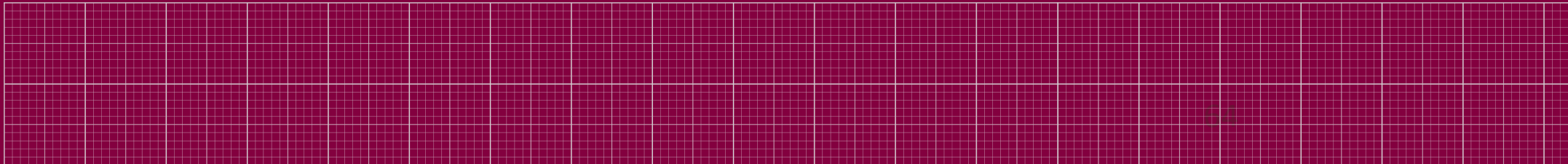**VIRGINIA TECH**

Unified Endpoint Management (UEM)

DEPARTMENTAL COMPUTING SUPPORT
SYMPOSIUM, OCT 2019

OUTLINE

OVERVIEW

UEM is and its benefits

PROGRESS & TIMELINE

When the service will be delivered

WHAT TO EXPECT

Information to help you prepare

OVERVIEW

UEM, benefits, the service

Unified Endpoint Management

Manage and secure university-owned/funded devices.

MANAGE

Create configurations or profiles and scope them to devices you manage

SECURE

Keep devices on latest versions of operating systems, make sure security settings are enabled.

INVENTORY

Know the devices you manage and software is on them

DEPLOY

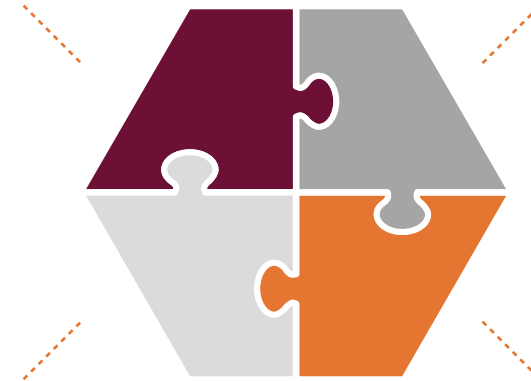Automate deployment, manage computer labs, refresh loaner devices

BENEFITS

Benefits of this service will be realized in short-term and possibly long-term depending on success of this service.
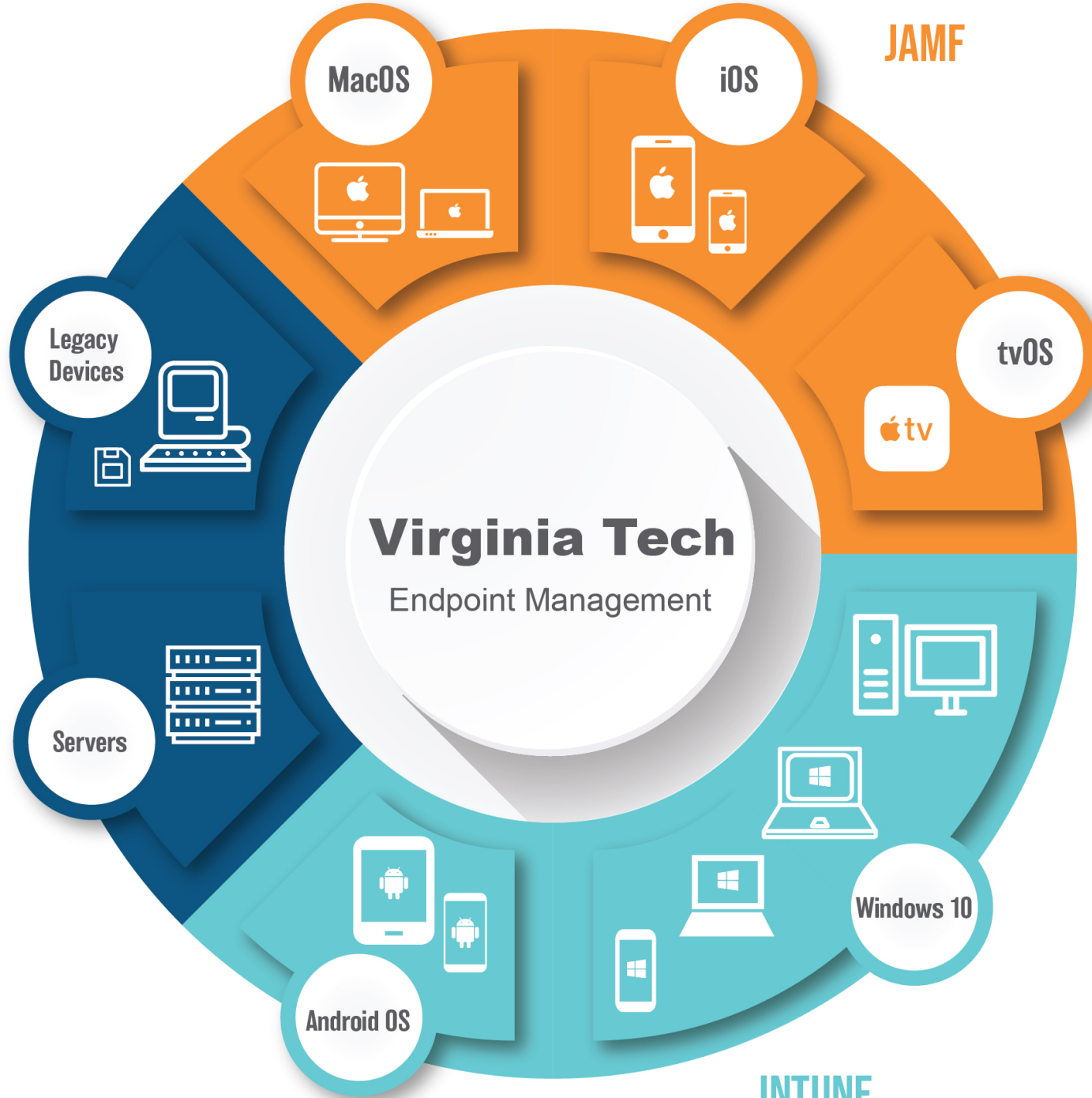
1/ PRODUCTIVITY

3/ CAPABILITY

2/ EFFICIENCY

4/ INFORMATION

JAMF

MacOS

iOS

tvOS

Legacy
Devices

BIGFIX

Virginia Tech

Endpoint Management

Servers

Windows 10

Android OS

INTUNE

WHERE WE ARE

Progress and timeline

Progress

INTUNE

JAMF

EVALUATE → **PROCURE & IMPLEMENT** → **PILOT** → **OPERATION**

REQUIREMENTS

Investigation and recommendation

ACQUIRE & SETUP

Purchase and reviews, design service

TRY & MEASURE

Use solution and adjust based on feedback and data (interviews, metrics).

PROVIDE

Make service available in IT Service Catalog

TIMELINE (ESTIMATES)

INTUNE

Recently approved. Full—fledged planning to begin. Will be implemented, piloted, and made available.

RECOMMENDATION

Requirements collected, vendors provide demos, research conducted, recommendation approved.

KICKOFF

Project begins

?

MAY
2019

JULY
2020

AUG
2018

NOV
2019

JAMF AVAILABLE

Targeted time for Jamf to be available for purchase by university.

JAMF PILOT BEGINS

Service initially configured and used by partners.
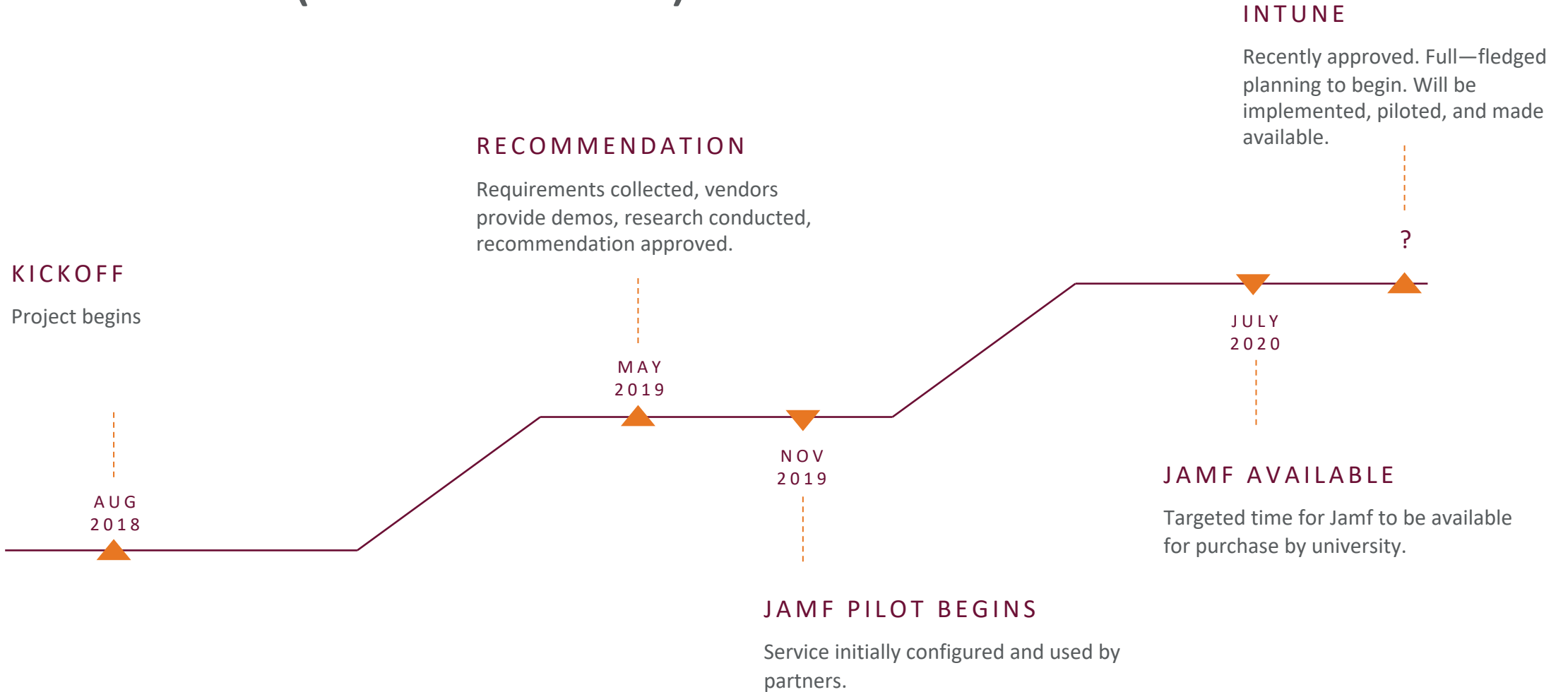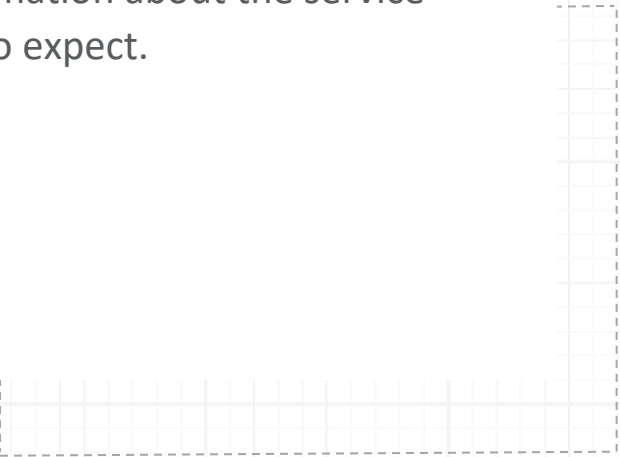
WHAT TO EXPECT

More information about the service and what to expect.

WHAT'S THE COST?

- JAMF (estimates per device annually)
  - macOS $18-20
  - iOS $9-10

- Intune: no expected additional charge

INTUNE

- License agreement review underway (Google Play)

- There will be a pilot for Intune, includes interviews

- Looking for departments to participate

BASE SECURITY CONFIGURATION & MINIMUM SECURITY STANDARD

- There will a be a lite-touch security configuration applied to devices (being developed)

- The Minimum Security Standards MUST be followed for all endpoints.

- Future events may necessitate changes

'Minimum Security Standards': it.vt.edu -> Resources -> Policies

UEM SERVICE ADMINISTRATORS

- Matt Poor (Primary)
- Carol Hurley
- Kenny Berry

QUESTIONS?

Want to stay updated on project or have other questions? If so, email: uem-coord-g@vt.edu