

The Problem and Project Aim

- Wales & West Housing (WWH) relies on the Microsoft Deployment Toolkit (MDT) to deploy endpoints
- MDT has been retired by Microsoft
- WWH has embraced hybrid-working since Covid; endpoint deployment and ongoing management needs to evolve...

Aim: Design, implement, evaluate and validate a WWH Intune and Autopilot governance framework as a supported replacement for MDT

Key Findings

10/10
Successful pre-provisioning tests

13-18 mins
Per device deployment

2-3 mins
Per device IT hands-on time

Ownership Needed
Profiles, policies, groups and handover need clear owners

Application Packaging
Apps need packaging, detection rules and testing

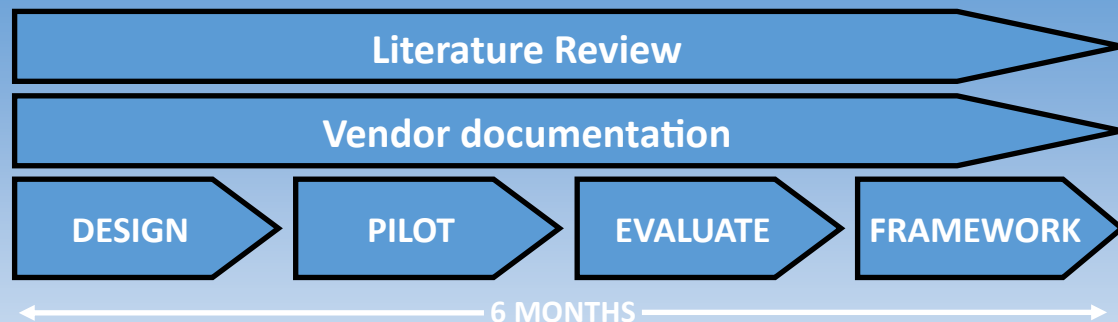
Standards Matter
Groups, profiles and assignments need clear naming conventions

Compliance Expectations
Reporting delays must be understood by support staff

✓ The pilot was technically successful but wider adoption at WWH requires controlled governance to ensure reliability and effectiveness at scale.

The Method

Project flow:



Evidence from literature, Microsoft guidance, pilot testing and survey feedback was used to design, test and validate the proposed WWH framework.

WWH Endpoint Deployment & Intune Governance

A governed approach to cloud-based endpoint deployment and management.

Framework Areas:

Device registration
Register devices to WWH Autopilot tenant using approved methods and controls

Group assignment
Use tags on Autopilot devices and dynamic device groups with clear naming conventions

Pre-provisioning
'White glove' preparation with standard profiles and a guided Enrolment Stats Page experience

Application deployment
Deploy and maintain applications using tested packaging standards and processes

Security & compliance
Apply security policies and monitor compliance in Intune

Device handover
Re-seal and handover with clear user directions and signposted support

Ownership & governance
Define roles, responsibilities, change control and ongoing management processes

Future migration
Plan a phased replacement of MDT, continuous improvement, and future enhancements



Recommendation: Adopt Intune and Autopilot as the replacement for MDT, use a phased rollout and the proposed framework as a starting point to develop clear governance and standards for success at scale.