

Tech Support on the Move and at the Ready

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Define the Issue

- How to keep users working
 - No matter where the tech is
 - No matter where the user is
 - No matter what the problem is

Failure is not an option.

Agenda

- What are the issues with remote support?
- What are our options?
- What are the tools we need?
- Supporting mobile devices/smart phones
- What are some current Pain Points?

Key Issue

Get User to Data

- Firm network
 - Local
 - Remote Desktop to work PC
 - Citrix/Terminal Server/VDI
 - VPN, using local apps on laptop
- Mostly local
 - Most difficult to support and backup

Factors: Know the Situation

- Location
 - Tech
 - User
- Technical level
 - Tech
 - User
- Urgency

Paradigms

Remote Control of User's PC

No Remote Control of User's PC

No Remote Control

Proactive
Preparation

Tool Chest

Standardization of Issues

- Centralization
- Roaming Profiles
- Standard PC build

Tool Chest

Canned Answers

Problem

Possible Solution

PC	→	Login elsewhere
Roaming Profile	→	Login to TS/Citrix
Server	→	Call Admin

Tool Chest

- Printing
 - Have multiple printers
 - .vbs Scripts on shared folder

Tool Chest

- Self-Service Restore
 - NetApp: ~snapshot and “Previous Versions”
 - DMS: previous version?
 - Know where Word and Outlook keep their temporary files
- Intranet Support Portal
 - Procedures, files and even executables

Tool Chest

- “Friday the 13th” issue
- Virus or update takes down 1/3 of firm...

Our answer: GhostTask.bat

Tool Chest

- Naming Conventions
 - DNS: Username to IP
 - IP to office location

Tool Chest

- Monitoring and alerting

“Yeah, we know. We are working on it.”

- Nagios
- Tembria
- Etc.

Tool Chest

- Bandwidth monitoring
 - Free bandwidth monitoring tools
 - *STG and MRTG*
 - *ManageEngine NetFlow Analyzer*
 - Network Event Viewer
- SQL Reporting Services

No Remote Control

- Who gets access:
 - All of IT
- Advantages:
 - Easy
 - Few security issues
- Disadvantages:
 - Won't address all issues

Tool Chest

- Remote Control
- LAN Based
- VNC on all desktops
- RDC on all desktops
- Citrix “Shadowing”
- Local Consultants

Tool Chest

- Internet based
 - www.ShowMyPC.com
 - www.Logmein.com

Tool Chest

- iPhone apps:
 - RDP Lite
 - VNC Lite
- Blackberry:
 - Not yet ☹️

Tool Chest

Remote Control of Servers

- Who gets access: Admins
 - RDC, VNC
 - Dell RAC, HP ILO (power button)
 - IP KVM

Remote Control

- Who gets access:
 - Support staff
- Advantages:
 - Easier to troubleshoot if tech can see issue
- Disadvantages:
 - Security becomes a concern

Tool Chest

- Business hours???
- Staff 24/7/365 or On-call person
- Outsourced helpdesk
- Answering service like MAPcommunications.com
 - Not technical support, just help finding IT
- Google Voice

Strategies

- Centralization standardizes issues
- Good IT
 - Low turnover
 - Documentation (for IT and users)
 - Cross Training
 - Change management
 - Excellent Tool Chest

Mobile Devices and Smart Phones

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VP, Products

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Mobile Support Strategy

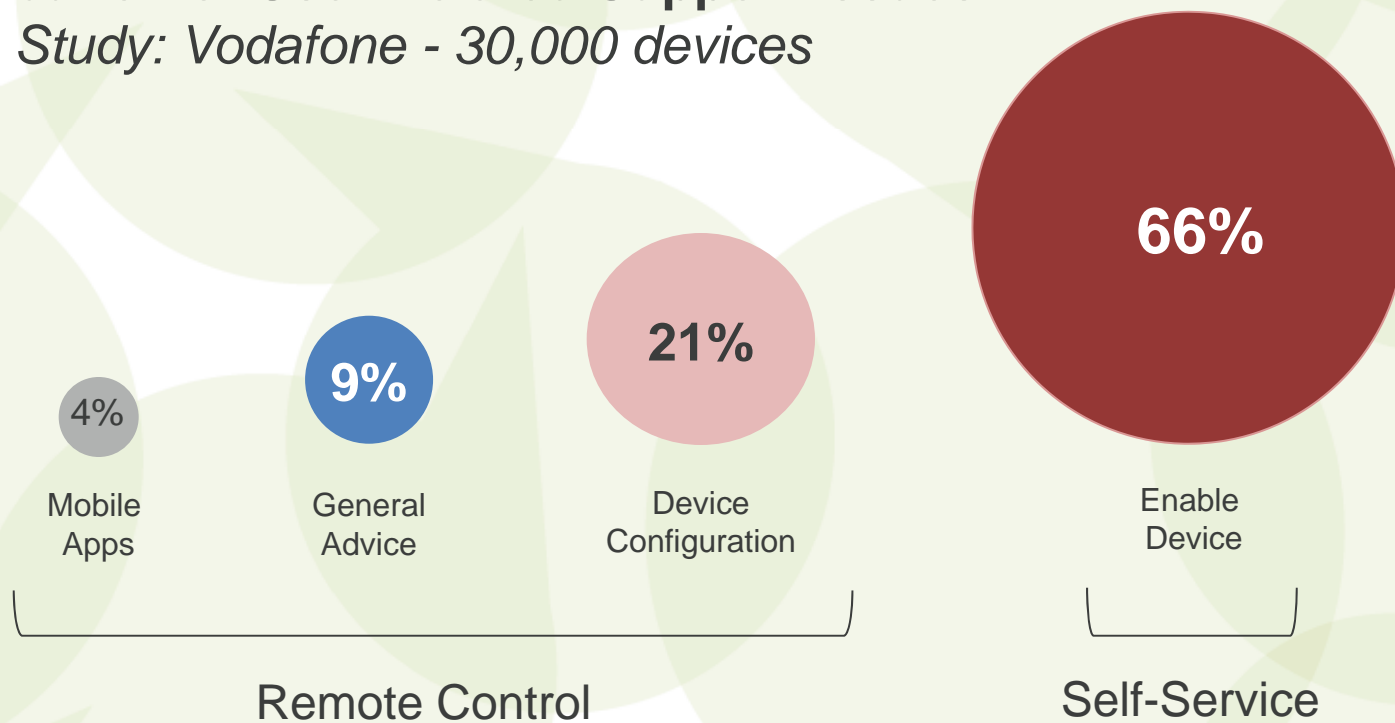
Empowering User, Saving Time

Case Study: **Shook Hardy Bacon**
700 mobile devices

	No Tools Or Processes	Tools + Processes
Support Calls per Attorney/ Year	4	1
Avg. Call Duration	30 mins	15 mins
Total Support Time Spent per Attorney	120 mins	15 mins
Total Support Time for Firm	84,000 mins	10,500 mins

Focus on Quickly Solving User Issues

Distribution of User Related Support Issues
Case Study: Vodafone - 30,000 devices



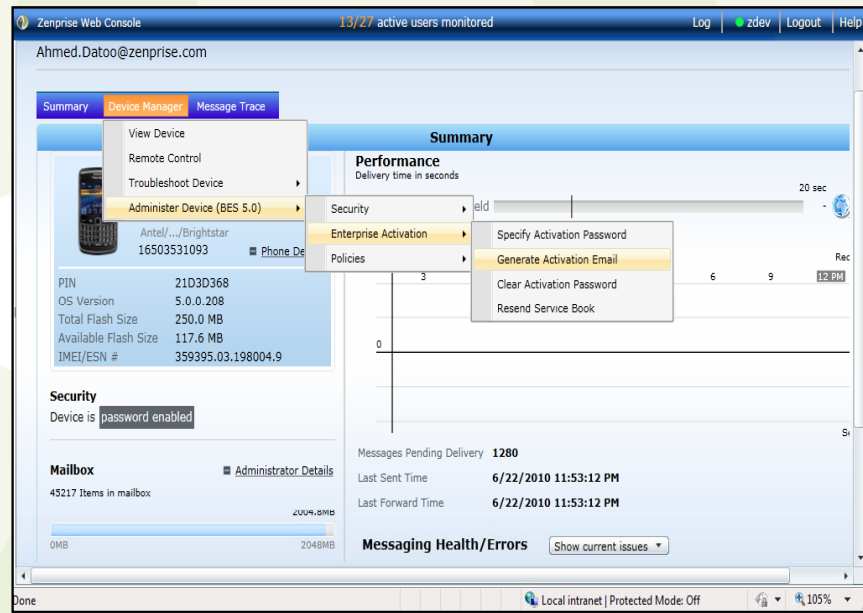
Create Self Service Capabilities

- **Key Features:**

- Activate new device
- Wipe device
- Change password
- Basic troubleshooting

- **Free Tools:**

- BAS (BlackBerry Admin Service)
- IPCU (iPhone Configuration Utility)
- Exchange ActiveSync



Self-Help Portal

Utilize Remote Control

- **Key Features:**
 - View user's device
 - Take keyboard & mouse control of device
- **Tools:**
 - Zenprise
 - Bomgar
 - LogMeIn



Current Pain Points

No good answers for these issues:

- Really odd issues
- Crappy software (WS, MP)
- IT issues
 - Getting IT to answer after hours
 - Each tech has their own strength and weakness

Current Pain Points

- User Issues

- Troubleshooting user's remote/home network
- Training, user "Self-Help" area
- Emergencies that really aren't emergencies
- Users who wish to work in ways that our systems do not accommodate.
- IT blind-walking fix steps with user

Thanks!