DEVICE IMAGING AND INTEGRATION LANDESK CONVERSION UPDATE

Josh Zhang, Lillie Swearingen, and Austen Chang finished up the final touches in LANDESK for conversion of the first elementary school, A. Robison.

This was an arduous process that the team has been working on for the past two weeks. Building the many packages, queries, and scheduled tasks – then having to test them all for accuracy.

Our main goal throughout this process – other than the transition from Novell to LANDESK – is to make our customers satisfied and happy with the conversion.

We feel like a totem pole of success! Or maybe of minions. Either way…

Anthony with Kenneth Deville

As of now, all Transportation centers and A. Robison have been converted to LANDESK.

Call volume for issues has been very low.

After Robison, the entire DII team met and discussed the conversion, issues that were seen, how to resolve problems in the most effective way, and other conversion-related items.

As a result, the plan for future conversions is to streamline the process, requiring less people for conversion and conversion support. The team agreed with Josh and Austen's plans to spread parts of the conversion out over several days rather than running all conversion steps over one night. We hope this will provide an even better success rate than was seen at Robison.

The generalized plan for School roll-out is as follows:

1) Notify school / location- Leave Machines on
2) Start sending out pushes
   a) Patches (.net 5.2 and PowerShell 4.0)
   b) Full Agent
   c) Printer Logic
   d) Chrome
3) Scout location, identify special AppCodes, Windows XP computers, rename systems as necessary
4) Notify CCC, Technicians, Prime
5) Turn off Novell imaging for location
6) Turn on LANDESK imaging for location
7) Turn off AD Advance Agent GPO
8) Provide LANDESK customer documentation
9) Convert school-Remove NOVELL
10) Activate LANDESK Workspaces
11) Follow up for any issues

PLAN FIRST!

SOP

STANDARD OPERATING PROCEDURE

PLAN OF ATTACK

The "Plan of Attack" for a campus is as follows

- As many team members as possible show up at 6:00am to check all faculty and administrator computers for issue. Bartags, room numbers, and specific problems are noted.
- Fix as many teacher and administrator issues as possible before school starts.
- As more Technology Services team members arrive, split up into teams and check student computers for issues, using the same method as with teacher and administrative computers.
- Gather laptop carts and convert them while continuing troubleshooting desktops.
- Note information on "special setup" (Pre-K, Kindergarten, Music, Art, Special Education, etc) computers so host names can be changed in order to populate LANDESK Workspaces correctly.
- School employees are provided with a survey on post-conversion to give feedback about the conversion process, service, and documentation in order for Technology Services to improve the process as necessary.

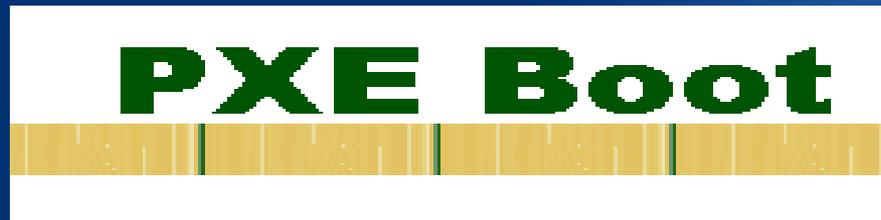# DEVICE IMAGING AND INTEGRATION LANDESK CONVERSION PROCEDURES
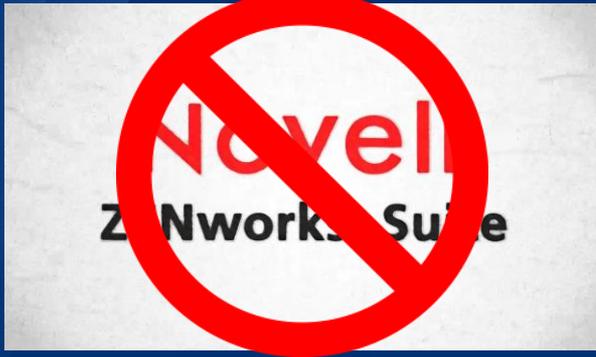
TURN off NOVELL PXE and turn on LANDESK PXE at converted schools MAY 9, 2016

Supporting Novell Schools will need USB drives.

Converted Schools will image with PXE (instructions to come).

Imaging next year with LANDESK will give users a Windows 10 image.

PXE Boot

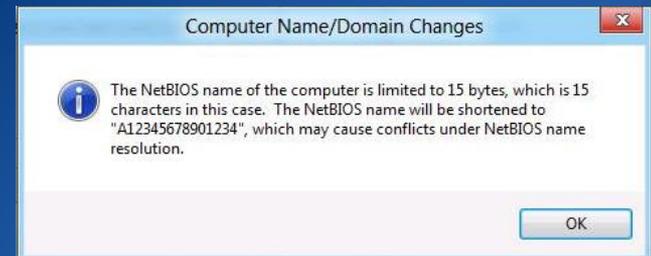# DEVICE IMAGING AND INTEGRATION LANDESK NAMING SCHEME

The new naming scheme includes the application code in each computer name, thereby allowing LANDESK to populate LANDESK Workspaces automatically with all necessary software for that application code. This way, neither Technicians nor teachers/administrators will have to request the correct applications be added within LANDESK Workspaces.

The concerns with carts is that there needs to be a common naming scheme, even though each curriculum may have multiple carts. A plan was devised and will be put into place along with documentation regarding now to name cart laptops.

For Example:
        113SGU01-BARTAG
        GU=General Use

Computer Name/Domain Changes

The NetBIOS name of the computer is limited to 15 bytes, which is 15 characters in this case. The NetBIOS name will be shortened to "A12345678901234", which may cause conflicts under NetBIOS name resolution.

OK

PLAN FIRST!

DEVICE IMAGING AND INTEGRATION LANDESK NAMING SCHEME

You may have some questions about the naming scheme. Here is some additional information to explain the change.

1) What happened to "L" and "C"?
There is no longer a need for differentiation between student computers. Whether a laptop, desktop, or minilab computer, student computers will be assigned the letter "S".

2) What about Teacher or Administrative laptops and desktops?
Teacher computers will be named with a "T" and Administrative computers will be named with an "A".

3) Why are we no longer using location codes?
LANDESK ties to Active Directory to pull the location, so location codes are no longer necessary.

4) Why do we have to put the application code at the beginning of the computer name?
LANDESK Workspaces automatically populates with the correct software based on the application code used in the first 3 spaces of the computer name.

5) What about laptop carts? How do we differentiate them?
• Additional information will be provided on how to name laptop carts.

Examples of the new naming scheme:
999A304-BARTAG (Base Admin computer in room 304)
303T1142-BARTAG (HS Social Studies Teacher computer in room 1142)
212SGU01-BARTAG (MS General Use Cart 01)