Windows 7 and CA IT Client Manager

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Abstract

Windows 7 and CA IT Client Manager

Microsoft’s latest desktop operating system is here. Join us to learn how CA IT Client Manager can help you roll-out and manage Windows 7. We will take you on a journey from evaluation of your existing hardware right through OS provisioning and settings migration. We’ll discuss what you need to consider before, during and after implementation.
Agenda

> Windows 7... So What?
> The Challenges
> How Can CA Help?
> The Process
Windows 7... So What?

> Windows Vista...pah!

> Windows XP
  
  - SP3 - no further updates planned, can’t buy it
  - select OEM vendors and device types only e.g. netbooks
  - end of support date not specified yet

> Windows 7 looking good
  
  - For the user - End User Experience, Faster boot time, ...
  - For IT management
    - Lower Hardware reqs, PowerShell, USB drive control, DirectAcess

> A catalyst for desktop virtualisation or alternatives
Major Technical Challenges

> Hardware Compatibility
> Application Compatibility
> OS Installation (in-place upgrade from XP not supported)
> Maintaining User State
Non-Technical Challenges

> Transition Strategy
  ▪ How and what

> The Plan
  ▪ Resources, timeline, costs, tracking

> ROI - The Business Case
How Can CA Help?

> Technical Challenges
Hardware Compatibility

> CA ITCM – Hardware Inventory Collection

- Asset Intelligence
- Queries, Groups, Policy
- Reporting

Microsoft recommended specs (i.e. minimum)

- 1 GHz processor (32- or 64-bit)
- 1 GB of RAM (32-bit); 2 GB (64-bit)
- 16 GB disk space (32-bit); 20 GB (64-bit)

XP Mode = extra 1 GB of RAM, 15 GB of disk space Intel VT/AMD-V capable processor
Hardware Compatibility

![Diagram of Hardware Compatibility]

Add Argument

Select the inventory or template attribute you want to query on.

- **Information**
  - General Inventory
  - System
    - Processors
    - I/O Ports
    - Mainboard
    - Memory
    - System BIOS
    - System Slots
    - Type
    - Serial Number
    - Model
    - Vendor
    - Total Memory
    - No. of Processors
    - Asset Tag

- **Operator:**
  - =

- **Value:**
  - 1000 GB
  - 512.00 MB
  - 896.00 MB
  - 1014.99 MB

![Diagram of IT Client Manager]

**Windows 7 Migration - DSM Explorer [group1-win1]**

- **Information**
  - Computers and Users
  - All Computers
  - All User Accounts
  - All User Profiles
  - All User Profiles (18 days)
  - Obsolete Computers (18 days)
  - Unmanaged Patch Management Groups
  - Windows 7 Migration (Group Details)
  - Hardware Upgrade Required
  - System Replacement Required
  - Windows 7 Deployed
  - Windows 7 Ready

- **Filters**
  - Name:
  - Type:

- **Description**
  - An Asset Group logically groups computers and users. Asset groups can be static, in which the members are fixed or dynamic, in which the members are required by a query.
Application Compatibility

> CA ITCM – Software Inventory Collection
  - AI, queries, groups, reports, policy

> Support for Virtual Application Deployment
  - Green Paper available
  - New features with CA ITCM r12.5

> XP Mode
  - Deploy XP-Mode support using software delivery
  - Use an agent to manage the guest VM
  - Hardware must support Intel® VT or AMD-V™
Application Compatibility
OS Installation

- CA ITCM – OSIM – R12 SP1 patch
- No Upgrade from XP – So wipe and reload
- Windows Automated Installation Kit (WAIK)
- Deploy of Windows 7 original or customised images (WIM)
- Easy creation of new master WIM files for challenging configurations.
- Deploy using Windows Pre-boot Environment (WinPE 2.0 or 3.0)
- Distributed driver store for automatic Windows 7 driver install
- Include Core Applications on the Image
  - Deliver additional applications based on policy
- Customisation of WinPE 2.0 or 3.0 including driver support
Customising Windows 7 Images

> Use of OSIM boot parameters to control unattended installations
  - In preboot environment
  - In Windows 7 auto answer files
  - In post install configurations
  - Installs SW management Agent to deliver status data and install additional applications based on policies

> The Win 7 disk image (.WIM format) may be customised
  - Microsoft ImageX
  - Available from Microsoft TechNet
Maintaining User State

> CA ITCM – Desktop Migration Manager
How Can CA Help?

> Non-Technical Challenges
Transition Strategy

> CA ITCM Asset Intelligence / Reporter
  - Look at your enterprise from different angles

> Consider
  - Natural replacement
  - Self Initiated
  - Group by Group
    - Business based
    - Org Hierarchy
    - Geographical
    - Hardware
  - Virtualisation & Alternatives

> Answer some basic questions...
Questions 1

Issues to Address

- How many machines will require an upgrade to existing hardware?
- How many machines will need to be replaced?
- How many will require a wipe and reload?
- Are you going to perform an enterprise wide roll-out or replace the OS through attrition?
- How does replacement or upgrade affect the contracts, leases and licenses?

CA Can Help

- CA IT Client Manager
  - Discover and report on hardware assets
- CA IT Asset Manager
  - Determine asset lease and contract terms
  - Determine Software License impact
- CA ITCM Asset Intelligence
  - Determine how to logically segment your deployment
Questions 2

Issues to Address

- How are you going to segment your Windows 7 rollout?
  - By department
  - By system categorisation (HW replacement, wipe/reload, in-place upgrade)

- How will you manage the images during the deployment process?

CA Can Help

- CA IT Client Manager
  - Create your groups
    - Ready for deployment
    - Need machine replacement
    - Need HW upgrade
  - Determine how you are going to deploy the images
  - Create your images
  - Design your automated process using OS Installation Management (OSIM)
Questions 3

Issues to Address

- What other projects will have an impact on or be impacted by this roll-out?
- How much is the project going to cost?
- Do you have business unit buy-in?
- Who is going to be on the Win 7 deployment team?
- Do you have training planned for both support, deployment technicians and end-users?

CA Can Help

- **CA Clarity Project Manager**
  - Create a comprehensive project plan
  - Determine impact on other IT initiatives
  - Assign and manage roles and responsibilities
  - Determine and report on costs and timing
  - Track and report on progress
  - Report on total project costs

- **CA Service Desk Manager**
  - Collect and write knowledge base articles and FAQs
Questions 4

Issues to Address

- What in-house applications need to be modified to work on Windows 7?
- What third party applications will need to be modified to work on Windows 7?
- What is the project plan to complete this work?
- Which applications will be virtualised?
- Which end systems will require XP Mode support?

CA Can Help

- CA IT Client Manager and the Application Compatibility Toolkit (ACT) from Microsoft
  - Discover and report on installed software assets
  - Produce comparative reports and determine application compatibility
  - Determine which applications need mitigation, upgrade or virtualisation
Questions 5

Issues to Address

- Identify applications that are ubiquitous – common to all users – across the enterprise
- Which applications should be placed on the operating system image that will be used during deployment?
- Which applications will be packaged for delivery after the image is deployed?

CA Can Help

- CA IT Client Manager
  - Discover and report on installed software assets
  - Produce comparative reports
  - Determine which applications are ubiquitous
  - Determine which applications should be placed on the image (e.g., Management agents, security software, etc.)
Questions 6

Issues to Address

- Identify applications that are ubiquitous to only a select user group or department of users
- What applications correspond to a user group or department?
- What applications should be packaged for delivery to the user groups or departments?

CA Can Help

- CA IT Client Manager
  - Discover and report on installed software assets
  - Produce comparative reports
  - Determine how to segment the applications across the enterprise
  - Determine how you are going to package those applications
Questions 7

Issues to Address

- What do you want to migrate from the old system?
  - Data, and if so what data? (just new, or anything but .mp3’s, etc.)
  - Operating system settings (background, screen saver, timeouts, power saving settings, etc.)
- Application settings
  - Macros
  - Settings personalisation

CA Can Help

- CA IT Client Manager - Desktop Migration Manager
  - Has several different methods to automate a migration process
    - Integration into Software Delivery
    - Automation for self-service by end user
    - Encryption of data and settings files supporting information security
    - Real-time migration
    - Deferred migration
Questions 8

Issues to Address

- Which systems or groups of systems need specialised applications?

- How will you define which system or user groups need which supplemental application packages?

- How will you manage the deployment of supplemental applications during the roll out?

CA Can Help

- CA IT Client Manager - Software Delivery
  - Determine how you are going to deploy the application packages
  - Create your supplemental application packages
  - Automate your process using Software Delivery
Questions 9

Issues to Address

- How are you going to handle incoming support calls?
- How will you address the most common questions?
- How will you address deployments that do not or cannot adhere to the automated process?
- How will you track progress?

CA Can Help

- CA Service Desk Manager & CA IT Client Manager - Asset Intelligence
  - Create a comprehensive project plan – with a deployment support team
  - Assign and manage roles and responsibilities
  - Create a knowledge base of frequently asked questions and answers and continue to build the KB as the deployment continues
  - Determine and report on issues, costs and timing
The Plan

> Which machines, what order
  - CA ITCM Asset Intelligence / Reporter

> The actions
  - Backup > Provision new OS > Install Apps > Restore

> The actual plan itself
  - CA Clarity

> Progress tracking
  - CA ITCM Asset Intelligence for high level
  - CA ITCM Reporter/Explorer for group/detail
The Process

- Assess
- Plan
- Execute
- Prepare

Typically start and stop here
The ITIL: View

- Service Strategy: Assess and Plan
- Service Design: Prepare
- Service Transition: Execute
- Service Operations: Assess + Keeping the process functional
- Continual Service Improvement: Service, reporting and any process changes necessary
Summary

> Why Windows 7 is important – the wave is coming!
> Technical challenges
> Non-technical challenges
> The Process and the sub-processes
> How CA can help
  - Inventory, Asset Intelligence, Reports
  - Policy, OSIM, Desktop Migration (User State)
  - Software Delivery
  - Planning + Costs
Questions