

Name: Modern End-User Device Management

Completed: Fiscal Year 2023/2024

Goal Alignment:

INNOVATIVE - Transform the City's service delivery through new and creative solutions.

RESILIENT - Deliver viable IT solutions that are dynamic, scalable, and maintainable.

Summary: At the onset of the COVID-19 pandemic, working from anywhere became commonplace, but our management tools were ill-equipped to handle intermittently connected devices. Our traditional on-premises setup relied on a fragmented suite of multiple independent tools, including three separate PC management systems, two mobile device management systems, and two remote assistance systems.

This complexity led to inefficiencies and increased the time and labor required to resolve individual tickets, ultimately reducing the productivity of our IT staff and the employees they supported.

The IT Department implemented a unified modern device management system to manage mobile and traditional endpoints, maintain continuity of end-user computing operations, and deliver seamless IT administration in the era of expanded remote work that we were in.

Benefits:

- **Reduced device delivery and setup time:** Devices are now pre-configured at the factory, eliminating the need for extensive IT technician setup. Employees can log in and start working immediately, while the user's additional applications and settings are installed in the background.
- **Elimination of duplicate work:** Application and policy packages are built once and used across all domains, saving time and increasing productivity.
- **End-user productivity savings:** Efficient delivery, setup, and support improve productivity. Remote device management ensures fast and reliable application deployment without frequent IT intervention.
- **Increased reliability for remote workers:** Modern device management enhances reliability for intermittently connected devices, reducing wait times for application deployment and minimizing manual IT support.
- **Improved security and compliance:** A unified environment ensures consistent application of security policies and updates, with built-in reporting and compliance capabilities.
- **Improved remote support experience:** A single remote assistance tool supports all devices, reducing delays and increasing productivity by eliminating the need for multiple sign-ins and in-person visits.