



Title: Streamlined Client Experience Project (SCEP)	Date: October, 2018
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Project Summary

SCEP is a standardization and technology implementation initiative that covers 22 different areas of improvement with a primary goal of making our endpoint technical support more efficient, documented and modern. The topics are determined in direct alignment with the “Client Endpoint Service Design Package” standards document which defines how the UCF IT Support Center will provide service and how all UCF IT Endpoints will receive support. This will impact any existing and future cohort members that join UCF IT, with a long-term objective of being implemented across the entire Enterprise Endpoint Fleet.

SCEP - Unified Task Sequence

Establish and Standardize all of the endpoint operating system deployment with a single task sequence to be adopted by all of Cohort 1 and 2 within UCF IT. All of the deskside zones will need to participate in its creation, provide input on future improvement as well as work together to adopt the standard process, procedure and technology.

SCEP – DHCP Scope Security Standards

Per the Service Design Package (SDP) Document, All of the Cohort 1 and Cohort 2 areas should have clearly defined VLAN and DHCP Scopes, with a focus on locking down and securing the Faculty and Workstation areas with reservation-only IPs. Adoption is expected of all UCF IT Supported endpoint areas.

SCEP – Office 365 Migration

As part of the Streamline Client Experience Project (SCEP), It is important that all of the UCF IT Supported Endpoints are using the latest version of Office (Office 365 Pro Plus) before Fall of 2019. The Skype 2019 voice services will only function properly with the latest build of Office on the endpoint. This project is designed to assist the Cohort 1 and 2 deskside zones with migrating from previous builds of office (2016 MSI and Previous) to the latest Office 365 version using Click-to-Run installation technology.

SCEP – JAMF Cloud and Standardization Initiative

JAMF is up for renewal and renegotiation with the vendor, in which moving the platform to the cloud is currently a possibility. Aside from moving the JAMF management platform to the cloud, it will be important to provide parity of services and settings to JAMF devices the same as we are providing currently with SCCM or will provide with Intune in the future. JAMF is the primary management platform for macOS and Apple devices.

SCEP – Endpoint Printing Standards

As services continue to merge, Endpoint Print Services will need to have a standard naming convention and configuration when being run via a Windows Managed Print Server. Additionally, the creation of centralized print servers that will be DDS managed has to be established to eliminate redundancy currently located at each of the deskside area and Cohort 1 and 2 units. Papercut deployment standards and eventually the Papercut Printing Service would be co-managed by its current service owners and DDS.

SCEP – Hardware and Software Lifecycle Planning

Per the SDP, establishing healthy software and hardware lifecycles will be very important in keeping our endpoint fleet current, healthy and productive. As a result, it will be important that we propose a customized hardware and software plan that will suit the needs of each of the Cohort 1 and Cohort 2 units. Adopting and implementing a plan would be ideal, but simply being able to identify what would be needed both logistically and financially should be sufficient at this stage of the UCF IT and IT 2020 initiative.

SCEP – Mobile Device Experience

As part of the UCF Downtown Trailblazers POC and the Service Design Package, this project will help us coordinate the architecture, engineering, testing and deployment of a single, generic-use mobile experience that will help maximize use ability while decreasing complexity. This is a result of the “mobile-first” initiative being advertised for the UCF Downtown campus and if successful, can serve as our standardized method of deploying and configuring our windows and macOS based mobile devices.

SCEP – Active Directory Standardization

With the guidance of the Enterprise Directory Governance Committee, it will be the job of DDS and the Deskside Zones at the support center, as well as other teams to help determine what Directory objects can be consolidated, eliminated and moved to allow for a more standardized support and deployment model. This will not be a larger re-organization, but more of a discovery and standardization adoption engagement that will affect all of the UCF IT support endpoint areas.

SCEP – Role and Resource Management and Migration

With the centralization of File and Data Services provided by DDS, it will be important for each of the UCF IT Supported Endpoint areas to standardize on a single shared folder structure, user data structure and Role and Resource Management structure that will allow for easily accessible and assignable items once the standards and resource locations are identified. This includes but is not limited to On-Prem File Server Consolidation, One Drive User File Migrations and SharePoint Department Share Data Migration.

SCEP – Baseline Device Policy and Management Settings

As Management and Engineering for the endpoints continues to centralize, it will be important for all of the UCF IT Supported Endpoints to share a baseline set of Group Policy or Provisional Profile settings as well as a baseline set of Management Settings provided by either SCCM, Intune or both. This will allow the user experience and the device configurations to have a commonality across UCF IT and improve troubleshooting, IT Staff training needs as well as help provide a consistent user experience expectation.

SCEP – SCCM Site Migration

In collaboration with the UCF IT Infrastructure team, it will be required for all UCF IT Endpoints to be migrated from our existing Shared Services instance of SCCM to the newest architecture of the platform. This includes planning, migrating, monitoring and remediating endpoints once the platform is available for use.

SCEP – Mobile Device Management Standardization

As part of the merger of the Cohort 1 and Cohort 2 areas unto UCF IT, the deskside support areas are having to manage multiple grandfathered-in mobile device management systems. This project will work closely with each of the deskside areas to identify which devices still need to be placed on an MDM solution and help them migrate from their existing 3rd party tool, to our UCF IT Shared Service environment of VMWare AirWatch (a.k.a. WorkSpace One UEM).

SCEP – DFS Standardization

Each of the units that are now part of UCF IT had their own Distributed File System path configuration, this project aims at attempting to consolidate all of the DFS Paths into a universal DFS location that can be easily used and remembered for ease-of-use. Once the standard is defined, the path will need to be implemented and all existing DFS paths will need to be migrated to the new standard. This can affect file and data resources, application resources, automation, printers and any other existing process at each of the deskside zones that can utilize a DFS path for its storage, redirection or UNC path.

SCEP – PST Processing and Migration

As a result of the Unified Communication Team’s existing PST Migration project, DDS and the Support Center will need to work together to identify a custom-built tool that will allow us to efficiently identify the file locations of the PSTs in each of the Cohort 1 and Cohort 2 areas, process and prepare the files for transfer and place them in a repository where the Unified Communications team can then upload the PST Files on our behalf as part of their own PST Migration project.

SCEP - Service Now Catalog Item Consolidation

As part of the Streamlined Client Experience Program (SCEP) , it will be important that as we start to standardize processes and procedures that we are able to reflect that in the way that the clients request support and services. The Service-Now Catalog Items that were originally input as part of the Cohort 1 and Cohort 2 onboarding will need to be reduced. This project will consist of identifying redundant catalog items, developing workflows for the remaining items that adhere to standard, creating any new catalog items that may have been overlooked and aligning all of the language, reporting and workflows per the Service Design Package for endpoint related catalog items within Service-Now.

Streamlined Client Experience Project



Round 1

1. **Unified Task Sequence (SDP) (R1)**
2. **DHCP Reservations / Dynamic Areas (SDP) (R1)**
3. **Microsoft Office Click-to-Run (C2R) (R1)**
4. **Jamf Management for macOS (R1)**

Round 2

5. **Print Server Naming Standards & Papercut (SDP) (R2)**
6. **Hardware Refresh Plan or Implementation (SDP) (R2)**
7. **Software Refresh Plan or Implementation (SDP) (R2)**
8. **Remote Support Tool Implementation (SDP) (R2)**
9. **"Mobile First" User Experience when possible (R2)**

Round 3

10. **AD Reorg or Move (Moran) (R3)**
11. **File Redirection for Desktop and Docs (SDP) (R3)**
12. **Baseline DDS Managed GPOs (SDP) (R3)**
13. **Baseline DDS Managed SCCM Client Settings (R3)**

Established Standard / Already Approved

14. *MDM management for iOS devices when possible*
 15. *PST Migration to Exchange Online*
 16. *Standardized DFS paths Users & Shares (SDP)*
 17. *Removal of non-approved client admin access (SDP)**
 18. *Migrate Data to Secret Server*
 19. *Migration to SCCM U08*
 20. *Import all Zone Specific Information into Knowledge*
 21. *All new hardware from UCF IT Product Catalog (SDP)*
 22. *Service Now Catalog Item Consolidation*
- *Minimum .25 FTE commitment to DDS*

