Windows 7 Planning and Migration

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October 13, 2010
### Proven ROI

**Reduce Costs**
- **CEG** (14k clients) saved $1m in their first year thru software license reclamation.
- **DC Government** (15k clients) saves $600k per year in energy costs using client power management.
- **BASF** (47k clients) utilizes systems lifecycle management and application virtualization to distribute 250,000 patches per month, managing 3,000 applications and 24,000 remote sessions per month.

**Reduce Risks**
- **China Construction Bank** (210k clients) performs layered security with HIPS and patch management across their worldwide infrastructure.
- **Honeywell** (110k clients) centralized desktop management services, gaining control and achieving over 97% success in worldwide updates, lowering infrastructure demands from 263 servers to 25 servers.

**Increase Productivity**
- **Children’s Hospital of Philadelphia** (10k clients) desktop services unit was able to reduce helpdesk calls by 50%.
- **London Borough of Hillingdon** (pop. 250,000) doubled 1st line support resolution from 30% to 60%. 2nd and 3rd line team undertook strategic roles, saving $100,000 annually in contractors. End user self service decreased helpdesk volume by 5%.
- **American Modern Insurance** (2k clients) re-deployed over $1m in FTE resources.
Windows 7 Adoption Drivers

- **IT Labor/Services Savings**
  - PC Energy Management
  - Desktop Standardization
  - Manageability Enhancement

- **Business Strategy**
  - PC Cloud Computing Platform
  - Virtual Desktop Infrastructure
  - Extended Enterprise Foundation

- **Risk Mitigation**
  - Software license compliance
  - Endpoint Security Enforcement
  - Data protection

- **User Productivity**
  - Corporate Collaboration
  - Mobile Workforce
  - Remote resource access

- Primary driver for Windows 7 is cyclical upgrade
- Secondary driver for Windows 7 is strategic platform for virtualization and cloud computing
- Third driver is enhanced support for mobile and remote users
Windows 7 Strategic Relevance

- All companies are at one state of Windows 7 strategic relevance
- 60% of companies view Windows 7 as a tactical upgrade
- Less than 10% of companies view Windows 7 as a strategic asset

Windows 7 Adoption Characteristics

- Financial cycles driven
- Provision and procure centric
- Desktop Strategy driven
- IT / Business Efficiency centric
- Business Model driven
- Productivity centric
- Business Application driven
- Business Growth

- (~60%) Device Driven
- (~18%) Collaboration & Mobility
- (15%) Standardization & Optimization
- (7%) User Centric
## Windows 7 Adoption Priorities

### Planning & Migration
- **2010**: Planning and migration to Windows 7
- **2011**: Major application upgrades
- **2012**: Aging equipment requires PC Refresh
- **2011**: VDI Testing and Planning

### Green IT & VDI
- **2010**: 60% of companies do not have a Windows 7 Migration plan
- **2011**: 75% of companies will do a PC refresh with Windows 7
- **2012**: Carbon remediation costs will be included in most IT business cases by 2014
- **2012**: By 2012, 20 percent of businesses will own no IT assets

### Cloud
- **2012**: By 2012 80% of enterprises will pay for some cloud computing services
- **2012**: By 2012, 20 percent of businesses will own no IT assets
- **2012**: 24 months to migrate before Windows XP end of life support

### Key Points
- **Planning & Migration** are top 2010 Windows 7 Priorities
- VDI is starting to gain traction with major production roll outs in 2011
- Green IT & energy management won’t be a top IT issue until late in 2011

- Large enterprises will build private cloud
- SMB will be primarily serviced by cloud
- 700 million virtualized PC’s by 2012
- Environmental concerns CIO issues
Every XP- Windows 7 migration requires a custom installation

Migration from XP will be 4 times the cost of upgrading from Vista due to application remediation & replacement cost

Gartner suggests the cost to move well-managed environments can be half the cost to move less-managed environments.

The typical organization requires 12 to 18 months testing, and planning before it can start deploying a new client OS

The average XP to Windows 7 migration takes 20.5 hours to complete manually

60% of companies will require evenings and weeks for Windows 7 Migration

Enterprises will take on average 3 years to complete Windows 7 adoption

88% of IT managers indicated they were worried about software compatibility issues

Forrester recommends completely migrating by the end of 2012 due to application incompatibility concerns

Migration costs could run between $1,035 and $1,930 per user to switch from XP to Windows 7
Windows 7 Migration Pitfalls

1. Ill-Defined PROCESS
2. Generic User PROFILING
3. Migration-centric PLANNING
4. Over PROCUREMENT
5. High-touch PROVISIONING
6. Fragmented PROTECTION
7. Lack of PERFORMANCE Visibility
## Windows 7 Adoption Strategy

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<thead>
<tr>
<th>Category</th>
<th>Current Approach</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROCESS</strong></td>
<td>Ill-Defined process</td>
<td>Full Circle ITIL Process</td>
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<td><strong>PROFILE</strong></td>
<td>Generic User Profiling</td>
<td>SLA Centric Profiling</td>
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<td><strong>PLANNING</strong></td>
<td>Migration-centric planning</td>
<td>Asset Lifecycle Planning</td>
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<td><strong>PROCUREMENT</strong></td>
<td>Over procurement</td>
<td>Capacity-aware Procurement</td>
</tr>
<tr>
<td><strong>PROVISIONING</strong></td>
<td>High Touch Provisioning</td>
<td>Zero Touch Provisioning</td>
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<td><strong>PROTECTION</strong></td>
<td>Fragmented Protection</td>
<td>360° Security Strategy</td>
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<td><strong>PERFORMANCE</strong></td>
<td>Lack of Performance Visibility</td>
<td>Windows 7 Adoption Dashboard</td>
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</table>
PROCESS: Adopt a Full Circle Process

Service Design
- Profiling
  - Role based Assessment
  - Business Impact Assessment
  - Define SLA's
- Planning
  - Define Policies
  - Catalog & Capacity Mgmt
  - KPI Measurement Definition

Service Strategy

Service Transition
- Procurement
  - Vendor & Contract Mgmt
  - Asset Management
  - Demand & Financial Mgmt
- Provisioning
  - Configuration Mgmt & Policies
  - Release & Deployment
  - Compliance & Usage Policies

Service Operations
- Protection
  - Security Policy Enforcement
  - Access Management
  - Business Continuity Policies
- Performance
  - KPI Dashboard & Measurement
  - Problem & Incident Management
  - Change Management
PLANNING: Build a Complete Windows 7 Plan

Discovery
- HW and SW Inventory
- User and SLA Profiling
- Requirements Definition

Resourcing
- Task Force Creation
- Governance Structure
- Budget Plan

Execution
- Procurement Plan
- Provisioning Plan
- Roll Out Plan

Security
- Patching Plan
- Security Policy Definition
- Security Testing

Support
- IT Training
- Help Desk Plan
- User Education

Optimization
- Management
- KPI Definition
- Performance Monitoring
PROFILE: Assess User Profiles and SLA’s

Role-based Criteria
- Duties and Responsibilities
- Performance & Productivity
- Location & Mobility
- Problem Management
- Service & Availability

SLA Policies
- Procurement Policies
- Problem Management
- Compliance Policies
- Security Policies
- Continuity Policies

Risk-based Criteria
- Context Threat Profile
- Access Privileges
- Business Disruption Impact
- Compliance Requirements
- IP & Confidential Access
PROCUREMENT: Continuous Procurement Right Sizing

**Environmental Assessment**
- Profile & SLA requirements
- Feature Assessment
- Benchmark Performance Needs
- Asset Lifecycle mapping
- Capacity Assessment
- Financial Services
- Budget Visibility
- Demand quantification
- Roll out prioritization

**Return on Investment Analysis**
- Labor Costs
- Software Costs
- Support costs
- TCO
- Risk Analysis
- Business disruption assessment
- Asset Productivity
- Cash flow analysis
- Payback period
- NPV, IRR
- Labor savings
- Service level improvement
- Business Agility

**Operational Implementation**
- Manage RFP/Quote Process
- Purchase approvals
- Microsoft License Agreements
- Pricing intelligence
- Vendor sourcing and identification
- Maintenance plan
- Asset management
- Vendor Contracts

**Capacity & Demand Balance**

**Asset Value Plan**

**Commercial Intelligence**
PROVISIONING: Zero-Touch Provisioning

1. Preparation
   - Policies Definition
   - Readiness Assessment
   - User Profile
   - Image Creation
   - Compatibility testing
   - Application Packaging
   - Provisioning Template
   - Self-service Automation

2. Production
   - Design and Test
   - Unattended Deployment
   - User Migration Assistant
   - Service Desk Policies
   - OS Deployment
   - Deployment Plan
   - Hardware Independent Imaging
   - Application Virtualization

3. Personalization
   - Post Installation Configuration
   - Patch Management
   - Security Management
   - Productivity Customization
   - Application Configuration
   - 24x7 Remediation
   - Problem Management
   - Knowledge Management
360° Endpoint Security Lifecycle Management

Access Policies
- USER LOCATION-AWARE
- PC PERIMETER DEFENSE
- MOBILITY & VPN ENFORCEMENT
- NETWORK ACCESS CONTROL

Device Policies
- COMMUNICATION PORTS
- LOST OR STOLEN DEVICE:
- CLIENT SELF DEFENSE:
- DEFENSE ENFORCEMENT

Software Policies
- APPLICATION CONTROL
- PATCH MANAGEMENT
- AUDIT READINESS
- LICENSE COMPLIANCE

Data Policies
- MALWARE PROTECTION
- ENCRYPTION KEY MGMT
- DATA IN MOTION
- DATA AT REST

PROTECTION: 360° Windows 7 Security Strategy
PERFORMANCE: Build an Adoption KPI Dashboard

Windows 7 Performance Dashboard

Financial Indicators
- Project Design/Engineering
- Hardware/Software Costs
- Install Labour and Deployment
- Long Term Help Desk Reduction
- Software License Reduction
- Temporary Help Desk Call Increase

Service Level Indicators
- Application Delivery Time (days)
- # Security Vulnerabilities
- Average Time to Remediation
- % Users Experience Satisfaction
- % MSFT Infrastructure Best Practices
- Average Hours per migration
Windows 7 Pitfalls

- Ill-Defined PROCESS
- Generic User PROFILING
- Migration-centric PLANNING
- Over PROCUREMENT
- High-touch PROVISIONING
- Fragmented PROTECTION
- Lack of PERFORMANCE Visibility

Industry Solution

- ITIL Process
- Assess User Profiles and SLA’s
- Complete Windows 7 Plan
- Procurement Right Sizing
- Zero-touch Provisioning
- 360 Windows 7 Security Strategy
- KPI Dashboard

LANDesk Software

- LANDesk Service Desk
- LANDesk Service Desk
- LANDesk Management Suite
- LANDesk Asset Lifecycle Manager
- LANDesk Management Suite
- LANDesk Security Suite
- LANDesk Process Manager
Migrating to Windows 7

- 72% of enterprises did not migrate to Vista*
- XP is turning 9 this year (release Oct 2001)
- Enterprises see Windows 7 as Vista SP1, 40% plan upgrades**
- April, 2010 sees OEM licenses for Windows 7 drop the “previous version” ability.
- XP support drops from EA customers in 2013 –24 months until forced adoption.
- Hardware Vendors no longer writing XP drivers for new hardware

* [http://itexpertvoice.com/home/windows-7-arrives-for-corporate-customers-is-your-company-migrating/](http://itexpertvoice.com/home/windows-7-arrives-for-corporate-customers-is-your-company-migrating/)
SUCCESSFUL WINDOWS 7 MIGRATION

Enables you to control the migration to a new OS while maintaining existing data and end user productivity
Which of our computers are Windows7 capable?

Use Readiness Reporting
### Devices that can be upgraded to Windows Vista or Windows 7

**Windows Vista or Windows 7 System Requirements:**
- Processor: 1 GHz 32-bit or 64-bit processor
- Memory: 1 GB of system memory
- Hard drive: 15 GB of available disk space
- Video card: Support for DirectX 9 graphics with 128MB memory (in order to enable Aero theme)
- Drive: DVD-RW drive

<table>
<thead>
<tr>
<th>Device Name</th>
<th>Memory</th>
<th>Available storage</th>
<th>Operating system</th>
<th>Service pack</th>
<th>Processor speed</th>
<th>Processor type</th>
</tr>
</thead>
<tbody>
<tr>
<td>WKSTN2</td>
<td>2,021.6 MB</td>
<td>73,374.3 MB</td>
<td>C</td>
<td>Professional</td>
<td>1.86GHz</td>
<td>Intel(R) Core(TM) CPU 6300 @ 1.86GHz</td>
</tr>
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Readiness Reporting

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We have lots of different hardware out there

Use Hardware Independent Imaging
LANDesk Hardware Independent Imaging

**New Capabilities:**

› Create single, common image for all managed systems
› Populate LANDesk Driver Library for hardware unique to the environment
› Auto-detect and inject proper HAL and MSD drivers
› Auto-detect and stage appropriate Plug-n-Play drivers for each unique machine

**Advantages:**

- **Immediate ROI**
  › Reduce costs of maintaining a depot of different computers and separate images for each system
  › Purchase any hardware brand without worrying about existing image compatibility

- **Create one image, reuse over & over**
  › Rollout systems/migrations in less time
  › Deploy updates, security patches, service packs & fixes sooner
  › Update drivers once vs. updating numerous images
  › Focus on more critical projects
    - Eliminate the busy work, focus on strategic initiatives
I have many hardware platforms

- Hardware Independent Imaging
  - Create a single Enterprise-wide driver library for all hardware platforms
  - Reduce effort by maintaining only a single image per OS.
  - Break Hardware Vendor-Lock
  - Patent-Pending Mass Storage Driver technology
Hardware Independent Imaging

Core Server

Common Image Repository

Driver Library
- PnP Drivers
- HAL Drivers (Hardware Abstraction Layer)
- Mass Storage Controller Drivers

Imaging Server 1
- Laptop Image #1
- Laptop Image #2
- Laptop Image #3
- Desktop Image #1
- Desktop Image #2
- Desktop Image #3
- Server Image #1
- Server Image #2
- Server Image #3

Imaging Server 2
- Laptop Image #1
- Laptop Image #2
- Laptop Image #3
- Desktop Image #1
- Desktop Image #2
- Desktop Image #3
- Server Image #1
- Server Image #2
- Server Image #3

Imaging Server 3
- Laptop Image #1
- Laptop Image #2
- Laptop Image #3
- Desktop Image #1
- Desktop Image #2
- Desktop Image #3
- Server Image #1
- Server Image #2
- Server Image #3

HP Systems

Dell Systems

IBM/Lenovo

All Systems
What about user profiles?

Use User Migration Assistant
Capture The Profile
Capture Desktop Settings
Capture Application Settings
How do get it from here to there?

OS Deployment
Create the Deployment Job
Image Format
I must upgrade quickly and not break the network

- **32-bit Multicast in WinPE**
  - Save time by once-across-the-wire technology.
  - Clocked as fast in lab tests as Ghost32 Multicast.

- **Preferred Server**
  - Save bandwidth by using local copies of images.
  - No dedicated resources (UNC)
OS Imaging is complex. I need remote insight

- Remote Control agent baked into our WinPE
  - If something goes wrong, see what broke and where from remote
  - Save desk side visit
  - Monitor break/fix re-images
  - Unique in the industry
Will my software work with Windows 7?

Software License Monitoring to see what’s being used.
Evaluate and Prepare Applications

1. **Assess Compatibility**

<table>
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<tr>
<td>Standard Application 1</td>
<td>✔</td>
</tr>
<tr>
<td>Standard Application 2</td>
<td>✔</td>
</tr>
<tr>
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<tr>
<td>Home grown Application 2</td>
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2. **Virtualize Applications**

- Application A
  - Profiles
  - Services
  - Config.
  - Windows 7

- Application B
  - Profiles
  - Services
  - Config.
  - Windows 7

3. **Test Performance**
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