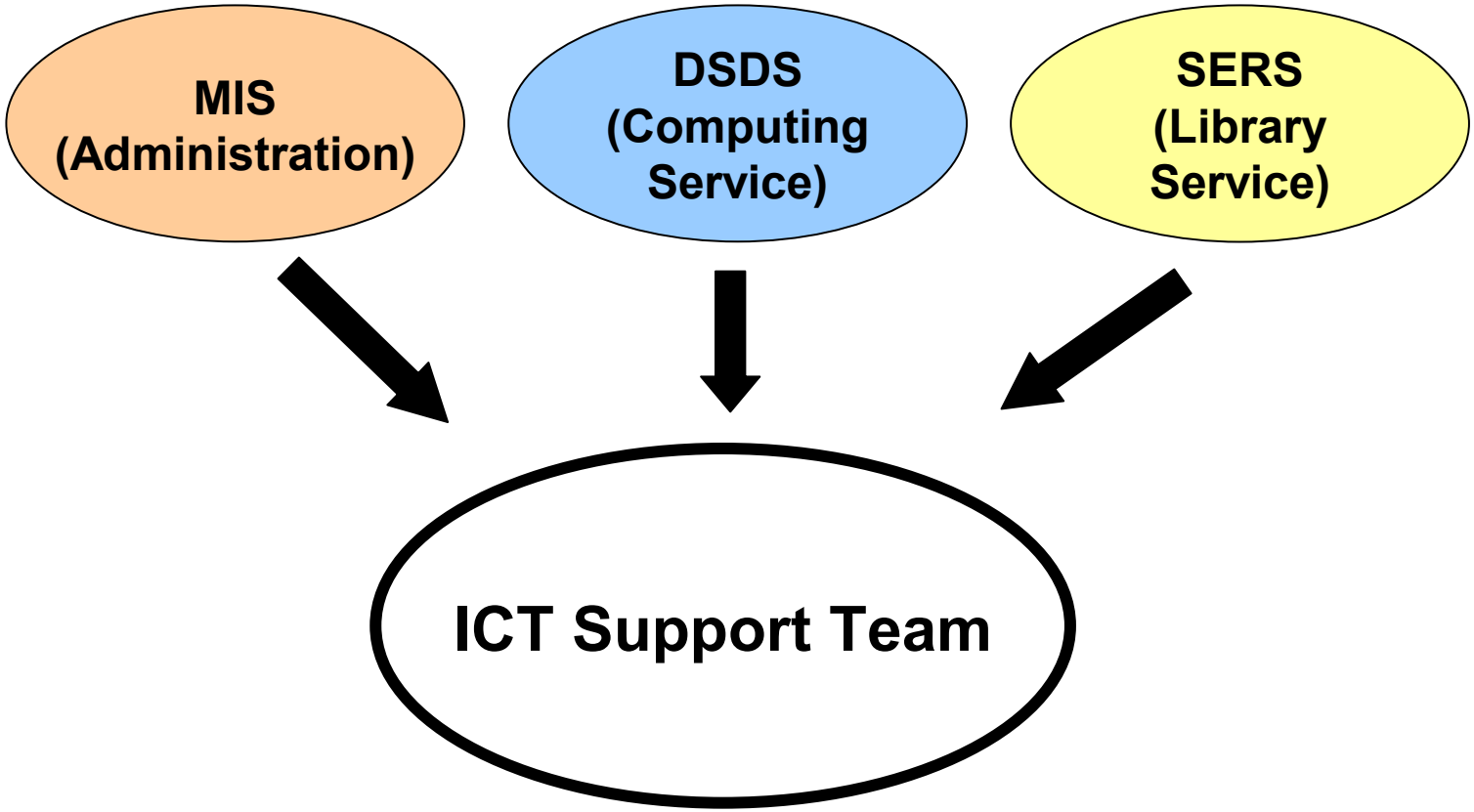
ITSS Conference 2006

The Enhanced Computing Environment (ECE)

Andrew Hynes
(ICT Support Team Manager)

What is the ICT Support Team?



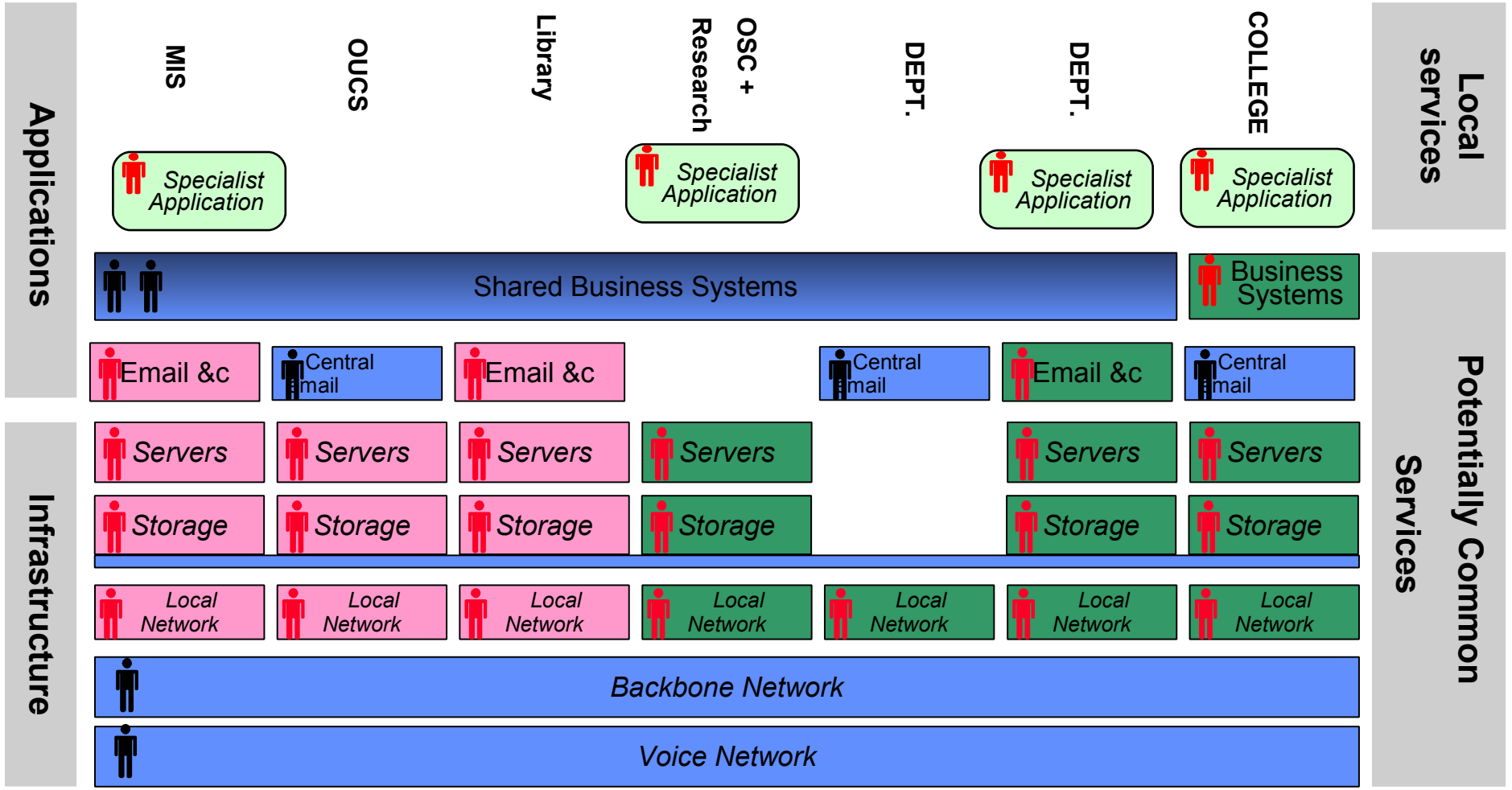
Who are we?

Andrew

Niall	**Mark**	**Maggie**	**Maria**	**Bridget**
Ian Mark Matt Steve	Svetlana Ian Brian	Sadiq Rob David Sean Tony		Ian James Martin Clive Lyn

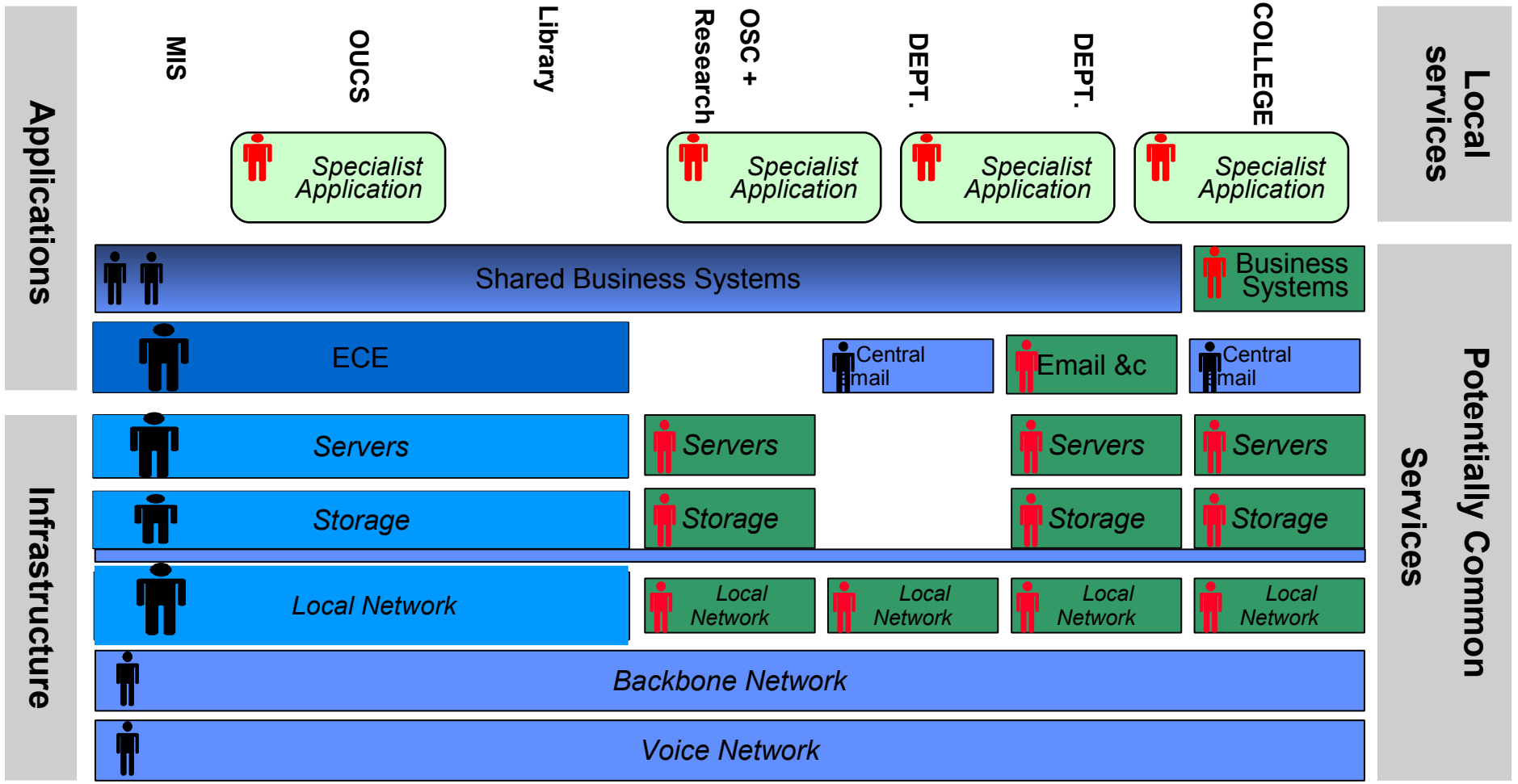
What do we do?

Service Provision Now



Paul Jeffreys, 14 June 2005

Service Provision with ECE



Paul Jeffreys, 14 June 2005

The ECE Project: Aim

"The Enhanced Computing Environment (ECE) project aims to improve the quality and efficiency of desktop IT provision for the staff of the three central departments (Administration, OULS, and OUCS), by integrating existing services and providing a Managed Desktop Service (MDS)."

"… but make a solution that is flexible and scaleable enough to offer to the wider University."

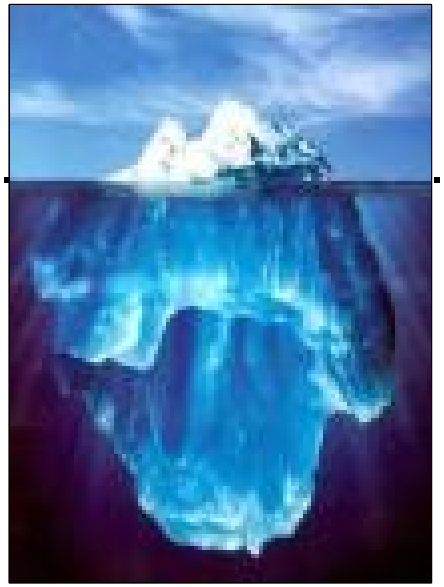
ECE Requirements Analysis

- First Stage
  - Maintain *status quo*
  - Determine Current Operational Standards
- Second Stage
  - Gartner Consultancy
- Third stage
- Next Stage

What is the ECE?

User

Services



Common Desktop
Helpdesk
Purchasing

Hardware Infrastructure
Directory Services
CMD
Knowledgebase
Application Deployment
Software Virtualisation
Packaging
Images
Security & Patching
Brokered Services

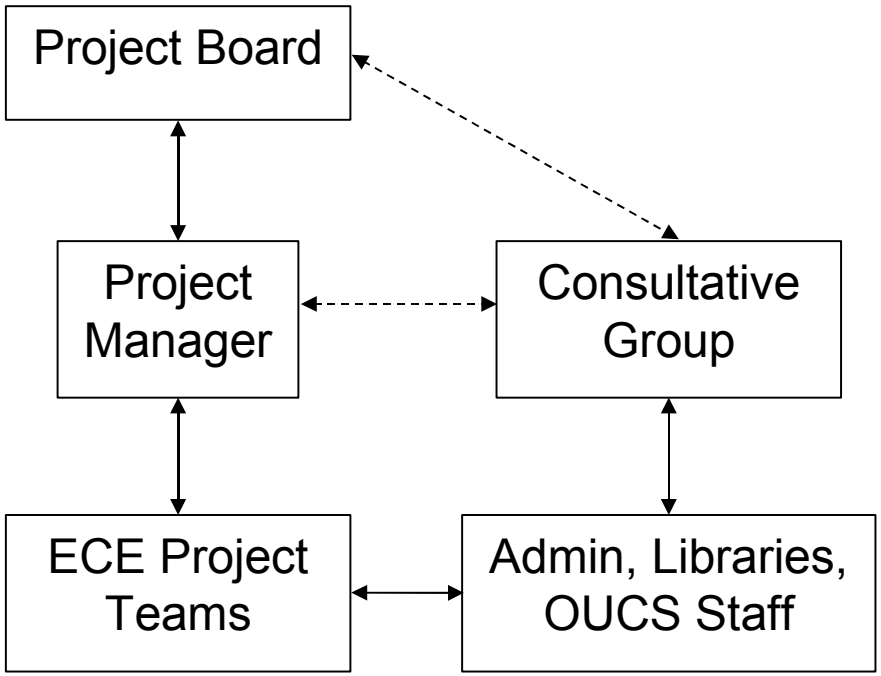
ECE Objectives

1. **Service Consolidation** – remove desktop service duplication
2. **Hardware Refresh** – replace ageing kit in Central Admin
3. **Helpdesk/CMDB** – introduce single desktop support helpdesk for staff in central departments
4. **Central Procurement** – single IT procurement process for desktop service in central departments
5. **Change Management Process** – formalise process for requesting new/changed desktop services
6. **Common Desktop (CCE)** – deliver a common desktop for central departments
7. **Desktop IT Infrastructure** – reliable infrastructure for desktop services

ECE Objectives

1. **Mobile Computing Solution** – remote access and roaming desktops for defined staff
2. **Standardised Hardware** – consolidate supported desktop hardware to limit complexity
3. **Standardised Server O/S** – move to only two versions of each server O/S
4. **4yr Desktop Refresh Cycle** – move to a planned 4 yr replacement of desktop PCs
5. **ECE Constitution** – publish ECE policies, procedures, service levels and financial framework
6. **Scaleable Solution** – develop a system capable of wider deployment within University
7. **Effective Training** – provide adequate training and information for ECE users

ECE Project Governance



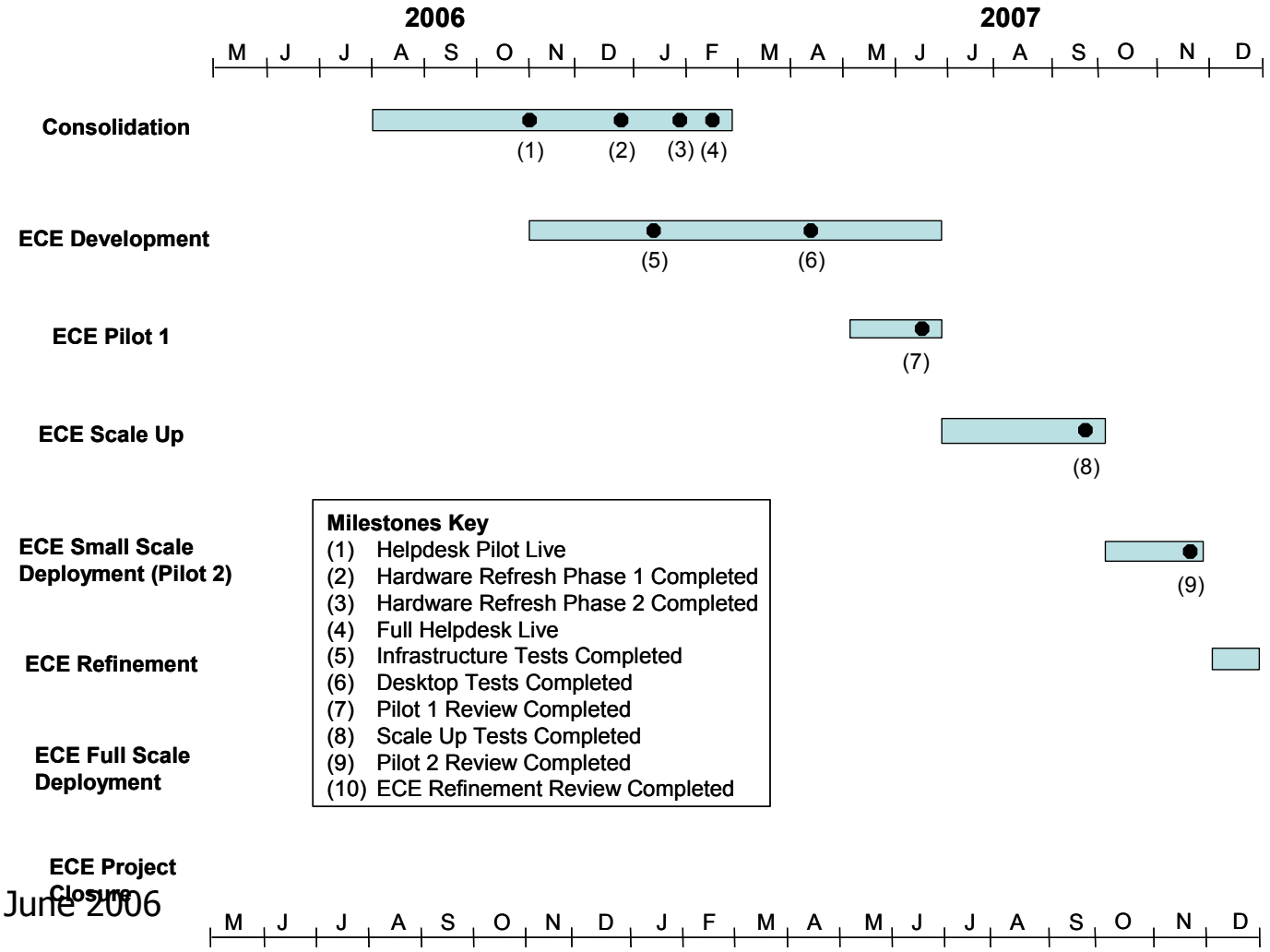
ECE Technical Decisions

MS Active Directory
(for managing Windows desktops)

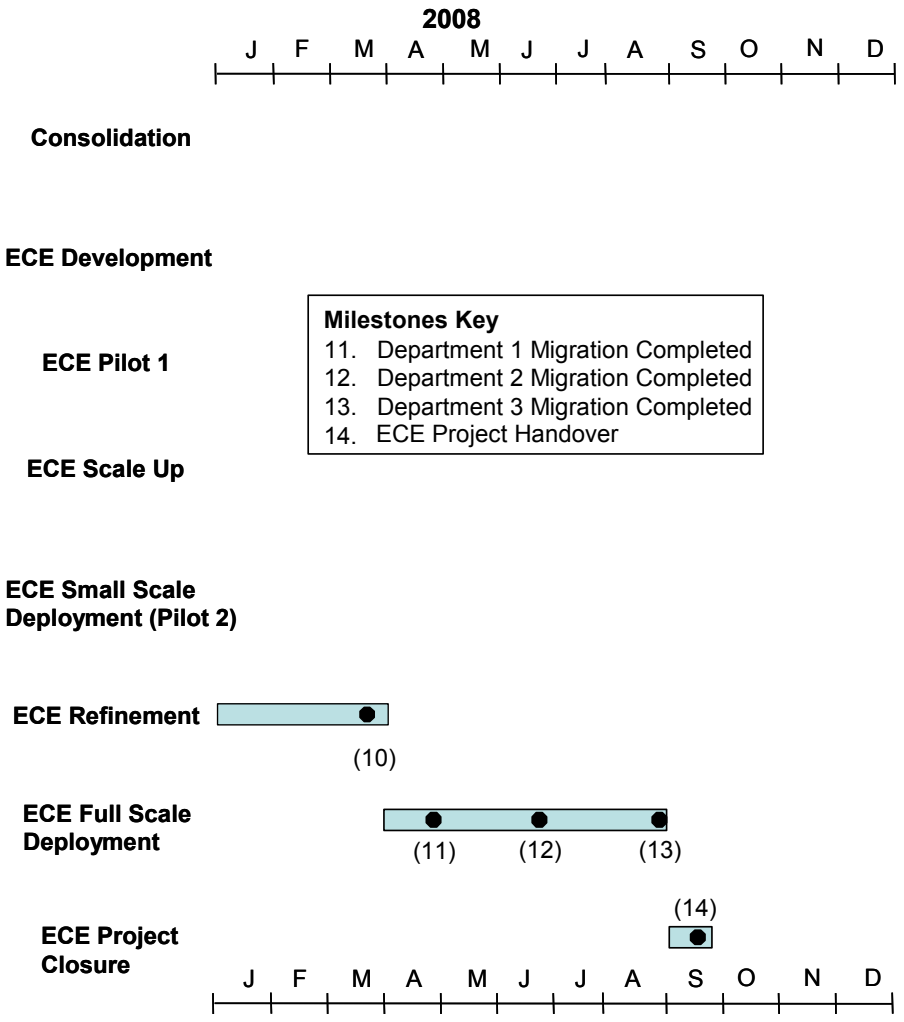
Altiris Managed Desktop Tools

Novell Meta-Directory

ECE Initial Project Plan



ECE Initial Project Plan



Milestones Key

11. Department 1 Migration Completed
12. Department 2 Migration Completed
13. Department 3 Migration Completed
14. ECE Project Handover

ECE First Stage

Consolidation Stage Products

- Altiris infrastructure
- Desktop computing helpdesk
- ECE services consolidated
- Admin PCs upgraded
- OULS Exchange deployed
- Network services optimised
- Policies & procedures published
- Central IT purchasing implemented
- ECE Communication plan published
- Mac feasibility study published

Implementing the ECE: Major Deliverables

- **Universal Service** =
  - Common Applications
  - Standard Platform
  - Access to 'business' applications
  - Standard Peripherals
  - Standard roles
- **Elective Service** =
  - Elective/restrictive applications
  - Extended options to standard platforms
  - Extended Roles
- **Operational Service** =
  - User Support
  - Security
  - Business Continuity
  - Disaster Recovery
  - Remote Access
  - Identity Management
  - Backup
  - Infrastructure
  - Research Services
  - Capacity Management
  - Compliance

ECE Project Benefits

- A first class managed desktop service in keeping with Oxford's status as a world class University.
- Desktop computers that are replaced regularly to take advantage of new technology and application features.
- Improved access to tools and services that users require for their daily work.
- Flexible, but controlled management of computer configurations yielding a more stable and better supported working environment.
- Targeted training that is compatible with each set of applications and tools.
- Consolidated security services including improved authentication, access control, and anti-virus updates.

ECE Benefits

- Improved efficiency in IT Support due to standardisation, consolidation, remote administration and automation.
- A helpdesk providing a common point of contact for all desktop problems and tools to facilitate a rapid resolution to these problems.
- Common procedures for hardware purchasing, procurement, inventory, and disposal.
- Reduced complexity in ICT infrastructure and regular replacement of business critical systems.
- Early warning of potential problems due to network and server monitoring.