



**DALHOUSIE  
UNIVERSITY**

# CANHEIT '24

**From Chaos to Control**

**Endpoint Device  
Management at  
Dalhousie  
University**



# Acknowledgements

Dalhousie University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. We are all Treaty people.

We recognize that African Nova Scotians are a distinct people whose histories, legacies and contributions have enriched that part of Mi'kma'ki known as Nova Scotia for over 400 years.

# Agend

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- 01 INTRODUCTIONS
- 02 GETTING STARTED
- 03 PROJECT PLANNING
- 04 OPERATIONALIZING
- 05 WHAT'S NEXT?
- 06 KEY TAKE-AWAYS



# Who We Are

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Manjula Devaraj  
Director, Service Delivery, ITS  
Dalhousie University



Chris MacPhee  
Account Executive  
IMP Solutions



Courtney Bonner  
Project Manager & Business Analyst.  
ITS  
Dalhousie University

# Introducing Our A Team

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Diane Oram

Endpoint Administrator  
Dalhousie University



Nabil Hamid

Endpoint Administrator  
Dalhousie University



Jeff Cole

Intune Technical Consultant  
IMP Solutions



Intune – Yes? No?



Existing configuration  
management solution  
(SCCM?) Yes? No?



I thought this was a  
presentation about  
iTunes??



# Audience Input

# Where we were....

- Chaos aka the wild wild west



# Where we are heading...

- Control
- Peace of mind
- Managed
- Easily supported
- Data
- Insurance !!!!





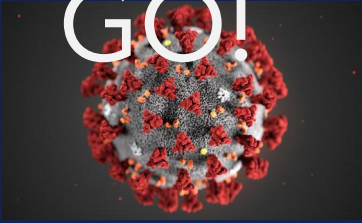
# Start, stop, start, stop....ok GO!

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# Start, stop, start, stop....ok

GO!



Now what??

COVID!

6

7

OK We've got this

Let's push through.... (yea right)

PM, Sponsor, Steering Committee

GOVERNANCE

8

9

DEDICATED TEAM

Manju to lead the tech team.  
Nabil and Diane to the rescue.  
Dedicated IMP consultant to the rescue.

Training, R and D, CUCCIO SIGs

Staff | Windows for Phase 1 and 2

PROGRESS!!!

10



# Planning for Success

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When you know what you don't know

What are the knowledge gaps? Who makes these decisions? Who else needs to be involved? What are our priorities?

...you know enough to make a plan

Dedicate a project manager, identify impacted people, document knowledge base, prioritize work, engage consultants, etc.

# Governance

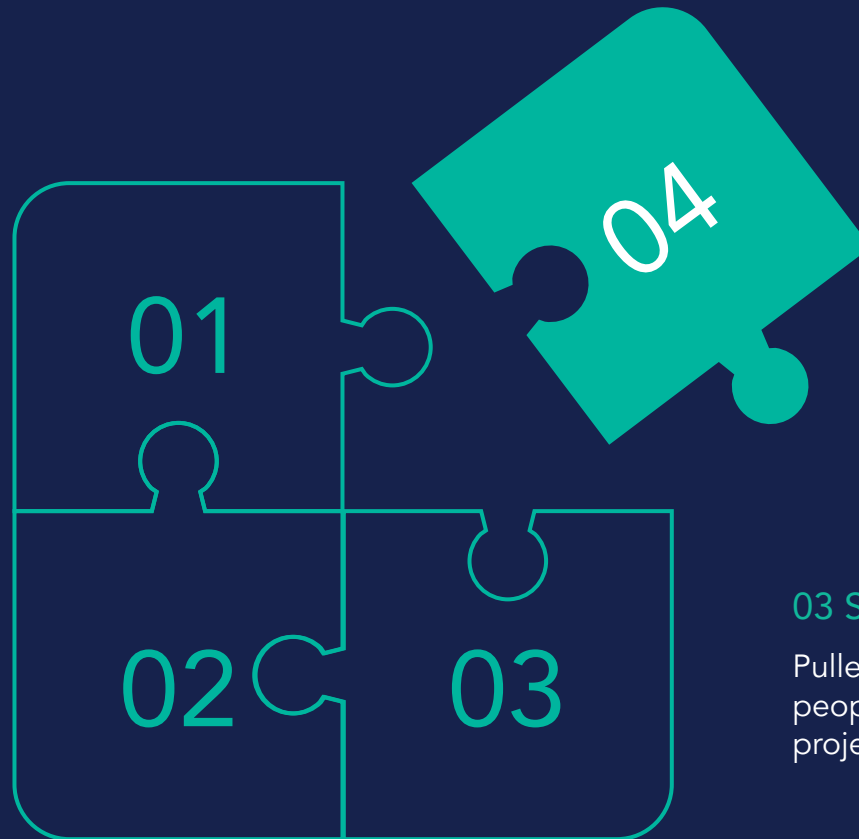
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## 01 Sponsor

Identified sponsor who has authority to assign resources and make decisions

## 02 Project Manager

Assigned Project Manager to develop remaining governance structure and project plan



## 04 Project Team

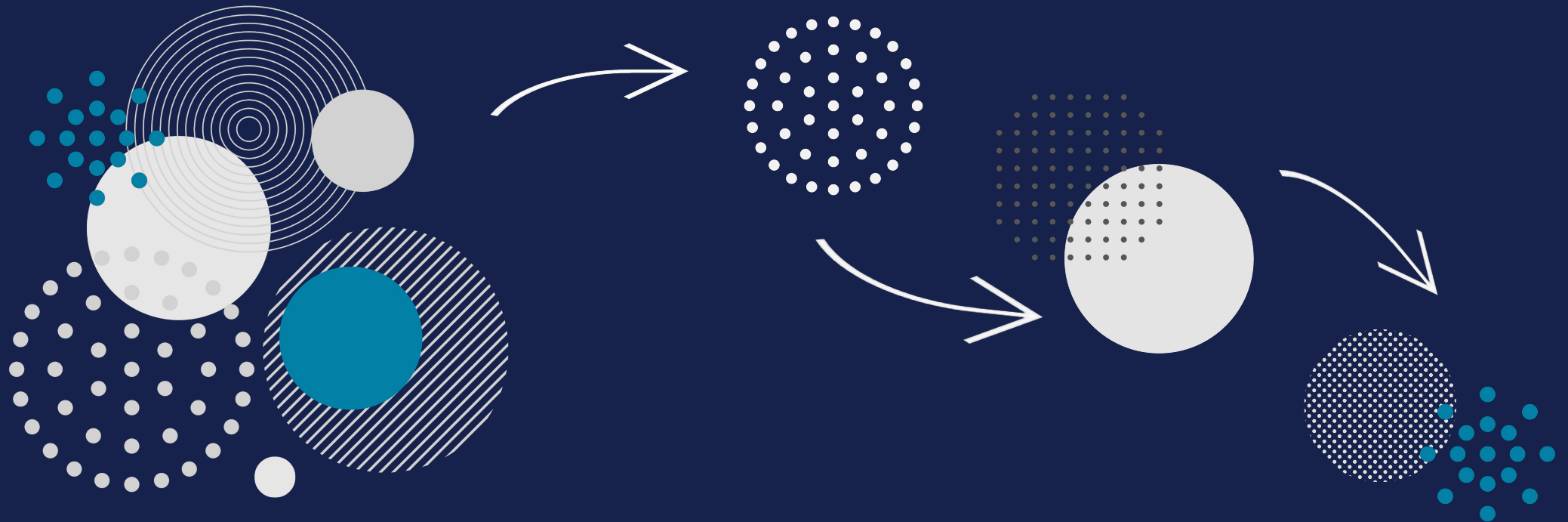
Assigned a team to build knowledge and execute work

## 03 Steering Committee

Pulled together decision-makers and people with significant impact to guide project planning

# Project Management Approach

**Hybrid & Flexible** Mix of project management principles & tools based on needs of project team and objectives



# Getting people on board

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## Concerns

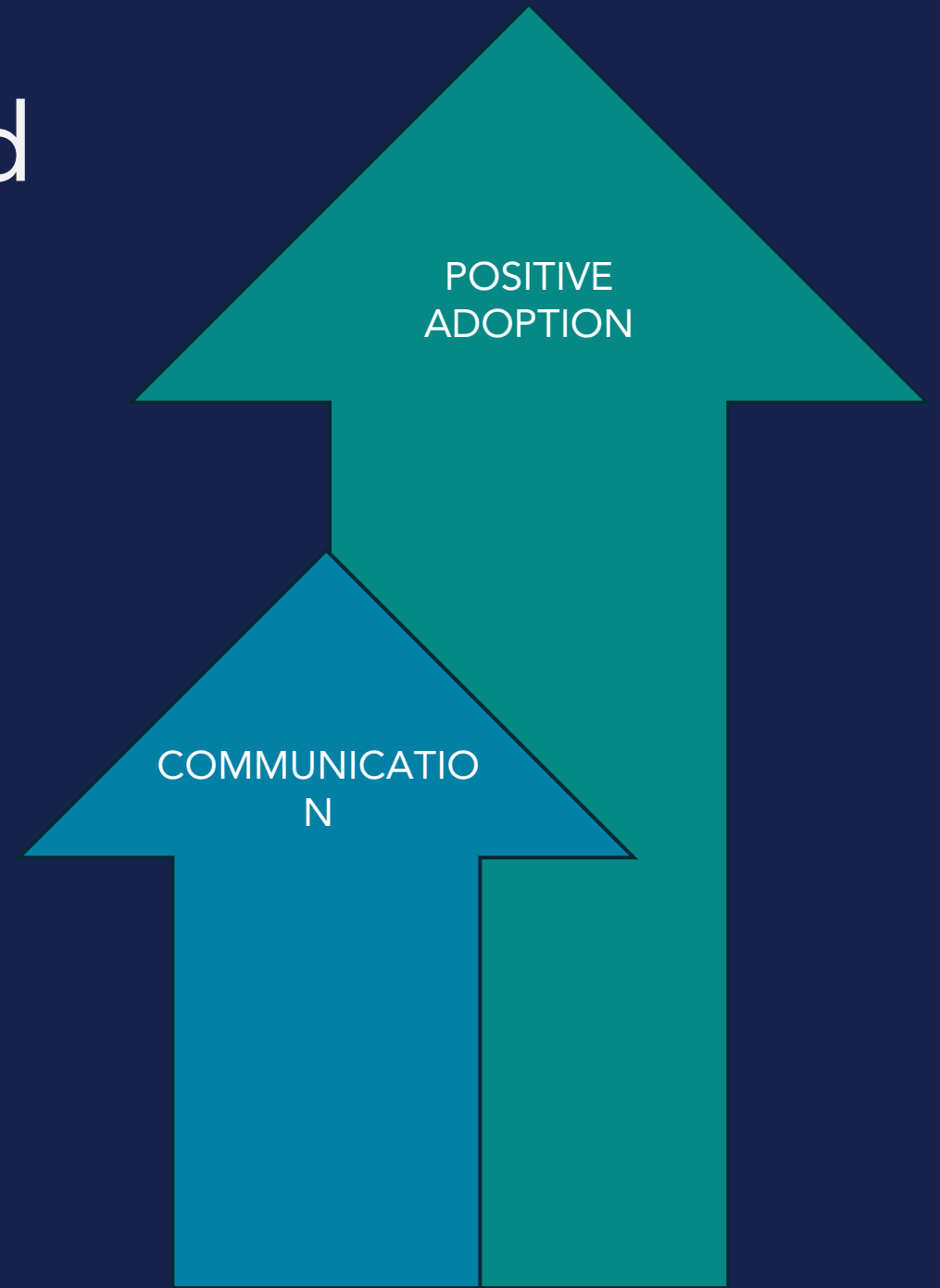
No response

Rumours

Angry employees

Improperly  
following  
instructions

Grievances



# Change Management Plan

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1

## Create Change Committee

Steer, approve, and champion change

2

## Assess Change Risk

Determine readiness for change and areas needing improvement

3

## Identify Impacts

Determine how people will be affected by the change

4

## Identify People Impacted

Assess who needs to be informed or engaged

5

## Anticipate Response

Identify all possible response scenarios

6

## Identify & Action Mitigation Tactics

Create individualized plan to proactively address anticipated responses

# Tactics

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## Top-Down

Message from CIO  
Engaged Senior Leadership  
first  
Appointed liaisons



## Transparent

Consistent messaging  
Clearly identified impacts  
Alleviated concerns first



## Direct

Engaging every impacted  
person  
Liaisons facilitate  
conversations



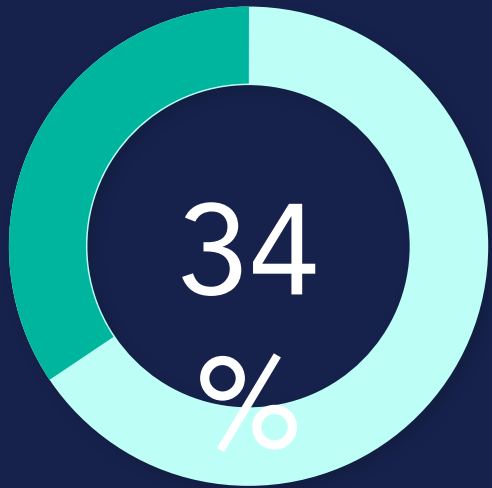
## Varied

Emails  
Presentations  
Drop-ins  
Website



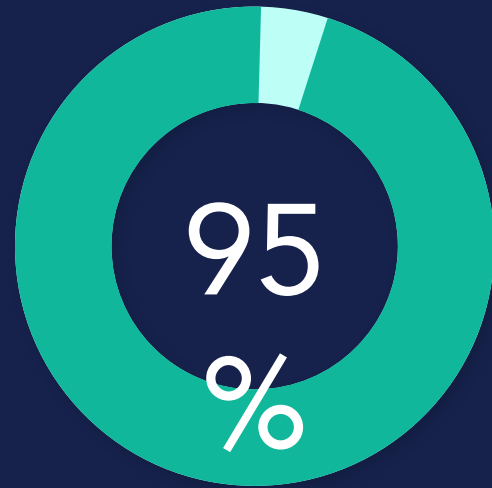
# Response Rates

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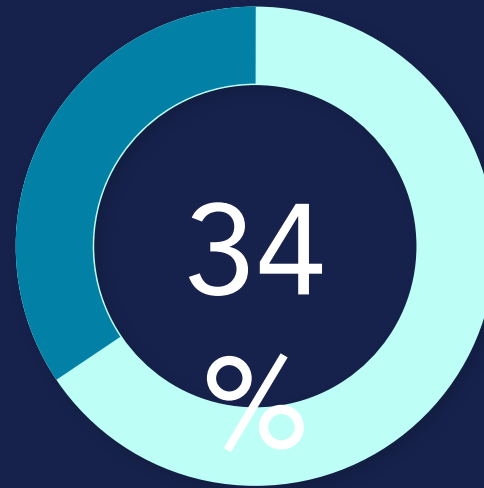
Phase 1

First 3 Days



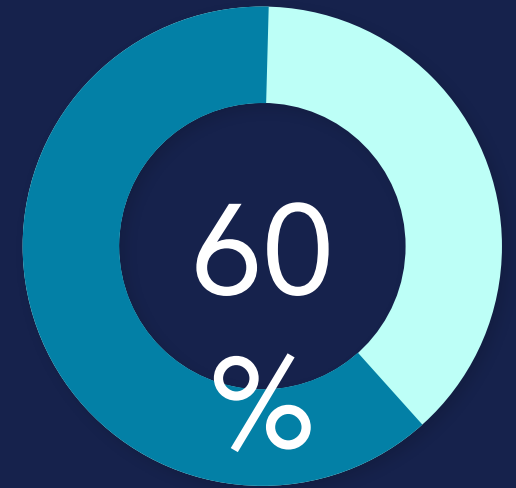
Phase 1

To Date



Phase 2

First 3 Days



Phase 2

To Date

# Operations Mode

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## ENROLLMENT PROCESSES

Make enrolment as seamless as possible as navigate ways to join Entra



## POLICY ADVISORY BOARD

Review and intake process for configuration and security policy creation and modification



## RESEARCH AND TEST

Preparing for next features/policies

# What's Next? (in no particular order)



01

FACULTY UPTAKE



02

APPLICATION  
MANAGEMENT

M365 ? PatchMyPC?



03

MAC Enrolment



04

ANDROID/IPHO  
NE

Mobile device management



05

AUTOPILOT

# Key Take-Aways

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1

## GOVERNANCE

You need a sponsor, a PM, a steering committee

2

## TECHNICAL TEAM

You need a capable technical team, hire, or train them.

3

## COMMUNICATION AND BUY-IN

Effective communications, and campus-wide buy-in, from your most senior leaders

4

## NAMING CONVENTIONS AND PLANNING

Build in the foresight for growth and future state

# Teamwork and Dedication

