NetCloud A/S

Automating Processes

KISS KONFERENCE 4/10 2023

Agenda

- Introductions
- Process Automation
- Introduction to Lyngby-Taarbæk Kommune

Introductions

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Reasons to Automate

- Time savings
- Increased profits
- Higher productivity/greater efficiency
- Error minimization
- Better standardization
- Improved scalability
- Auditable records
- Improved compliance
- Superior customer experience

How you save both time and money by having the correct data

01 **Asset Management**

Capacity Management
Life Cycle Management
Availability Management
Device Lifecycle
Eliminate dormant licenses

02 **Automate Processes**

On- and offboarding process
Automatic monitoring + repair of the baseline
Dynamic policy with alerts for abnormal events
Full control over all devices
Enforce governance policies

03 **Compliance and Mitigating Risk**

Self-healing security controls
Governance and compliance evidence
Critical application availability and uptime
Reduction in mean time to repair
Improved risk score

04 **Service desk – One touch, Full view**

High level of service
Fast handling makes for happy users
Proactive user experience
Data information in near real-time

02

Automate Processes

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04

Service desk – One touch, Full view

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Helpdesk Challenges

A. Do we have enough computers for our new employees?

B. When is it time to restock computers?

C. How many PCs and phones are in stock?

A. What equipment should Jørgen return as he leaves?

B. What computer does Hanne use when reporting errors?

C. Are all computers encrypted and updated?

TOPdesk Integration
Automation examples

Data Protection
Collection of data + lock device (Self Service Portal – SSP)

Security
Domain change to/from corporate
- Receive an alarm if a device is no longer in control (a domain member)
- Receive a notification when a device enters the domain

Manual lock/open PC
- Function used for lost devices

Alarm/Incident when cryptation is lacking for X number of days
- How long do you allow PC's to be un-encrypted?

Alarm/Incident when missing antivirus

Asset Management
Alarm/Incident if a device is active while being placed in stock

Alarm/Incident if a device is out of warranty

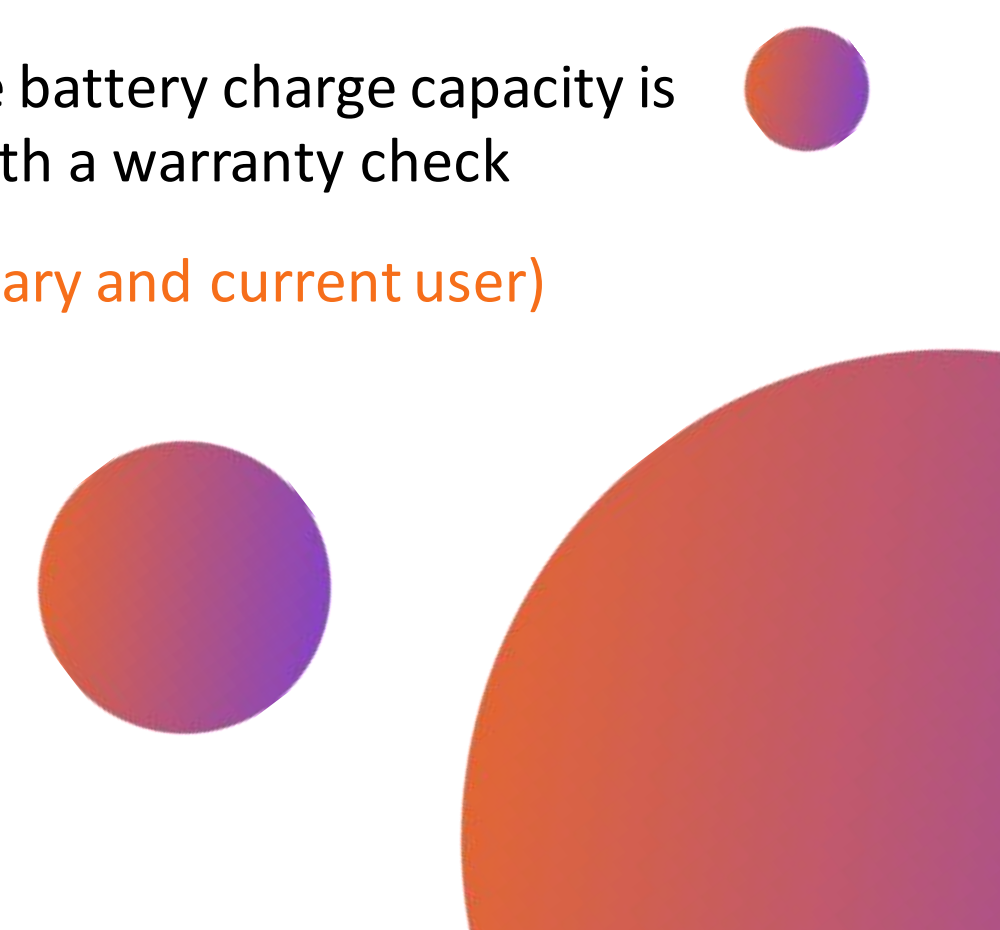Inactive devices - Alarm/Incident if a device has not been active for X number of days
- Can be used to optimize broker/leasing agreement
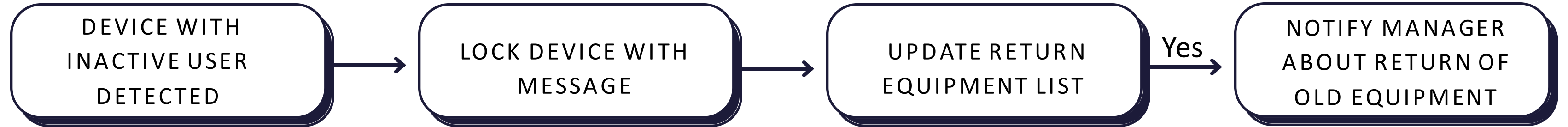
User experience
Battery status
- Offer users a new battery if the battery charge capacity is below X%, can be combined with a warranty check

Automatic User Assignment (primary and current user)

Offboarding Flow

```
DEVICE WITH          LOCK DEVICE WITH        UPDATE RETURN        Yes    NOTIFY MANAGER
INACTIVE USER   →    MESSAGE           →     EQUIPMENT LIST    →         ABOUT RETURN OF
DETECTED                                                                OLD EQUIPMENT
```

Advantages
- Minimize risk of data loss
- Return old devices for reuse or wipe
- Make managers aware of outstanding equipment (cost)

ITSM Example

Asset
CSLAPTOPPRO - THINKPAD T14S GEN 2I

| | | Update | Delete |

Display name	CSLAPTOPPRO - THINKPAD T14S GEN 2I
Model category	Notebook
Model	THINKPAD T14S GEN 2I

| Configuration Item | |
| Quantity | 1 |

General | Financial | Contracts | Activities | Audit | Depreciation | **Echo**

Compliance

Freeze status	UnFrozen
Encryption status	Not compliant
Anti-malware	Compliant
Personal firewall	Compliant

Os informations

Os name	Microsoft Windows 11 Pro
Os version	10.0.22621
Os patch level	22H2
Os Installed	2022-05-12T20:29:09.000Z

Warranty

| Hardware warranty | 2024-10-20 00:00:00 |
| Battery warranty | 2022-10-20 00:00:00 |

Security details

Encryption product	BitLocker Drive Encryption Driver
BitLocker Encryption	Fully decrypted
Anti-Malware product	Windows Defender

Baseline products

VPN client	Compliant
SNOW	Compliant
SCCM/Endpoint Manager	Not compliant
Secure Mail	17.11

Customer experience

| Blue screen exp | 0 |
| Battery level | 99.9 |

Location services

Country	.
City	
Last known business location	
Local IP	
Public IP	

IT support quick info

| Last reboot | 2022-11-09T00:17:37:500Z |
Teamviewer Id	317443946
Primary user	AzureAD\CarstenMadsen
Current user	CarstenMadsen
Domain	WORKGROUP
SSID	Inet Signal 87%
Wifi Mac	38:87:d5:d8:68:69
Keyboard layout	en-US
WMI	Compliant

| Update | Delete |

Country	
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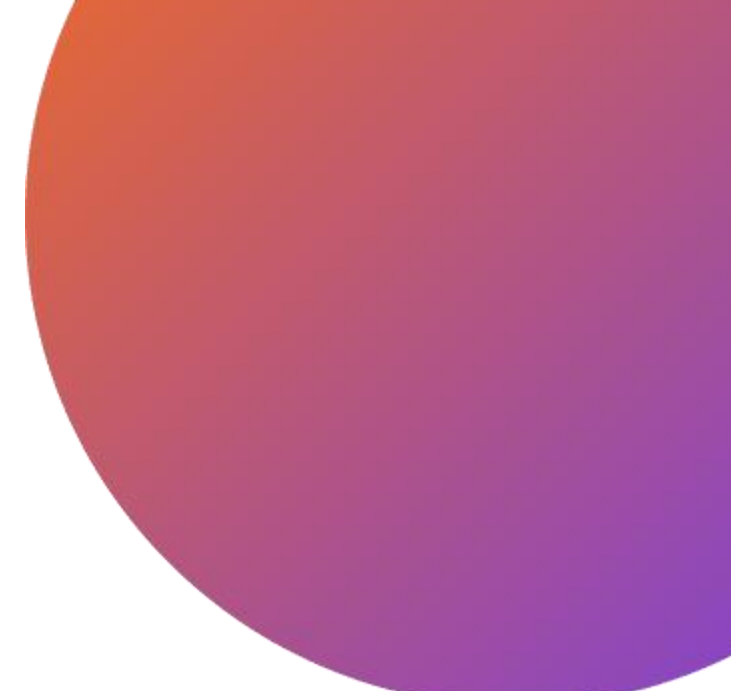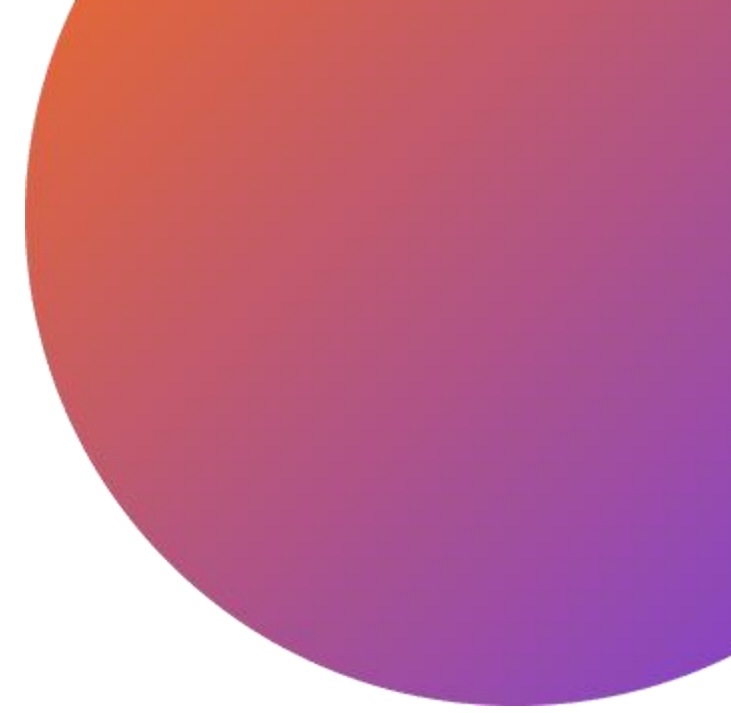
Save money throughout the lifetime of your endpoints

AVOID DORMANT APPLICATIONS

Only have the exact number of licenses needed. Continuous monitoring secures that inactive devices doesn't have active licenses.

AUTOMATIZE PROCESSES

Automatize processes such as locking devices that have not logged on for 90 days. This saves time and increases security levels significantly.
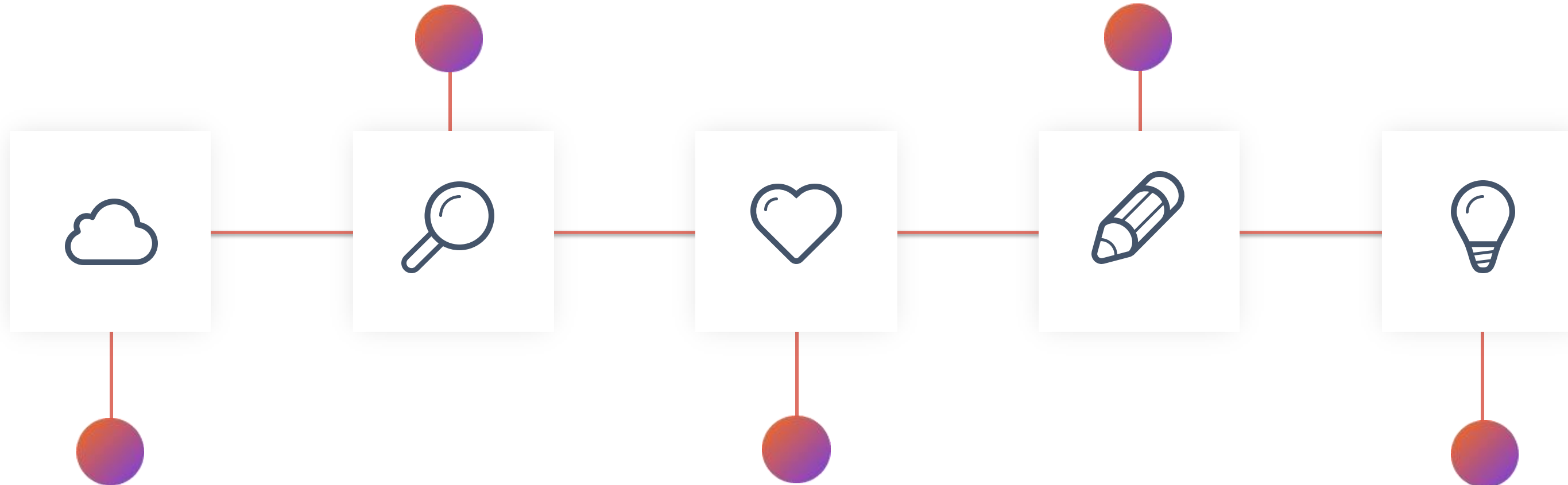
OPTIMIZE PROCUREMENT

Only buy equipment when you need new devices. Unmatched overview makes it possible to see exactly what is in stock where.

SAVE TIME IN HELPDESK

Continuous monitoring of your devices stabilizes your stock to the correct number of devices as well as applications. Further it saves time in Helpdesk with realtime data.

OPTIMIZE LIFECYCLE

Setup alarms or automatic locking of devices, that needs to be returned to the company/broker when device reaches EOL.

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Endpoint-håndtering og Automatikker

Lyngby-Taarbæk Kommune
IT chef, Mikkel Arp

Endpoint-håndtering i praksis

- Kort intro
- Lyngby-Taarbæks historik med Asset Management
- Hvorfor vi valgte Echo
- Beslutninger på baggrund af data
- Nuværende automatikker
- Fremtiden med Echo i Lyngby-Taarbæk Kommune

Lyngby-Taarbæks historik med Asset Management

- Overblik over enheder
- Historik med Asset og tidligere forsøg på overblik
- Økonomi, revisionskrav, miljø m.v.

Hvorfor vi valgte Echo

- Overblik og dokumentation!
- Bedre service og integration til TopDesk
- Mindre spildtid i Servicedesk
- Reduktion i antal af mistet udstyr
- Bedre beslutninger om hardware
  - Windows 11 som eksempel med nye hardware krav
- Mennesker handler med mennesker – gode relationer
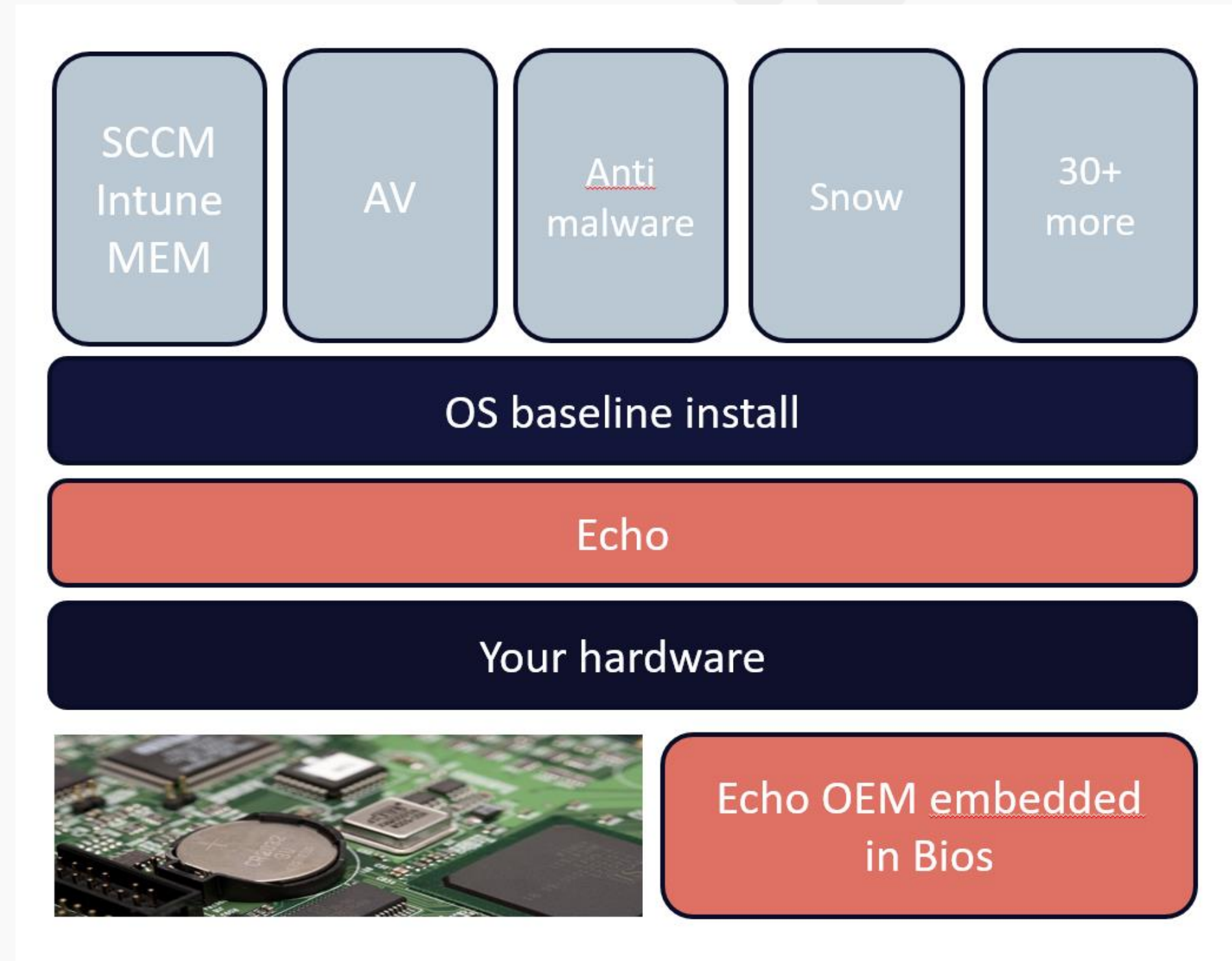
Beslutninger på baggrund af data

- Fokus på brug af de data som findes på vores assets
- Ledelsesinformation
- Bedre medarbejderservice
- Proaktiv kommunikation om hardware
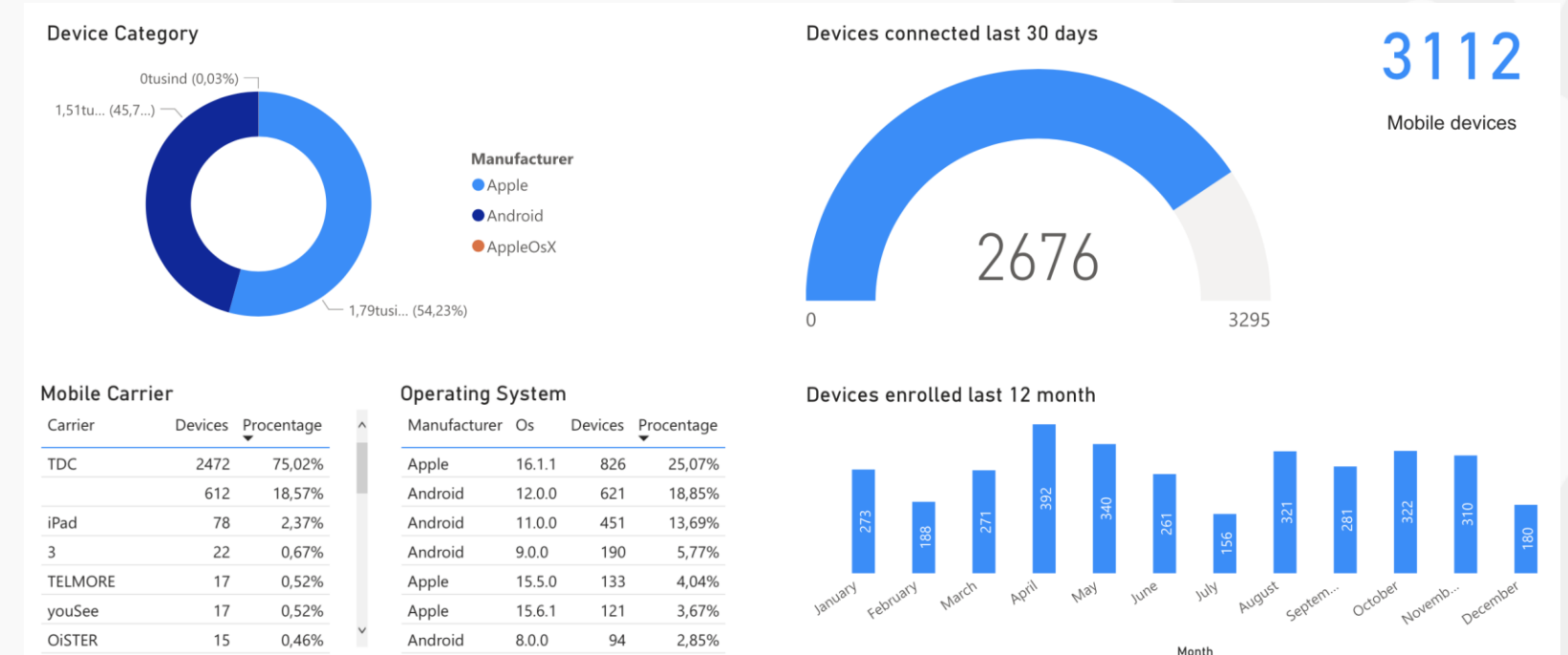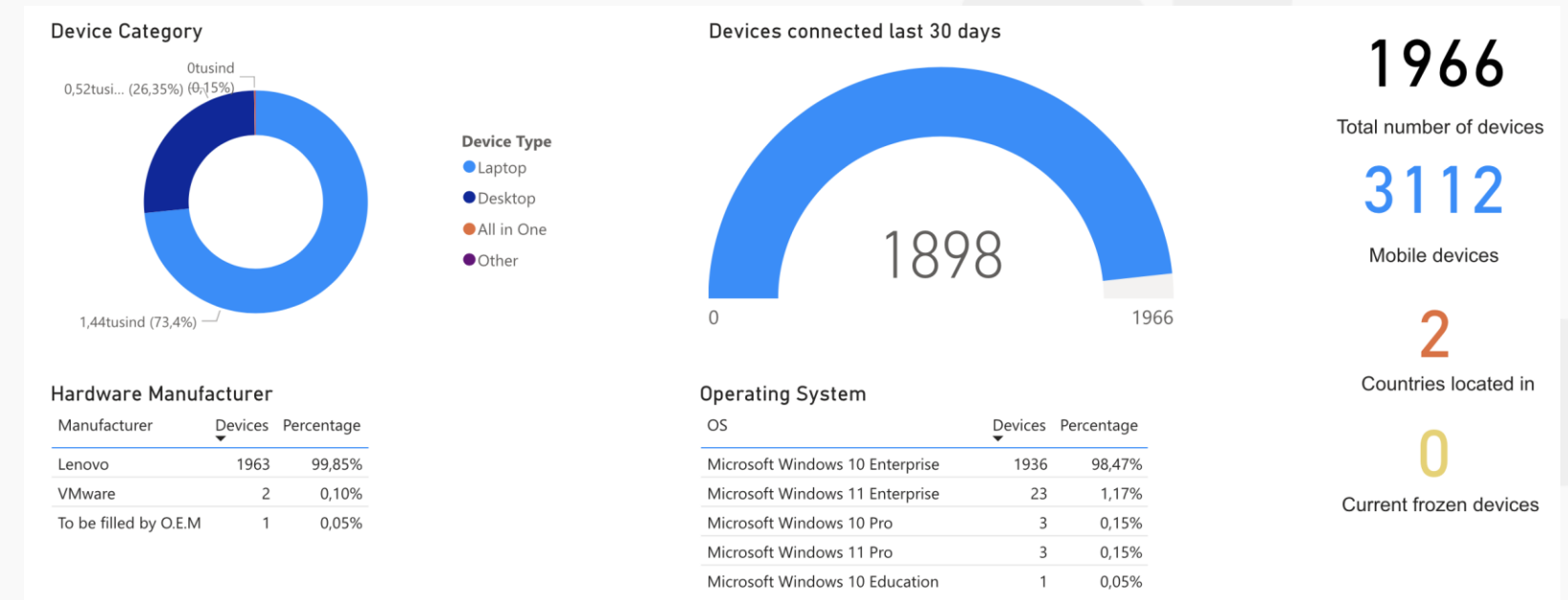
Lyngby-Taarbæks nuværende automatikker

- Nyt udstyr leveres med Echo aktiveret, inden det udleveres til brugerne
- Gammelt udstyr deaktiveres i Echo ifbm. aflevering til broker/skrotning
- Sagsoprettelse
  - Gammel Anti-virus
  - Manglende klient
  - Lang offline periode på device
- Automatisk notifikationer til brugerne
  - Garanti udløb
  - Batteri under grænsen for garanti
- E-mail automatik til eksterne
  - Fjernelse af Echo ved 1 klik for servicedesk-personale
- API kald
  - Lenovo for indsamling af garanti-data
  - Lås forsvundet device direkte fra selvbetjening

Fremtiden med Echo i Lyngby-Taarbæk Kommune

- Transparent IT data
  - Overblik for den enkelte over deres enheder
  - Ledelsesoverblik til organisationen
  - Bedre overblik for den enkelte afdeling

- Baseline software på enheder
  - Antivirus
  - Zenworks

- ITSM som automatiseringsmotor

Thank You

Any questions?