

Mobile Enablement of Staff – Deployment of Endpoint Manager (Intune)

Introduction

Existing Networks & Infrastructure

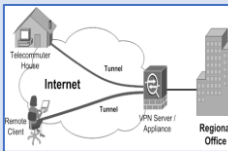
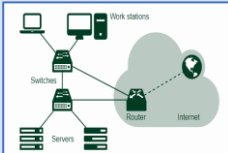
- Focus on Corporate Networks
- Security within the Corporate Network Boundary.
- VPN for Remote Access
- Corporate Owned Devices.

Evolution of End User Access & Management

- Introduction of Mobile Devices. Phones /Tablets.
- Move to Mobile App Support for Clinical and Office uses
- Mobile Management Tools, MDM/MAM/UEM/EMM

Evolution of Workplace

- Staff more remote and community based.
- Expectation to access any and all systems from any device
- Priority focus Collaboration and Communication Tools.



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Aims and Objectives

Project Aim:

The Aim of the project is enable users of Hywel Dda UHB, to be able to carry out the workloads that were predominantly used on traditional desktop devices within the health board premises, to be able to access these from mobile enabled devices in and away from the corporate localities and networks with the deployment of Microsoft Endpoint Manager.

Project Objectives: Deploying Microsoft Endpoint Manager

- Conduct literature review into the mobile enablement utilising Microsoft Endpoint Manager.
- Identify the methodology approach for the research project.
- Design deployment configurations & rules in line with Organisation policies & best practice.
- Implement the design rules and configuration within the Organisational infrastructure.
- Analyse the implementation outcomes post deployment.
- Review analysis and discuss future enhancements / work to be carried out.

Research Methodology & Project Planning

Research Approaches:

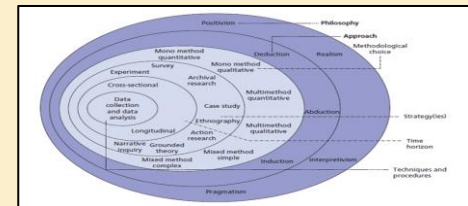
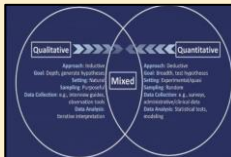
- **Deductive**
- Inductive
- Abductive

Research Philosophy:

- **Positivism**
- Interpretivism
- Pragmatism

Data Collection Methods:

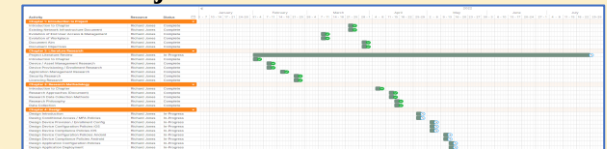
- Qualitative
- Quantitative
- **Mixed**



Approaches Adopted:

Due to the nature of the data/information being collected from research literature & informal meetings. A deductive and mixed approach with a leaning towards the data collection being Quantitative.

Project Plan / Gantt Chart:



Future Work

Technical Documentation:

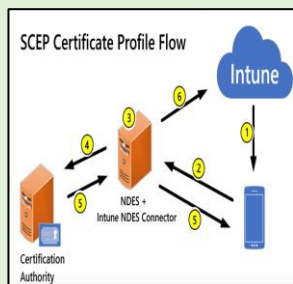
Requirement for creation and distribution to wider digital services team for expansion of project and awareness of requirements to renew existing features in current deployment.

Alternate Deployment Methods:

Project focus and pilot was based on user affinity deployments. Work for Kiosk and shared devices to be investigated.

Managed Wi-Fi Profiles:

As part of the project Wi-Fi was deployed using manual connections. To improve security and user experience, Wi-Fi Configuration profiles should look to be deployed, with the addition of a required PKI infrastructure



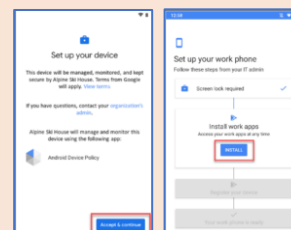
FUTURE

Project Testing & Conclusion

Testing: Utilising an Android Phone and Apple iOS tablet to deploy the configured deployments. Confirming that all configuration and compliance policies applied as expected.

Analysis:

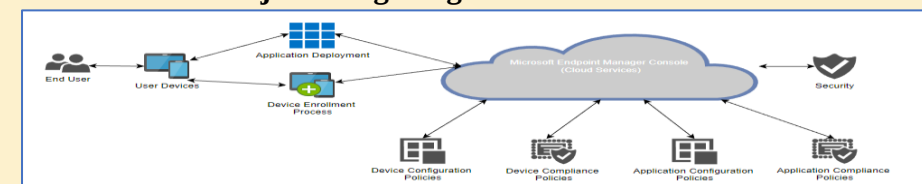
Carried out an Analysis table, example shown to the right. With analysis of each design implementation point. Overall, the project was successful highlighting some points to be highlighted moving forward to avoid failure in process



Work Item	Expected	Actual	Notes
User Device Enrollment (Android)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.
User Device Enrollment (iOS)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.
Device Enrollment (Android)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.
Device Enrollment (iOS)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.
Device Enrollment (Android)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.
Device Enrollment (iOS)	A	A	Outcome was as expected. User would have the Microsoft Intune app installed on their device and be able to use it to manage their device.

Project Design & Implementation

Project Design High Level Overview



Device Enrollment: Apple Business Manager & Samsung Knox used to assist smooth onboarding to Microsoft Endpoint Manager.

Device Config & Compliance: Setup of Configuration and Compliance Profiles with Endpoint Manager.

Application Deployment: Utilising Apple and Android Managed Stores

Security and Authorisation:

Utilising MFA and Conditional Access Policies for Security and Authorisation.

