

Device Management Strategies and Solutions: A Value-First Approach

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About Me

- Proud Dog Dad of Cody and Skittles
- Married the love of my life in 2018
- Born and raised in St. Louis, MO
- Live and work in Irving, TX
- Foodie / Steakhouse Enthusiast
- I speak my mind.



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THE Ohio State University Football Fan

Ohio State > Penn State

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Contact








PDS HEALTH



Credentials and Professional Information

- Profession: IT Engineer, PDS Health / IT Consultant, Devout Consulting, LLC
- Experience in Healthcare and Education
- ITIL Strategic Leader
- Worked on and led multiple MDM solution migrations
- Apple Subject Matter Expert for PDS Health
- Systems Administration experience with multiple platforms including Tanium, Jamf Pro, Jamf Protect, SCCM, Microsoft Intune, Mosyle, and Chrome Enterprise Browser Management.
- Overseen and participated in multiple MDM migrations

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Agenda

- Introduction
- Key Concepts
- Digital Strategy
- Device Management Strategy
- Scenario Based Discussions
- Quiz and Review
- Q & A

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When a device management solution is chosen that aligns with an organization's digital strategy, technology administrators and IT decision makers can increase value, shrink expenses, and enhance outcomes.

Central Principle

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Key Concepts

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Key Concepts	Value
<p>What is value?</p> <p>The perceived benefits, usefulness, and importance of something.</p> <p>It is driven by three aspects. They are:</p> <ul style="list-style-type: none">• Outcomes• Costs• Risks	

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Key Concepts	Holistic Thinking
<p>What is holistic thinking?</p> <p>Holistic thinking is an approach that considers the entire system and its interconnections, rather than just individual parts, to understand how they interact and influence each other. It emphasizes seeing the big picture and recognizing that the whole is greater than the sum of its parts.</p>	

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Key Concepts	Strategy
<p>What is strategy? A broad approach or course of action defined by an organization for achieving its objectives.</p>	

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The background of the slide is a dark teal color with abstract, overlapping circular shapes in lighter shades of teal and blue. The text "Digital Strategy" is centered in the upper half of the slide.

Digital Strategy

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Digital Strategy

What is Digital Strategy?

Digital Strategy is the process of aligning IT services with business objectives and leveraging digital technologies to support organizational goals.

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Key Components of Digital Strategy



ALIGNMENT WITH
BUSINESS GOALS



CUSTOMER-
CENTRIC



AGILE

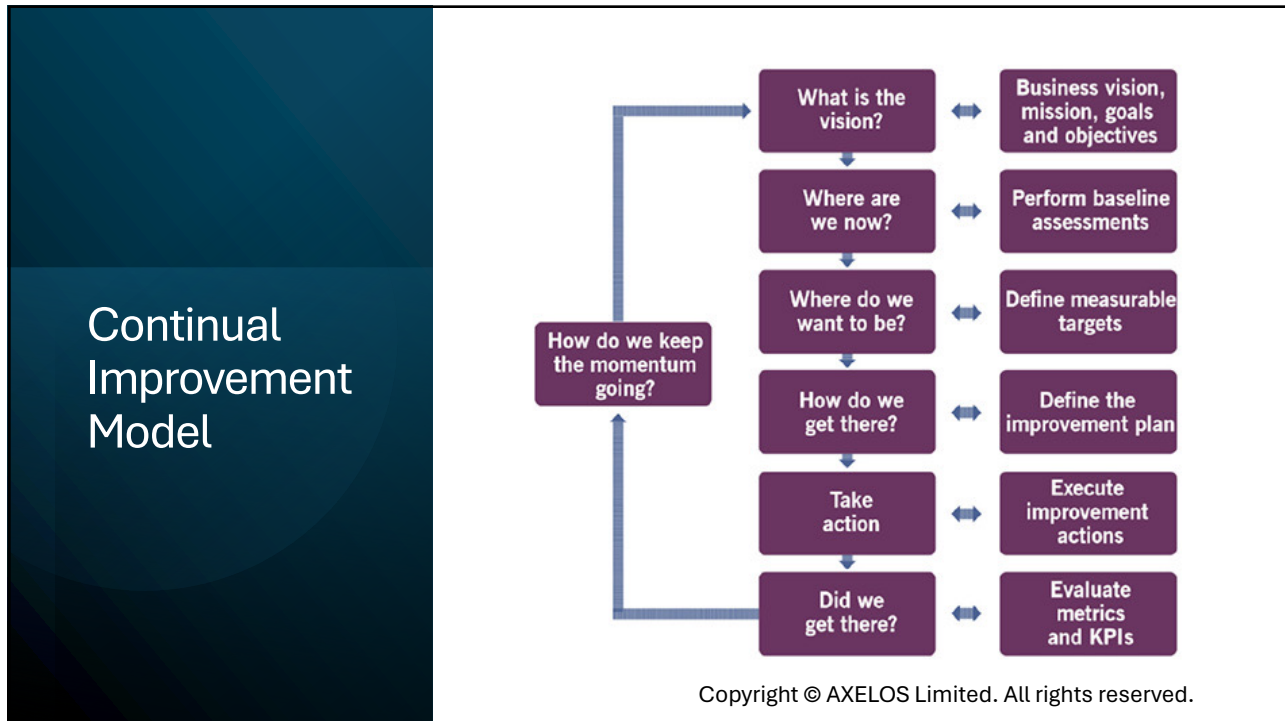


INTEGRATION OF
IT SERVICES



CONTINUAL
IMPROVEMENT

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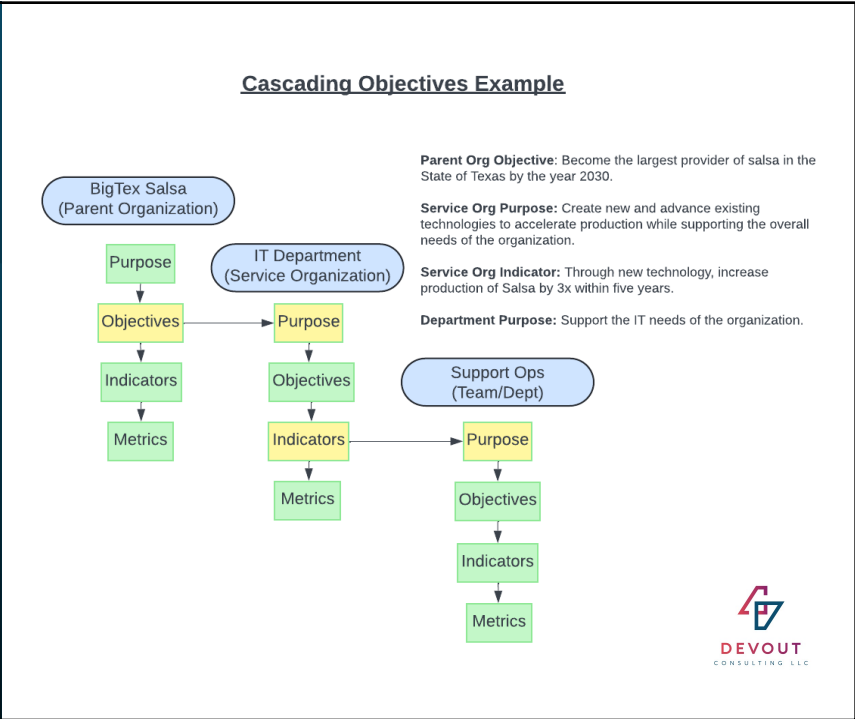
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How to Create and Foster a Culture of Continual Improvement

- Encourage stakeholders to suggest and support improvements
- Encourage stakeholders take risks
- Recognize that perfectionism is typically self-defeating and blocks timely improvements
- Celebrate success
- Encourage fast feedback loops
- Promote learning from failures rather than a blame culture
- Promote value and psychological safety of employees

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Strategic Planning and Cascading Objectives



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Get Involved

How do I identify my organizations digital strategy?

- Identify if your company has a C-Level or VP level executive who is responsible for the strategy of your organization.
- Ask your CIO/CTO/CEO if your organization has a digital strategy.

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Device Management Strategy

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Device Management Strategy

What is Device Management?

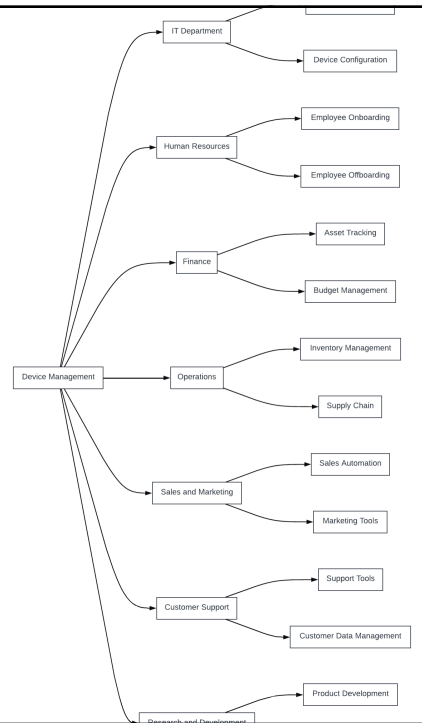
- **Definition:** The administrative process of deploying, configuring, securing, and maintaining an organization's computing devices, such as desktops, laptops, and mobile devices.
- The definition of a "device" has been fluid in recent years. We hear terms like "endpoint", "host", "touchpoint", "node", "device", "terminal", and "device" thrown around as synonyms.
- Be careful how many different terms you're using as to limit confusion and enhance communication.



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Impact of Device Management

Much like a Digital Strategy, Device Management touches every piece of an organization.



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Device Management Strategy

What is Device Management Strategy?



A comprehensive plan that outlines how an organization will manage, secure, and maintain its devices in alignment with the organization's mission and vision.

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Device Management Strategy

12 Components of an effective device management strategy:

- Security (including industry-specific compliance)
- Monitoring (usage stats, device security info)
- Access Control / Identity Management
- Risk Management
- Asset Management (physical and virtual inventory)
- Lifecycle Management
- Configuration
- Deployment (hardware and software)
- Remote access and management
- Enrollment
- Support (robust plan, technical documentation)
- Strategic Analysis (capacity planning, ongoing cost/benefit analysis)



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Device Management Strategy Monitoring

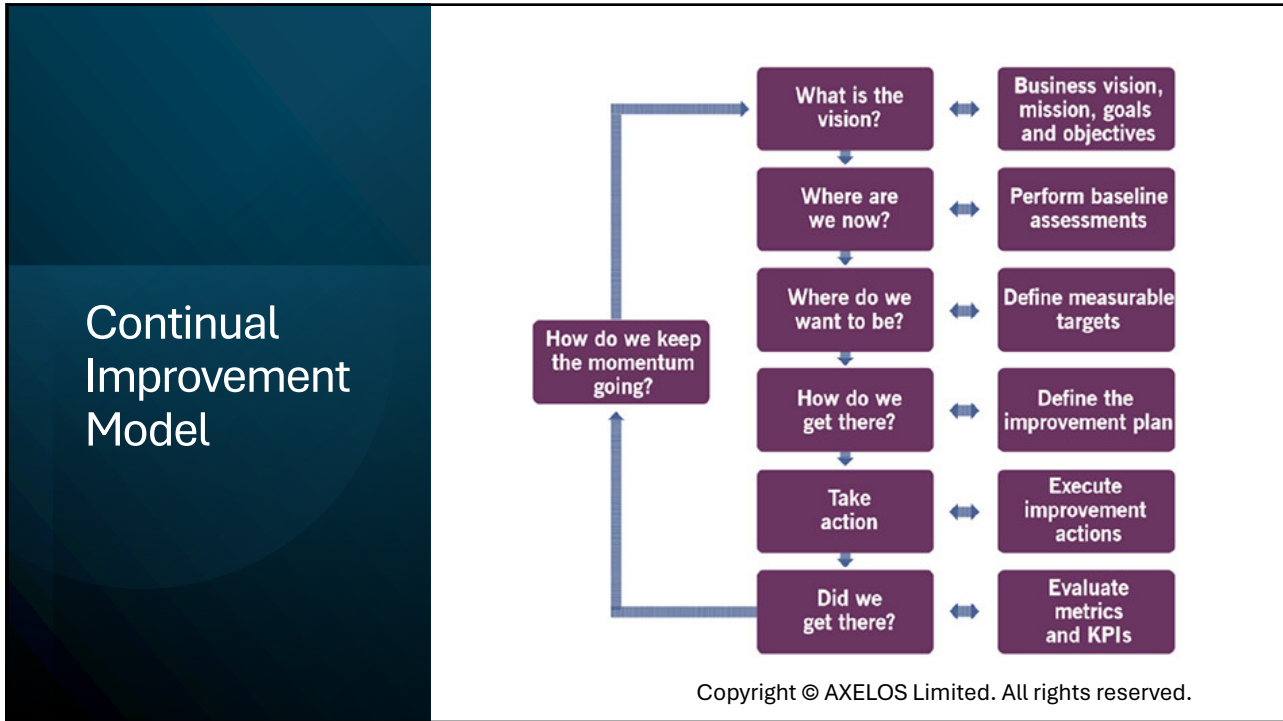


Usage stats: Tracking how devices are used within the organization to optimize resources and identify any unusual activity.



Device security information: Monitoring aspects such as encryption status, location, and OS version to ensure devices are up to date and secure.

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Device Management Strategy


Security

Industry-specific compliance: Adherence to regulations and standards such as GDPR, HIPAA, or FERPA, which may vary depending on the industry.



Encryption: Implementing encryption for data at rest and in transit to protect sensitive information.

Endpoint protection: Deploying antivirus, anti-malware, and other endpoint protection tools to safeguard devices.

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<h2>Device Management Strategy</h2>	<h2>Access Control and Identity Management</h2>
 <p>Authentication: Implementing strong authentication methods, such as multi-factor authentication (MFA).</p>	 <p>Authorization: Defining and enforcing user roles and permissions to control access to resources.</p>

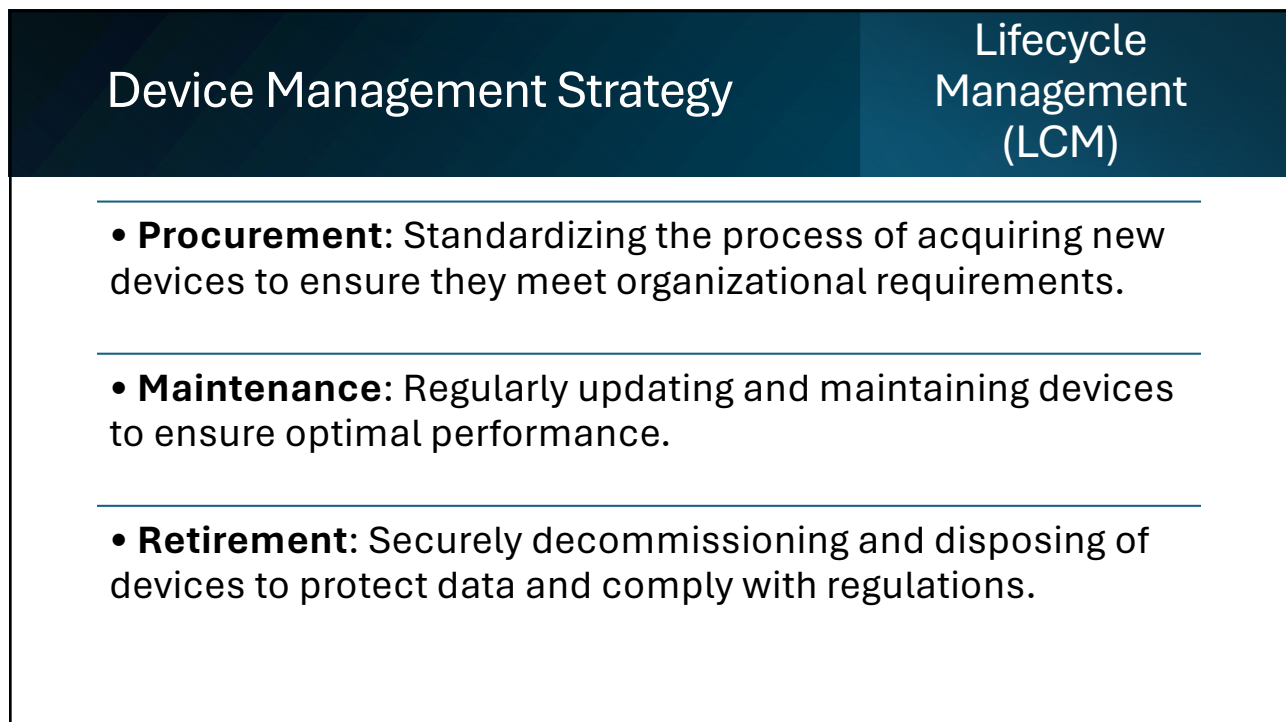
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<h2>Device Management Strategy</h2>	<h2>Risk Management</h2>
 <ul style="list-style-type: none">• Risk assessment: Regularly evaluating the risk landscape and updating security measures accordingly.	 <ul style="list-style-type: none">• Incident response: Developing and implementing incident response plans to quickly address security breaches and minimize damage.

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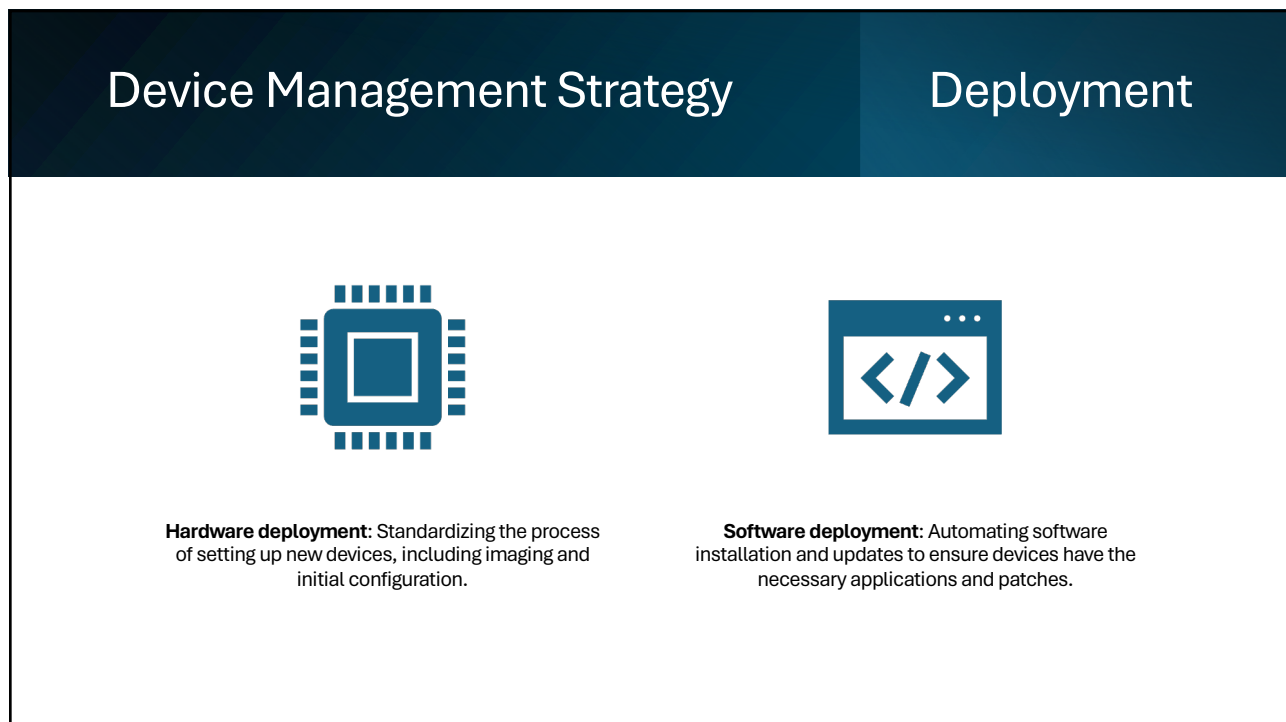
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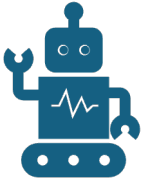

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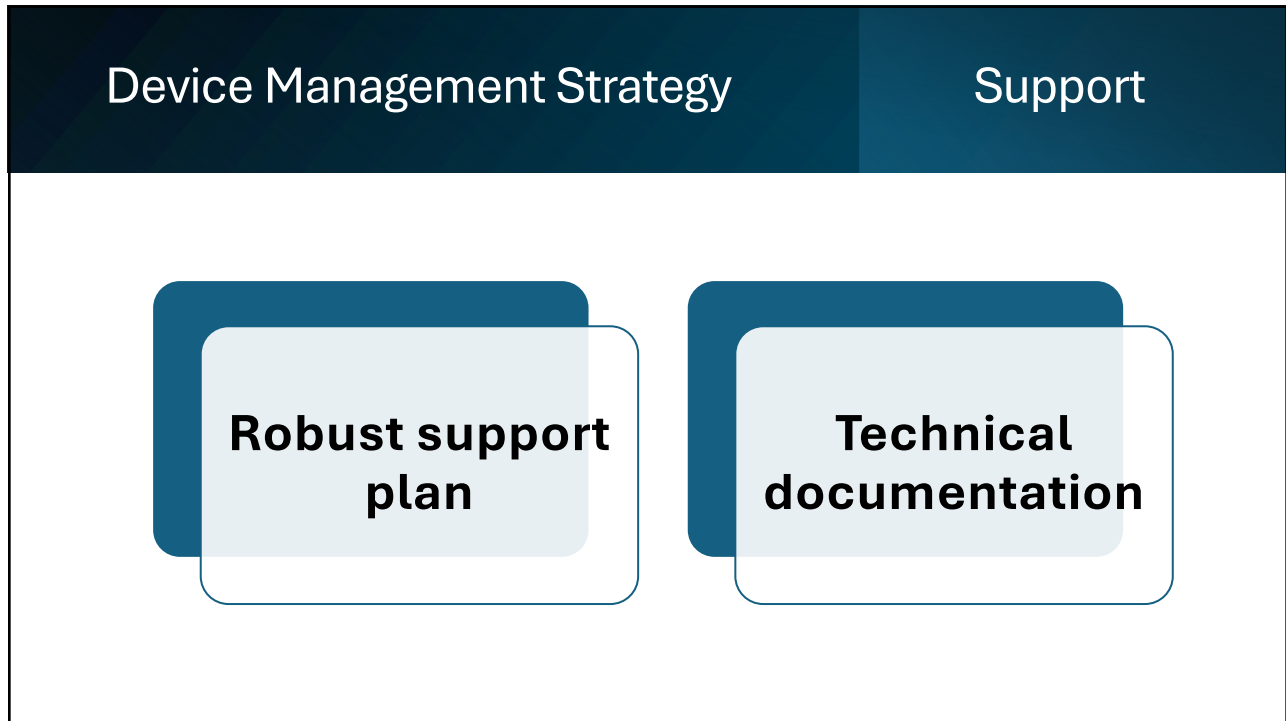
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Device Management Strategy	Remote Access Management
 <p>Remote troubleshooting: Providing remote support to quickly resolve issues without needing physical access to devices.</p>	 <p>Remote updates: Deploying updates and patches remotely to ensure devices are always up to date.</p>

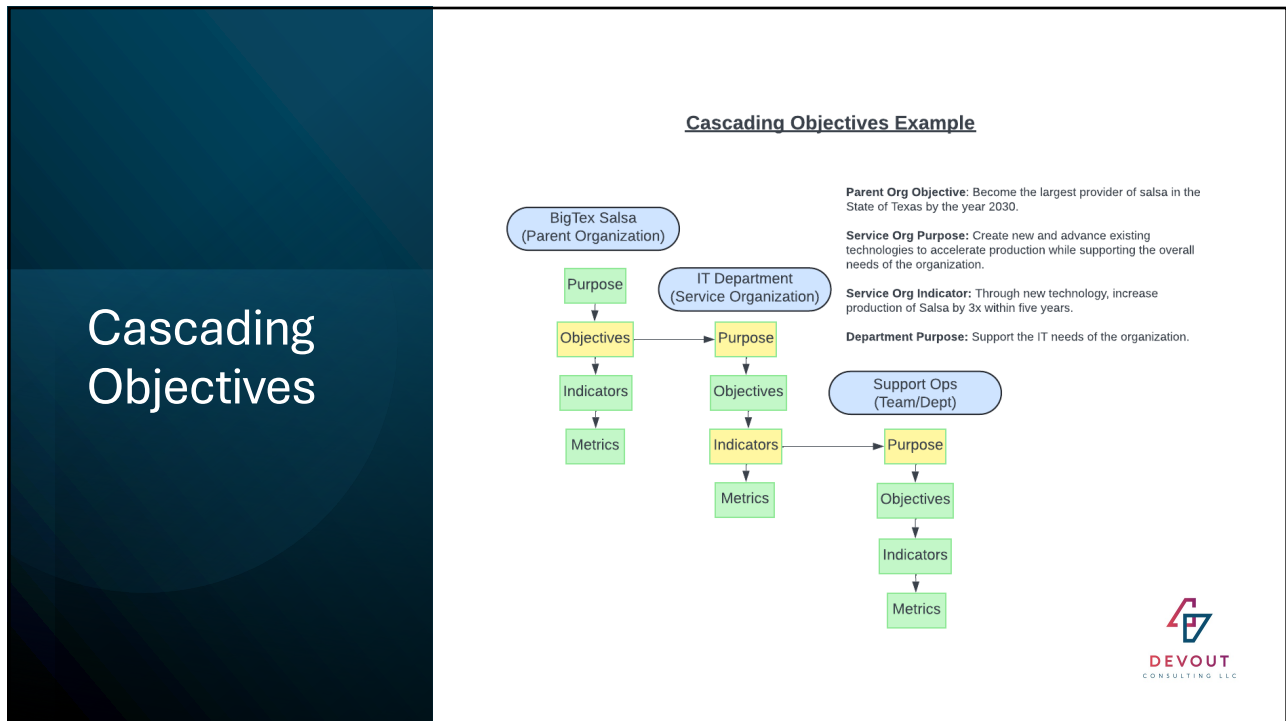
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Device Management Strategy	Enrollment
 <p>User Enrollment: Providing self-service enrollment options for users to easily register new devices.</p>	 <p>Automated enrollment: Implementing automated enrollment processes to streamline device onboarding.</p>

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The slide features a large title "Qualitative and Quantitative Analysis" on the left side. To the right, there are two sections. The first section is titled "Quantitative Analysis" and includes five bullet points:

- **Nature:** Numerical, statistical.
- **Purpose:** To quantify variables and generalize results from a sample to the population.
- **Data:** Numerical data such as surveys with closed-ended questions, experiments, and existing statistical data.
- **Approach:** Objective, measurable, and hypothesis-driven. It seeks to test theories and determine relationships between variables.
- **Outcome:** Statistical significance, metrics, and mathematical models.

 The second section is titled "Qualitative Analysis" and includes five bullet points:

- **Nature:** Non-numerical, descriptive.
- **Purpose:** To understand underlying reasons, opinions, and motivations.
- **Data:** Textual or visual data such as interviews, focus groups, observations, and open-ended survey responses.
- **Approach:** Subjective, interpretive, and exploratory. It seeks to provide insights and understanding of complex phenomena.
- **Outcome:** In-depth understanding, themes, patterns, and narratives.

 In the bottom right corner of the slide is the Devout Consulting LLC logo, which consists of a stylized red and blue geometric shape above the text "DEVOUT CONSULTING LLC".

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Device Management Strategy

Strategic Analysis

	Solution 1	Solution 2	Solution 3	Solution-4	Solution-5	Solution-6	Solution-7
Features							
MacOS/iOS Patching (Minor/Major Updates)	1	3	3	±	±	±	±
OmniTza Integration	2	3	2	±	±	±	±
Deploy Apple Store Apps and Custom Apps	3	3	3	±	±	±	±
Automated Deployment for MacOS/iOS	1	3	3	±	±	±	±
Custom Scripts	2	3	3	±	±	±	±
Remote Access	0	1	2	±	±	±	±
Remote Management for ABM Devices	2	3	3	±	±	±	±
OKTA Integration	2	3	3	±	±	±	±
Level of Support	1	3	2	±	±	±	±
Netskope / Cortex Functionality	2	3	2	±	±	±	±
Bulk task management	1	3	3	±	±	±	±
Device Profile Customization	3	3	3	±	±	±	±
Value	1	3	3	±	±	±	±
Total Score	21	37	35	28	28	24	25
Strategy and Performance							
Estimated Annual Cost (all devices)	\$330,000	\$128,872.24	\$104,500	\$138,477.50		\$93,562.50	
Android Compatible?	Yes	No	No	Yes	No	Yes	
macOS Patching Verified?	No	Yes	Yes	No			
References?							
Mac Only Cost: 470k; Only Cost: 4500							

Feature Scoring Matrix		Product Scores
Exceeds Requirements	3	Solution 1 21
Meets Requirements	2	Solution 2 37
Meets Requirements with Issues	1	Solution 3 35
Does Not Meet Requirements	0	Solution 4 28
		Solution 5 25
		Solution 6 29
		Solution 7 24



Product Scoring Matrix	
Green	>27
Yellow	>15
Red	<15



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Industry Specific Examples and Scenarios

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CEO

CTO



Cody's Clinics

Cody's Clinics lacks a clear digital strategy

No BYOD Program is in place

Mixed bag of Windows and Apple devices across the various locations


Staff members take visit notes on their phones to type into the patient charts later.

Multiple payment processors with different fee structures

Paying for an M365 E3 subscription for every employee

- **What are some easy wins that can be achieved?**
- **Given products you're aware of on the market, which MDM solution might be a good fit? Why?**
- **Why is a BYOD program important for Cody's Clinics?**

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Ilvermorny Public School District

Current Mac fleet: 500 MacBooks - 200 are incompatible with macOS 18

Current iPad Fleet: 2,500 iPads - 1,500 are incompatible with iOS 18

The school district anticipates that they will double in student and teacher population by 2030.

Tracking and disabling stolen/lost/missing iPads has been an issue.

The school district uses Okta as their IdP.

Students and teachers utilize Google Workspace as their primary application suite.

- **What are some good questions this consultant should be asking stakeholders to get started?**
- **Which stakeholders should be engaged first?**
- **Based on the information provided, what criterion might carry the most weight when selecting the new device management solution?**

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