

Windows 10 Migration

Turning a Low-Value Necessity into a High-Value Opportunity

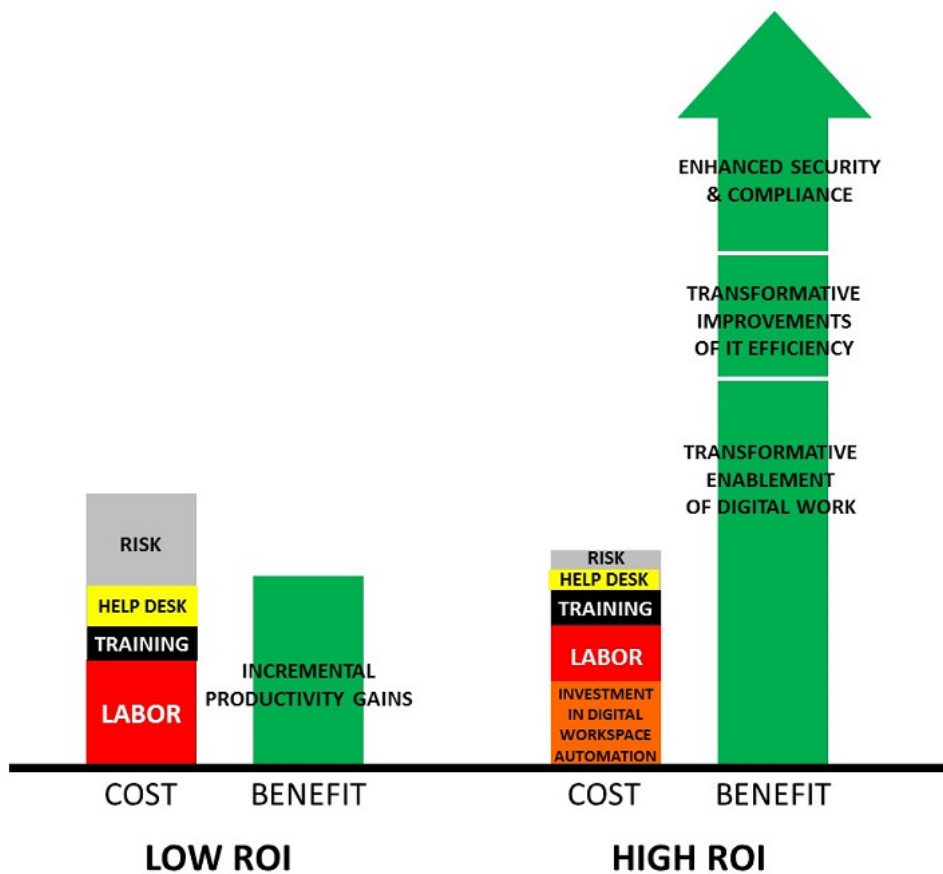
Every Windows user must migrate to Microsoft Windows 10. *Everybody*. You have no choice in the matter—even if you’re not that enthusiastic about an endpoint platform upgrade.

You *do*, however, have a very clear choice when it comes to how you approach that migration:

1. Low-ROI approach. You try to just get through your migration while maintaining the status quo. In the short term, depending on your tools, this can be time consuming and somewhat risky. In the long term, this approach provides at best incremental improvement in the way you connect people with the digital resources they need to do their jobs. It’s basically just a forced swap-out.

2. High-ROI approach. You seize on this unique opportunity to re-tool workspace management. In the short term, this streamlines and simplifies your migration through automation. More importantly, in the long term, it dramatically enhances your ability to ensure that the people who make your business run will get what they need, when they need it – while also elevating your IT organization to the next level in terms of security, compliance, and operational efficiency.

It’s a simple choice. And it’s one everyone must make



IT leaders face a simple choice when it comes to Windows 10 migration: A status quo, low-ROI platform swap – or a timely, much-needed transformation in how IT serves the work of the digital workforce.

Why it's time to transform the way IT enables digital work

Before considering the “how” and “what” of digital transformation, it's first essential to clearly understand the “why.”

The relationship between your company, your workers and digital work has changed dramatically over the past few years—and those changes will likely continue along their trendlines for the foreseeable future.

These pivotal changes include:

- **The rising importance of people.** Your business is more dependent than ever on a smaller number of more highly skilled individuals. These people must be smart, capable, ambitious, highly engaged, and highly productive. They are also in *very* short supply. So, if you don't provide them with the right compensation and the right work environment, they will go elsewhere.

IT's role in delivering this superior work environment is not merely operational and tactical. It's profoundly strategic. No business can successfully compete in the global knowledge economy if its high-value individuals can't get to the services and resources they need, when they need them, with minimal delay and friction.

- **The rising importance of digital.** Digital work is no longer a subset of work. It is how everything in your business gets done. It is how people get information, make decisions, communicate, collaborate, sell, service, and execute transactions. If your people can't get access to the digital resources they need, when they need them, it doesn't just cost the business short-term revenue and productivity, it can undermine your customer relationships, your marketshare growth and your brand value over the long term.

IT's ability to nimbly and accurately deliver the right resources to the right people at the right time is thus a critical factor in the performance and profitability of your business. And those resource delivery capabilities will only increase in their impact and significance.

- **Larger, more fluid enterprise application portfolios.** Once upon a time, IT only had to provision and permission a relatively limited number of applications and services. IT also exercised reasonable control over the enterprise application portfolio.

No more. Cloud, a more digitally savvy workforce, and intensifying business pressures have combined to drive a tremendous proliferation in the number of applications, databases, collaboration tools, and analytic resources IT must somehow administer. These resources are also in constant flux as developers relentlessly innovate – and users relentlessly adopt those innovations.

Obsolete manual approaches to this administration simply cannot scale or keep pace. New automation strategies are absolutely necessary to achieve anything approaching responsible governance.

- **Shrinking tolerances vs. tight budgets.** IT staffs don't just have to do more with less. They also have to do it faster than ever. When new employees come on board, they can't wait days or weeks for the digital privileges, they need to get their jobs done. They need access now.

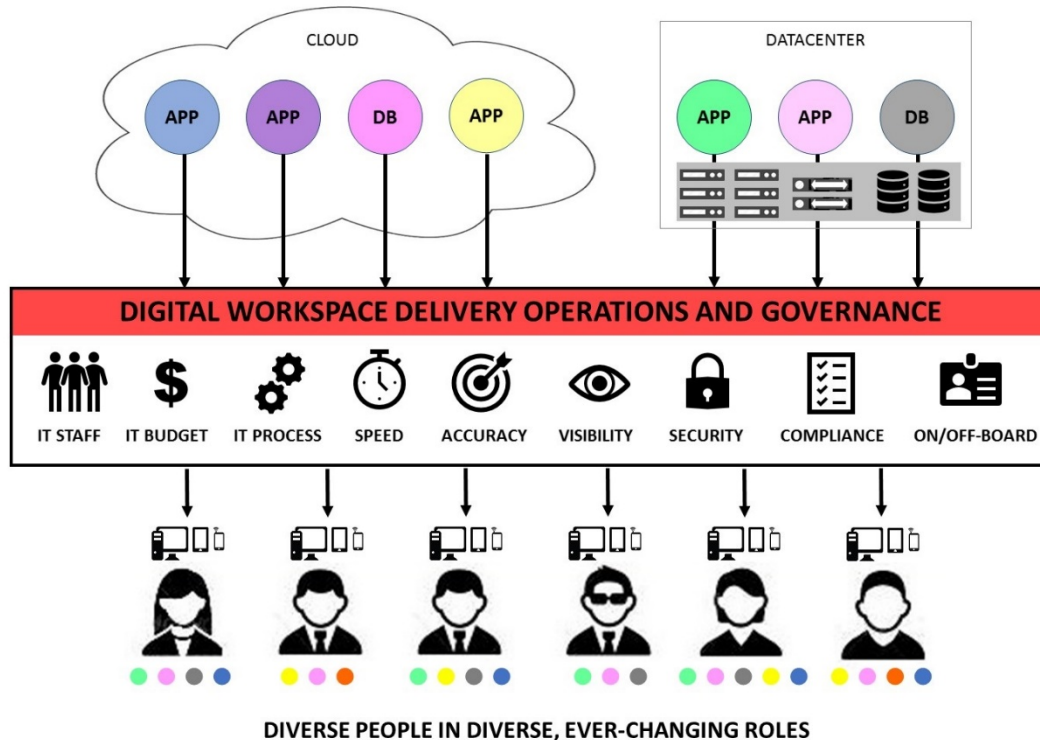
Tolerance for IT bottlenecks is therefore rapidly approaching zero. But with more users demanding more apps—and with IT ops/administration headcount flat or shrinking—those bottlenecks keep cropping up. Here, again, improved automation is an absolute imperative.

- **Heightened security and compliance risks.** The stakes have never been higher when it comes to cybersecurity and compliance, so IT doesn't just have to worry about getting the right apps and services to the right users' desktops quickly and accurately. It must also ensure that no one ever gets inappropriate access either.

That's tough in a fast-moving environment, especially when IT is under-staffed. Offboarding

- can be particularly problematic without an effective mechanism for fully and immediately revoking user privileges the moment someone is fired, leaves the company, or is moved to another position. These concerns and others highlight the need for automation in the form of rules- and role-based access controls—which in many cases may include whitelisting.

Simply put, IT cannot continue to do business as usual. It *must* become smarter, nimbler and more efficient in the way it delivers digital resources to people. The future of your business depends on it.



The nimble delivery of the right digital resources to the right people at the right time has become a truly critical factor in workforce and business performance.

Windows 10 and the transformation opportunity

The transformation opportunity associated with Windows 10 migration is quite straightforward. At the same time as you perform your endpoint OS refresh, you also deploy a layer of rules-based automation that services as a centralized point of policy-based control for all your users' digital workspaces.

You may automate some aspects of workspace delivery already. Many IT admins write scripts, for example, for basic tasks like providing newly onboarded employees with access to Office365.

But these scripts are fragmented, idiosyncratic, and almost never properly documented, so they can't easily be leveraged or modified by anyone other than the original script writer. And when that script writer goes out the door, the script becomes valueless.

The far better solution is to automate all of your workspace management tasks – onboarding, offboarding, access permissioning, version upgrades, password reset, etc. – using a purpose-built management solution that is easy to use, share, modify and audit.

That automated workspace management solution should include:

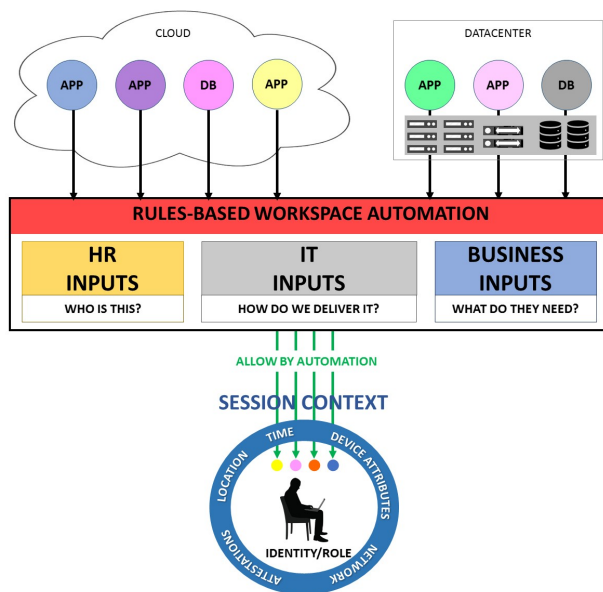
- **An easily configurable rules engine.** Instead of forcing IT staff to write all kinds of arcane scripts, your workspace management environment should make it easy for any authorized administrator to write rules governing who can access which apps under what conditions. These rules should be easy to create, write, modify and audit.
- **Role/identity awareness.** Access to digital resources is at least in part determined by a person’s role and responsibilities. So, your workspace management system should be capable of using inputs such as job title/level, LOB or department, and current project/team assignments. Wherever practical, this personal information should be captured directly from your HR system. It may also make sense to give LOB or departmental managers the ability to input this data as they assign their reports to different tasks.
- **Real-time context awareness.** In many cases, you’ll want to write rules that limit resource access based on the context of the user’s work-session when they log in. Are they at a coffee shop with non-secure public Wi-Fi? At an anomalous location at an anomalous time? Are they using a device with a USB port? The ability to detect these contexts in real time—and link

them to corresponding business rules—is a must for security and compliance.

- **Rich back-end automation.** Any automated workspace management solution must be able to execute whatever tasks, process and workflows are required. These can include everything from standing up a new VM to resetting a password. You also want to be able to link as many tasks together with whatever dependencies are appropriate. For example, you may want to require multiple sign-offs for certain processes or perform a software license verification that triggers an alert if the automated action brings you near the limit of your usage threshold.

Your workspace automation requirements will also be affected by other factors, such as your use of VDI and/or the terms of your BYOD program. Regardless of exactly how you choose to automate your workspace delivery and controls, the key is to automate it. Manual administration and fragmented scripts are simply inadequate for today’s complex, fast-moving digital enterprise.

Of course, you could theoretically implement advanced workspace automation at any time—even after you perform your Windows 10 migration. But that migration affords you a unique opportunity to “kill two birds with one project.” Workspace automation is also extremely useful for the migration itself (see sidebar).



Effective rules-based automation of your user’s digital workspaces leverages inputs from HR, IT, and the business – as well as the real-time context of the user’s work session.

If you do – and if you don't

IT staffs have a lot on their plates. So, it's understandable if – faced with the urgent necessity of a Windows 10 migration – they decide to limit the scope of their efforts to that task alone.

The problem is that such a decision is a classic example of the *urgent* displacing the *important*. That is, the platform migration is *urgent* because Microsoft is terminating mainstream support for Windows 8 by January 2018 and all security support for Windows 7 by January 2020. But, as outlined above, what's *important* for the digital enterprise is better automation of workspace management. So by deferring that better automation, IT staffs are deferring vital benefits that have genuine value to the business.

Those high-impact benefits include:

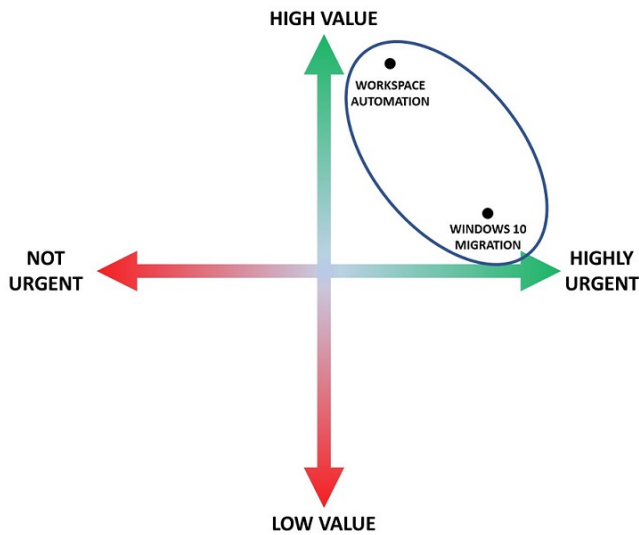
- **Dramatically improved employee productivity and engagement.** Your workforce will be much more productive and engaged when everyone has immediate access to the digital tools they need—even as those needs keep changing over time and as new resources become available to them. Historically, OS migrations are disruptive to the business. By minimizing disruption from the OS migration, an improved employee productivity and engagement has a positive impact on everything from customer experience to the retention of Digital Native talent.
- **Greater business value from investments in IT staff and digital resources.** Most IT staffs are excessively bogged down in low-value everyday service provisioning tasks. Automating those tasks frees them to shift allocation of their precious time, energy, and skill-sets to projects of far greater value to the business. By getting the right resources to the right people at the right time, workspace automation also increases the value your business reaps from its considerable investments in applications, data, analytics, and infrastructure.
- **Enhanced security and compliance.** Well-defined access policies, diligent enforcement of those policies with rules-based automation, and centralized logging of IT administration all reduce your IT-related security and compliance

risks. In fact, automated offboarding—the immediate and complete revocation of all access privileges the moment any employee or contractor is terminated—can deliver full payback on your automation all by itself, since it protects your company from the all-too-common problem of ex-employees retaining digital privileges for hours, days, or even weeks after they leave your company.

- **Effective resolution of “Shadow IT” issues.** When IT is insufficiently responsive to people's needs, they're turning to alternative digital resources that aren't properly monitored, governed or secured. By making IT more responsive – and providing the business with self-service capabilities and more consumerized experiences – workspace automation inhibits “Shadow IT” in favor of a better managed and more democratized digital work environment.
- **Enhanced business agility.** Mergers, acquisitions, re-orgs, and other organizational moves are chronically bottlenecked by slow manual execution of mass changes to the workforce's digital access privileges. Rules-based automation of last-mile DevOps eliminates this agility-killing friction—allowing IT to quickly change who has access to what, regardless of scale or complexity. The result: Executives can more nimbly and cost-effectively make strategic moves that have significant impact on business financials.

The bottom line: You have a great opportunity to dramatically and positively change how digital work gets done in your business—and that change will deliver substantial competitive advantage.

To learn how RES ONE can help you successfully automate workspace management while streamlining and de-risking your Windows 10 migration, please visit [URL].



By linking highly urgent Windows 10 migrations with high-value workspace automation initiatives, IT leaders can deliver maximum near- and long-term value to the business within a single project.

What is a “digital workspace?”

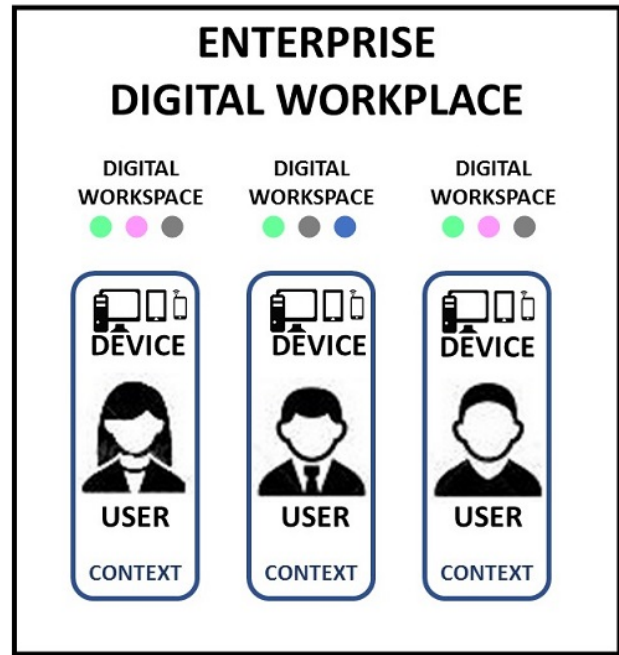
Every time someone logs on to their PC, laptop or smartphone, they have a certain set of applications and other resources available to them for that particular session. This set of applications and resources comprises their **digital workspace**—because it is the virtual “space” where they can perform all of their digital work.

The resources that populate an individual's digital workspace during any given session can be determined by several factors:

- Their **roles and responsibilities** – including job title, division/department, compliance attestations, personal security clearances, etc.
- **Session context** – including network type, location, time of day, device attributes, etc.
- **Governance imperatives** – including software license caps, data residency regulations, etc.

The sum total of your digital workspaces across the enterprise are sometimes referred to as your **digital workplace** or digital work environment. Key characteristics of your company's digital workspace include ease of access to digital resources, the

adaptability with which new applications and other digital capabilities can be introduced into the environment, application performance, security, privacy, and compliance auditability.



The term “digital workspace” refers to the set of applications and other resources a user can access at any given moment given their individual authorizations and the context of the session.

How RES ONE streamlines and de-risks Windows 10 migration

No sane human being looks forward to an endpoint platform migration. For one thing, there are a lot of moving parts. You and your staff must find and identify a wide variety of user settings and preferences, perform the OS upgrade itself on a large number of devices, validate completion of the upgrade, and then transfer all those personal settings and preferences to the new desktop environment for each and every user.

It's a complex operation fraught with risk. And it's important not to minimize the importance of fully restoring a user's workspace personalization. An endpoint migration isn't successful just because you completed the technical aspects of the OS swap. Your job isn't done until all your people are once again fully productive. So if your replacement isn't sufficiently

precise, it will cost the business critical hours and days of productivity.

But it's not just disruption to the business that you have to worry about. It's your own time and energy. There are only so many hours in a day. The more time and energy that gets sucked into the hole of an OS migration, the longer you have to postpone and neglect other critical tasks. IT's own preoccupation with a move to Windows 10 is therefore itself a significant cause of costs and risks.

Traditional ad hoc scripting and group policy configuration scheme no longer constitute a viable solution to the OS migration challenge because they aren't sufficiently scalable, manageable, reliable, secure, or auditable. So if you want to get through your Windows 10 migration unscathed—and with minimal disruption to both the business and your own worklife—you need a better way.

RES ONE is that better way. With RES ONE, you can:

Automate and centrally manage Windows 10 migration tasks to eliminate the time-consuming manual work associated with setting/configuration capture, OS updates, setting/configuration restores, and testing/validation.

Leverage self service to empower people to make allowable modifications on their own without IT staff intervention—and even self-pace their updates for a better user experience if you so choose.

Gain and maintain full visibility into all aspects of your migration, including license usage, in even the most complex environments.

The benefits of this automated, well-engineered approach to Windows 10 migration include:

- **Minimized risk of disruption to the business** due to slow migration processes, user consternation about loss of personalized settings, and/or technical glitches.
- **Minimized demands on limited, costly IT staff time** – which also ensures that your other critical IT tasks and projects don't get interrupted, postponed or neglected.

- **Smarter migration staging** based on what makes most sense for the business, rather than on what your IT staff can manage to get done and when they can find time to do it.
- **Avoidance of help desk “call storms”** that have historically characterized OS migrations, because user preferences are preserved and they can self-serve in many cases.
- **Rapid automated rollback** that further protects the business from costly, unacceptable disruptions due to potential migration snafus.
- **Greater compliance confidence** resulting from policy-based migration controls, full auditability of all migration-related events, and conformance to existing licensing agreements.

Most importantly, by adopting RES ONE to facilitate your Windows 10 migration, you and your business can reap the extremely high-value benefits of superior digital workspace automation described in this document over the long term—even as you make your migration safer and less costly in the short term.



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