

LEARNING MADE EASY

VMware Special Edition

Developing a Modern Management Adoption Process

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Why choose modern
management for Windows 10?

Key planning considerations as you
start your journey

Accelerating your journey with
VMware Workspace ONE

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Windows 10 opens the door for you to transform siloed desktop, mobile device, and application management and adopt a unified approach across your organization with a new cloud-based management framework known as *modern management*. Modern management represents a shift in the Windows management process to support the delivery of policies, updates, patches, and applications from the cloud. Windows 10 enables cloud-based delivery of security policies, configurations, and apps to support mobile users and devices anywhere. Figure 1 compares traditional and modern management across five core areas of PC management.

The digital workspace collapses the silos between desktop management, mobile

device management (MDM), and application management to enable all devices and applications to be managed holistically. It allows you to take a consistent approach to managing and securing all your user endpoints and all the apps and data associated with them — with one management platform to rule them all!

In this paper, you learn how to develop a modern management adoption process for your organization.

Getting Ready for Modern Management

Many considerations must be addressed when planning your transformation to modern management. You'll need to gather input and engage key stakeholders throughout your organization, including

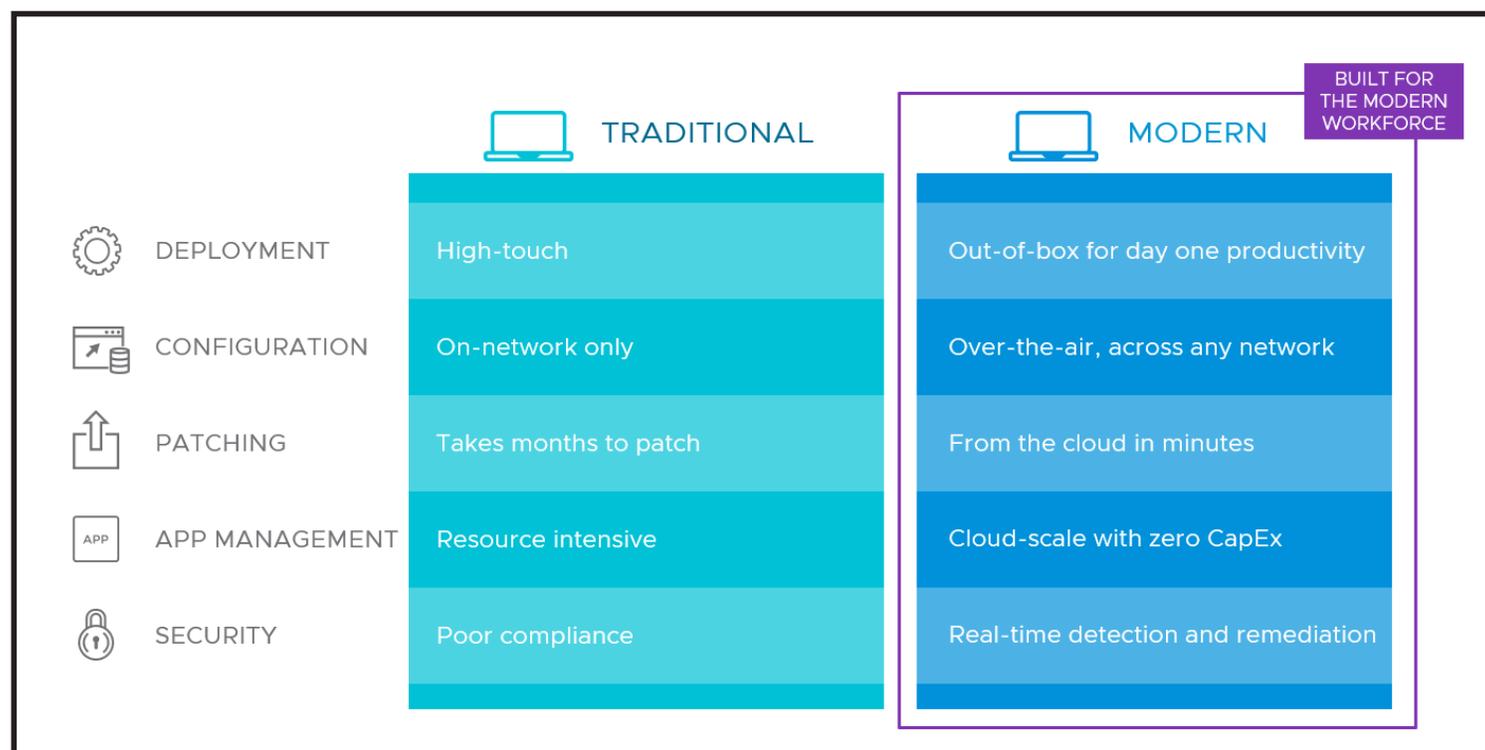


Figure 1: Modern management is key to workforce and IT transformation.

desktop engineering, application packaging, networking, security, change management, help desk, support and others. Begin by developing a full understanding of the current environment. For example:

- How many devices (including device types and models) are currently deployed and what operating system versions are they running? Which devices are corporate owned and which ones are BYOD (“bring your own device”)?
- How many applications are currently deployed? Which ones are deployed and managed by IT? Which ones are self-service?
- How do you set and manage configuration policies on your devices?

Next, you need to determine the right approach for your organization. Several important questions need to be considered regarding key components of Windows management, such as the following:

- **Device and operating system (OS) life cycle:** What is the breakdown of laptops and desktops? Do you have a standard device model? If so, how many? Do you deploy a standard corporate image to your devices? What is your hardware refresh cycle?

- **Configuration policies:** Are devices joined to an on-premises Active Directory domain? How do you configure certificates for your Windows devices? Are users assigned the local administrator role on their computers? Do you map network drives on computers?
- **Group policy objects (GPOs):** How many GPOs have been configured in your organization and how often do they change? Do you apply different GPOs based on user profiles?
- **Patch management:** What product are you currently using to deploy Windows patches? How often are patches installed on devices? Who is responsible for testing patches?
- **Application deployment:** How do you currently deploy IT-managed applications? What custom-developed apps and integrations are installed on devices?
- **Security policies:** What password requirements do you enforce? How do you manage device-level encryption? How do you update anti-malware software installed on endpoints?
- **Reporting:** What device/event information is being collected in your reporting tool? Do you have application reporting specific to usage and licenses consumed? Does your reporting tool create events in other business systems based on device information?

Finally, you need to be aware that implementing Windows 10 modern management will also augment other processes around their OS management. These changes affect everything from application development and testing cycles, engagement with the business units, service-level agreements (SLAs), change management processes, and how information is communicated to IT and respective business units.

Best Practices for Adopting Modern Management

The modern management adoption process provides a framework for organizations to adopt Windows transformation. This process aims to help organizations determine what modern management components can be deployed within a representative timeframe. Best practices for developing a modern management adoption process include

- **Staged approach:** The overall project plan for implementing modern management should be divided into distinct stages. The number of stages can be varied to meet your organization's unique requirements.
- **Transformation timeframe:** The timeframe for implementation is typically based on the speed at which your organization adopts technology and the overall risk profile of the organization.

- **Concurrent workstreams:** Each stage is broken into two concurrent tasks: implementation and plan/prototype/test. Individual activities within a stage can be performed concurrently. For example, one dedicated team can roll out a tested capability while another team tests modern management capabilities that will be rolled out in the future.
- **Systematic deployment:** Capabilities tested in a previous stage are candidates for rollout in the next stage. For example, an item tested in Stage 1 should be implemented in Stage 2. There are always exceptions, and certain functionality may need multiple stages to test before rolling out. Some of those functions have certain dependencies that also need to be changed before a successful rollout.
- **Prerequisites:** Some functionality adoption could have prerequisite components that need to be done prior to adoption and completed before testing.

VMware Workspace ONE for Windows 10 Management

VMware Workspace ONE is an intelligence-driven digital workspace platform that simply and securely delivers and manages any app on any device by integrating access control, application management, and multi-platform endpoint management.

It begins with consumer-simple, single sign-on (SSO) access to cloud, mobile, web, and Windows apps in one unified catalog, and includes powerfully integrated email, calendar, file, and social collaboration tools that engage employees. Employees are put in the driver's seat to choose their own devices or benefit from employer-provided devices with the ability for IT to enforce fine-grained, risk-based conditional access policies that also consider device compliance information delivered by unified endpoint management (UEM) technology.



TIP

VMware Workspace ONE combines complete cloud-based, Windows 10 modern management with intelligent automation to empower users, harden security, and simplify IT. It is the only complete UEM platform to manage and secure PCs alongside every endpoint, minimizing total cost of ownership (TCO). Workspace ONE also automates migration to ease and speed transition to modern management. The Workspace ONE platform uniquely combines workspace data aggregation and correlation to deliver integrated insights and automation that help organizations manage complexity and security while delivering a superior user experience.

Workspace ONE enables you to drastically improve experiences and tasks that were previously costly, time consuming, and

resource intensive. With Workspace ONE, IT organizations can

- Onboard a new employee with all apps and devices in under an hour without tickets and help desk calls
- Set and enforce access and data policies across all apps, devices, and locations in one place
- Complete business processes from a mobile device, similar to the experience with consumer apps
- Provision a new corporate laptop out of the box, anywhere in the world, from the cloud within minutes
- Get insights and automation capabilities across your entire digital workspace environment



TIP

Check out the following resources from VMware to help you transform your business with modern management:

- [VMware Workspace ONE website](#)
- [Developing a Modern Management Adoption Process white paper](#)
- [Hands-on Lab: Desktop Management with Workspace ONE UEM](#)
- [Modern PC Management For Dummies e-book](#)