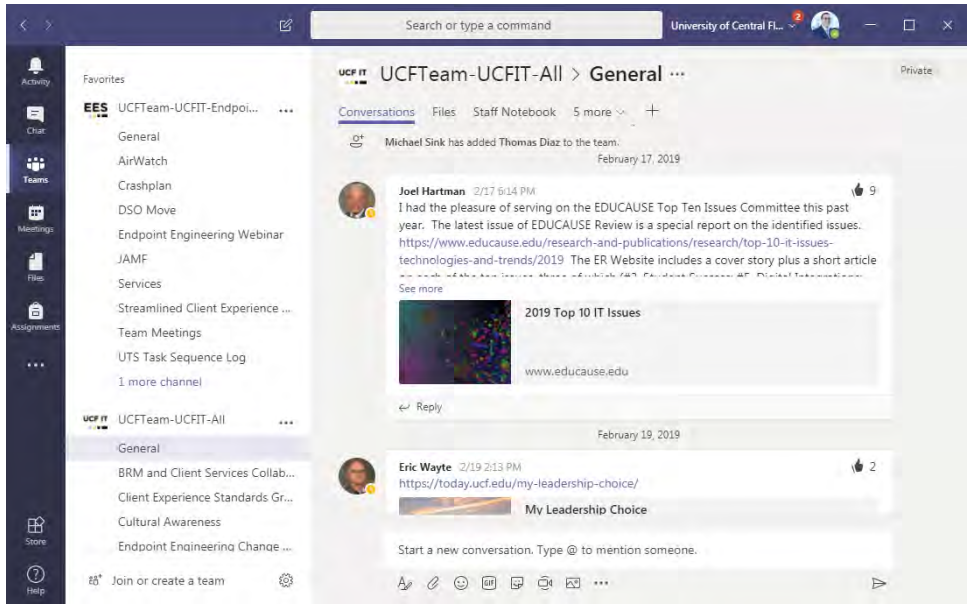


On Demand feature requires Windows 10 1709 or later

Microsoft Teams and SharePoint

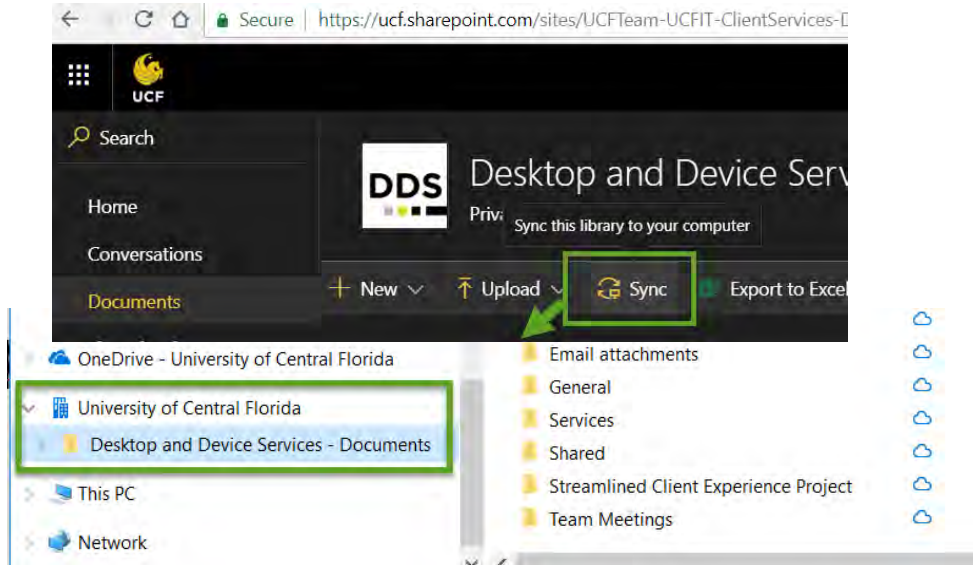
Microsoft Teams

- Real-Time Chat in Group and Private
- Customizable to fit your needs
- Collaborative Single Pane-of-Glass
- Secure while still available from anywhere



SharePoint

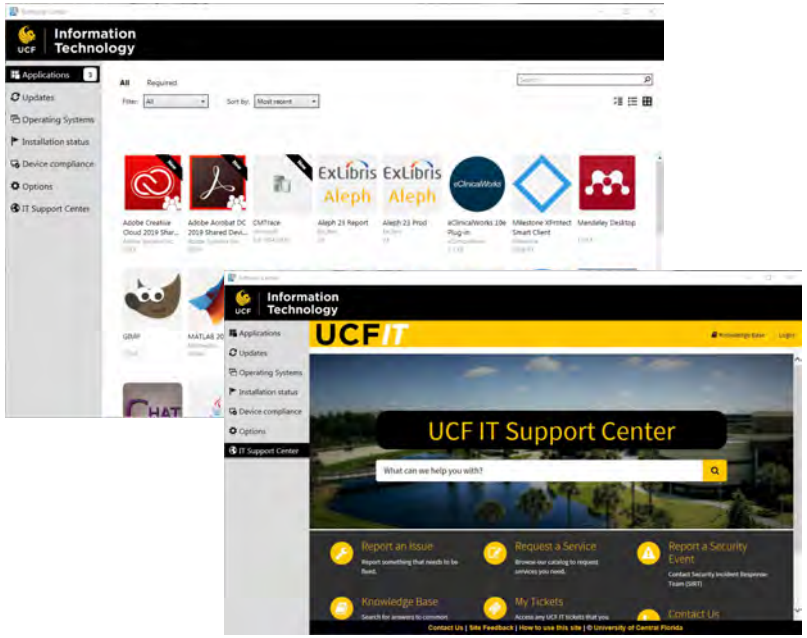
- Shared Folders online from within Explorer
- Client Selected Locations
- Multiple Links allowed if access rights exist
- Self-Service Security and Sharing



Modern Client Experience

Software Center Catalog

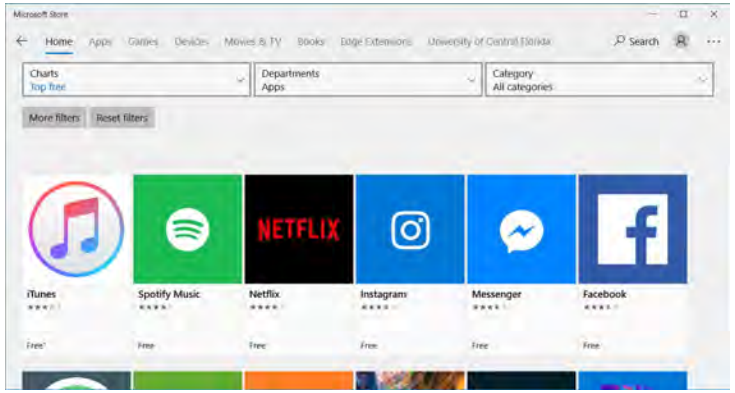
- Self-Service Software Installations
- Centrally Managed and Approved
- Standard Software Package Model



Microsoft Store

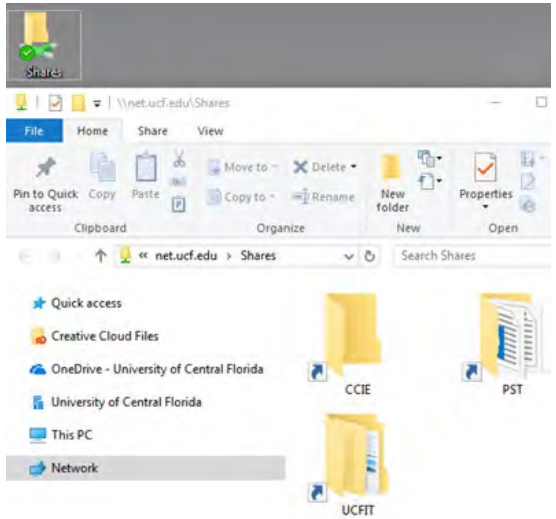
- Free Applications Available
- Self-Service Software Installations
- UCF Recommended Applications

Coming Soon!



Standard Shared Location

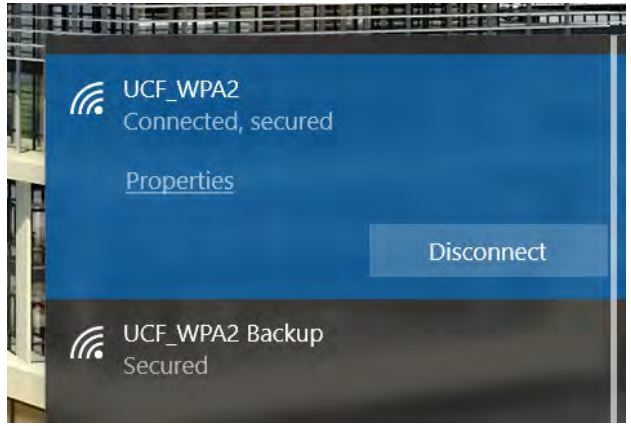
- \\net.ucf.edu\Shares
- Friendly Network Location
- Applicable across Units



Modern Client Experience Cont.

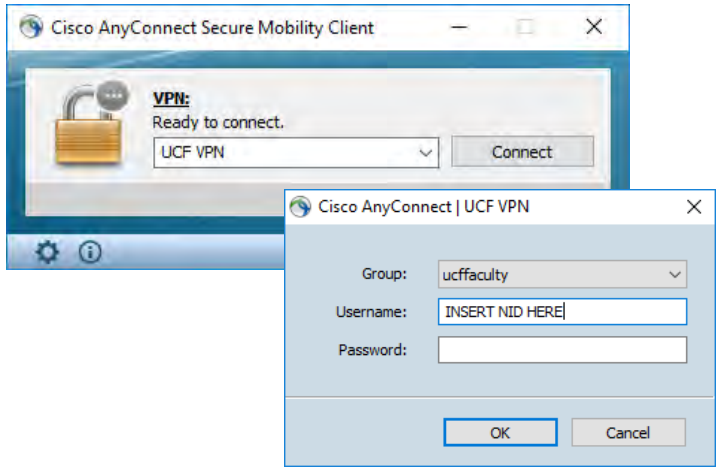
Preconfigured Wireless Profiles

- Single Sign-on from Login Screen
- Backup profile for manual entry
- Allows for IT or Alternative Credentials to connect to Wifi from the Login Screen



Customized VPN Client

- No longer required to remember the UCF VPN URL Address
- Preinstalled and Configured



UCF Apps and Single Sign On

- Single Sign-on at Launch
- Direct to Storefront Access
- Newest Client Version 4.10.x

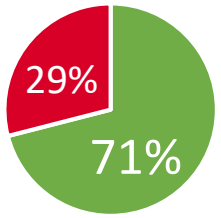
Unit Overview

Human Resources

Streamlined Client Experience Program

- Unified Task Sequence
- DHCP Reservation and Dynamic Addressing
- Microsoft Office 365 Pro Plus Migration
- Jamf Management Implementation
- Print Server Naming Standards & Papercut Monitoring
- Hardware Refresh Plan Proposal
- Software Refresh Plan Proposal
- Remote Support Tool Implementation
- Mobile Device Standardization
- Active Directory Modernization
- File and Data Modernization and Migration
- GPO and SCCM Standard Configuration
- MDM Management Verification (iOS and Android)
- PST Migration
- DFS path Standardization for Users & Shares
- Client Administrative Access Standardization
- Secret Server Data Migration
- SCCM Site Migration
- Knowledge Base Adoption
- UCF IT Product Catalog Standardization
- Service Now Catalog Item Consolidation

Unit Scorecard Human Resources



% Completed
(In-Progress + Completed)

Unified Task Sequence	Remote Support Tool Implementation	DFS path Standardization for Users & Shares
DHCP Reservation and Dynamic Addressing	Mobile Device Standardization	Client Administrative Access Standardization
Microsoft Office 365 Pro Plus Migration	Active Directory Modernization	Secret Server Data Migration
Jamf Management Implementation	File and Data Modernization and Migration	SCCM Site Migration
Print Server Naming Standards & Papercut Monitoring	GPO and SCCM Standard Configuration	Knowledge Base Adoption
Hardware Refresh Plan Proposal	MDM Management Verification (iOS and Android)	UCF IT Product Catalog Standardization
Software Refresh Plan Proposal	PST Migration	Service Now Catalog Item Consolidation

Current Score: 15/21

Completed | In-Progress | Pending

UCF

Unit Specific Considerations

- Business Critical Applications ?
- Business Critical Deadlines or Blackout Dates?
- Any Other Considerations we may have missed?

Unit Onboarding Process

Unit Identified

Unit Discovery

Data Gathering

- SCCM Reporting
- Active Directory
- Confirm Access
- Confirm Internal
- Stakeholders
- Notify Internal Stakeholders

Identify Liaison

Go/No-Go Decision for Unit

Communications

Intro Email to Unit from BRM

- Benefits
- Features
- Time Table
- Overview
- Contact Information
- Liaison

Email to Unit from Project Team

- Follow up for Kick Off Meeting
- Introductions
- Initial Business Facing Resources

Kickoff Meeting

Face to Face Meeting

- 1 Hr. Minimum
- Participants Include
  - EES
  - BRM,
  - Liaison
  - Zone Manager
  - Project Manager
  - Business Analyst
  - Additional Business Representation

Unit Specific PPT

- Overview/SDP
- Timeline
- Executive Summary

Information Gathering

- Blackout Dates
- Project Concerns
- Mission Critical Items
- Misc.

Setup Reoccurring Meeting

Internal Kickoff

Resource Gathering

- Create Microsoft Team Space for Unit (Temporary)
- ID Project Item Ranking
- Build Schedule
- Assign Work
- Build Baseline Consumables

Execute

Estimated Timeline

- Weekly or Biweekly Checkpoints
- Current Estimated Completion Time: **End of Summer 2019 or Sooner**

Mutual Expectations

Project Team

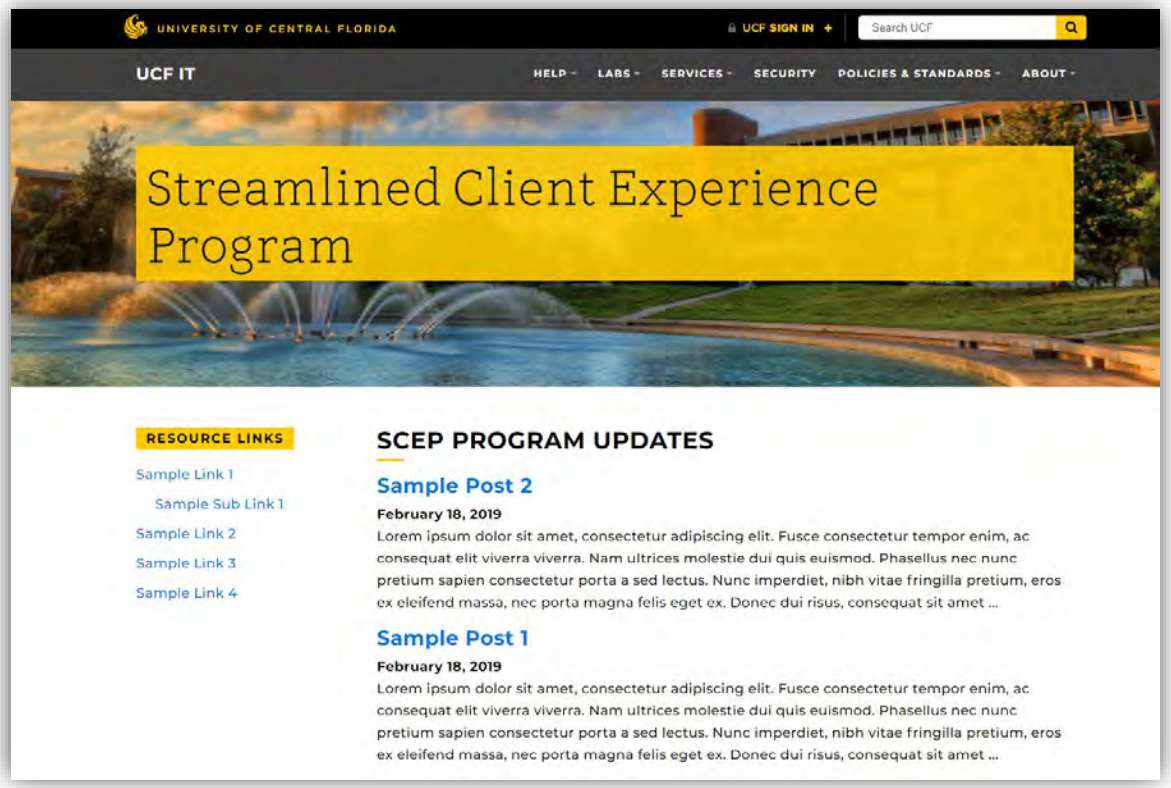
- Provide Frequent Communication and Updates regarding progress
- Be available to discuss, explain or address any questions or concerns the business may have during engagement
- Provide documentation and training
- Work with UCF IT Support Center to execute changes and provide deliverables
- Work closely with the business to reduce and potential impact

Unit Point(s) of Contact

- Provide information regarding workflows and business processes per request of the Project Team
- Provide feedback on the user experience and how it could be improved during engagement
- Identify Pilot users and work with Project Team to establish key migration dates
- Participate and engage in checkpoint meetings and briefings

Next Steps

- Schedule Reoccurring Meeting / Checkpoints
- Temporary Microsoft Teams Site for all Stakeholders
- Project Team Internal Evaluation and Task Assignment



Regular Status Updates located:

https://it.ucf.edu/SCEP

Microsoft Teams

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Information
Technology
THANK YOU!