Towards Unified Endpoint Management

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#MFSUMMIT2016
Agenda

• Inside the average day of an end user
• What does the IT staff care about?
• How will ZENworks 2016 help?
Inside the Average Day of an End User
What does the day of today’s worker look like?

• Start the day by checking your email on your mobile device

• Answer the important emails, flag the others you need to handle as soon as you get to the office
What does the day of today’s worker look like?

• Once I get to work, start to reply to email, produce content, and knock down my to-do list from my corporate or personally owned desktop/laptop.
What does the day of today’s worker look like?

• I need an app to get something done or my computer just hiccupped -- guess it’s time to call the helpdesk
What does the day of today’s worker look like?

• Don’t forget the meetings…you’ve got to take notes, so don’t forget the new convertible you bought yourself for your birthday

• Bring it along to lunch for the inevitable emergency you’ll need to handle
What does the day of today’s worker look like?

• Head for home, enjoy your evening, right until your boss or colleague calls and needs you to help them with the project that’s due tomorrow morning

• Use your home PC to get the job done and then head off to bed
What does IT care about?
Let’s face it, cell phones and tablets get lost

• Personal phones with corporate data mean I need to be able to protect at least my corporate data

• If it’s a corporate device I might want more control of the device to protect it and prevent undesired use

• Sure would be nice if I could find the device so I don’t have to replace it
These guys

• How do I make sure devices and data are protected both inside and outside the office?

• How do I prove that they are?
Audits & Costs

• Am I buying enough but not too many software licenses?

• Do I meet the regulatory requirements for my organization and can I prove it?
Keeping IT sane

• There’s always more to do, so anything that can be automated, delegated to end users or eliminated is a blessing

• If I can learn how to do something once and leverage it across the organization even better

• Users want to use any device from any location at anytime, wanting access to the apps and data they need to be productive, and they want to do it without calling someone

• And it all needs to be tracked so I can show the value of IT to the business
How will ZENworks help?
ZENworks
Enabling the Workspace through Unified Endpoint Management

USER WORKSPACE

USER SELF-SERVICES
Request, track, activate, print, file share and much more from the workspace

COMPLIANCE
Assure workspace compliance for your assets, licenses, apps, devices, contracts, etc.

AUTOMATION
Workspace automation process for all devices and self-services by selecting any services from any device.

SINGLE PANE OF GLASS
Seamless integration of all IT systems by providing a complete view of the workspace.

SECURITY
Secure the workspace through endpoint security, encryption, location-awareness, wireless security, containerization and many more.
ZENworks 2016 + Micro Focus Service Desk – A “Unified Endpoint Management” Solution

• ZENworks 2016 is the next version of ZENworks due in the second half of this year
• ZENworks Configuration Management 2016 addresses consolidated management of traditional and mobile devices
• Micro Focus Service Desk 7.3 will introduce a fully workflow driven enterprise application store to help facilitate better self service
• ZENworks and Service Desk will consolidate end user and management experiences over the next several releases
Integrated Mobile Management via ZENworks 2016

• ZENworks 2016 will provide the framework for supporting mobile management in ZCM with the following key capabilities
  • Mobile device enrollment and support for device push notification
  • Managed email configuration and ActiveSync proxy
  • Device security policies
  • Mobile un-enrollment, selective (iOS) and full wipe, remote lock/unlock
  • iOS store based application distribution w/ VPP support
  • iOS device control policy

• ZENworks 2016 will support up to 5000 mobile devices in the zone
Getting Started

• A new getting started page makes it easy to implement the required configuration.
Mobile Enrollment

- Policy based enrollment controls who can enroll mobile devices, ownership, demographics and more
Push Notification

- Apply policy changes, distribute bundles and initiate quicktasks using standard mobile push notification mechanisms.

<table>
<thead>
<tr>
<th>Push Notification</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Apple Push Notification</td>
<td>Configure the Apple Push Notification Server certificate to manage iOS devices.</td>
</tr>
<tr>
<td>Google Cloud Messaging</td>
<td>Configure Google Cloud Messaging to enable communication with Android devices.</td>
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Device Information

- Get information about whether the device is roaming, its storage status, network status and more

- Shows up as Mobile Device in ZENworks Control Center
Device Security Policy

- Enforce device security settings such as passcode controls, encryption settings, and device inactivity settings.

- Full support for settings level inheritance you’ve come to expect from ZENworks.
Managed Email

- Configure ActiveSync email as part of enrollment on iOS
- Proxy ActiveSync to ensure users enroll with ZENworks before getting email
iOS Application Distribution

• Quickly create a bundle from by searching the App Store

• Assign the app to users or devices to distribute it

• Use Apple VPP to ensure proper licensing
Device Control Policy

- Device specific controls
- ActiveSync shown
- iOS expected in ZENworks 2016
Unenroll and Wipe

• If a device leaves the environment, unenroll it

• Choose what to white, depending on what’s supported by the device

• Chose whether to keep the device record or remove it
Since it’s just another device / policy / bundle

• Make mobile policies and bundles part of bundle and policy groups to make it easy to assign to workstations and mobile devices or users in a single assignment
• Create dynamic mobile device groups
• Create static mobile device groups
• Assign policies and bundles to users or devices
• Leverage your existing ZENworks system
  • Just make sure your mobile devices can reach a Primary server
Improved Self-Service through Micro Focus Service Desk 7.3

- Micro Focus Service Desk 7.3 will provide new integration with ZENworks in the form of the Store
  - Initially the Store will have ZENworks apps, but going forward it will expand to other services
  - Expected mid-2016

- Allows ZENworks Configuration Management Bundles to be exposed for self-service access requests and approval via Service Desk driven workflows

- Covered by existing Incident Management license
Store End User Portal

- A simple way for end users to request access to applications that may require approval, license or are otherwise not yet assigned to them via ZENworks

- Once successfully requested and approved the app appears like any other ZENworks app in the ZENworks app window / explorer integration

- Long term integration with new ZAPP / end user portal
Admin Side Workflow for Store

1. First use the existing AMIE functionality to import Bundles as Items into Micro Focus Service Desk

2. Next enable the Application Store configuration for Users of the system and optionally Administrators of the system

3. Configure the user that should be used to make assignments once workflows are completed
1. Create an application template that configures the workflow, SLA, assignment flags and other service desk attributes
2. Promote one or more bundles to applications by assigning the template, categories and tags.
Store User Workflow

3. If necessary then you can customize the individuals applications further.
4. Optionally, create groups if you want to allow multiple app requests in a single action.
The Future

• New capabilities releasing every 3-4 months after ZENworks 2016
• Integrated and responsive end user experience
• Improved Administrator / Technician experience built on the same framework delivered over several releases, focused on specific roles
Summary

• With ZENworks 2016 and Micro Focus Service Desk 7.3 Micro Focus is making Unified Endpoint Management a reality

• Rapid releases thereafter will add compelling new capabilities every 3-4 months
Calls to action

• Join the ZENworks 2016 preview today
  https://vibe.novell.com/novl/zenworks-2016-tech-preview-registration

• Contribute to the discussions and Ideas forums for ZENworks 2016
  • Preview 2 will start formal beta, let us know if you are interested
  • Also let us know if you are interested in being a Lighthouse customer
Calls to action (cont)

• Participate in community events and forums
  • Ideas forums
    • https://www.novell.com/products/enhancement-request.html
    • Also available in ZCC as “Submit an Idea”
  • ZENworks Community Technical Webinars
    • https://www.novell.com/events
    • Also posted on Cool Solutions, Facebook and LinkedIn
• ZENworks Customer 1-on-1’s
  • https://attendee.gotowebinar.com/rt/6693888732772301825