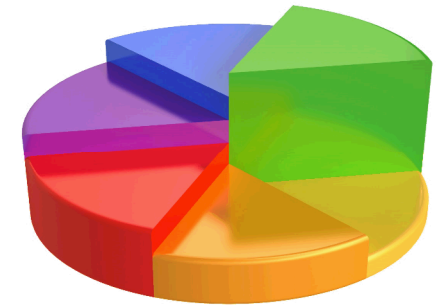


Exceptional service in the national interest



Desktop Management – Frustration

Free Compliance

James Orlando – Sandia National Labs

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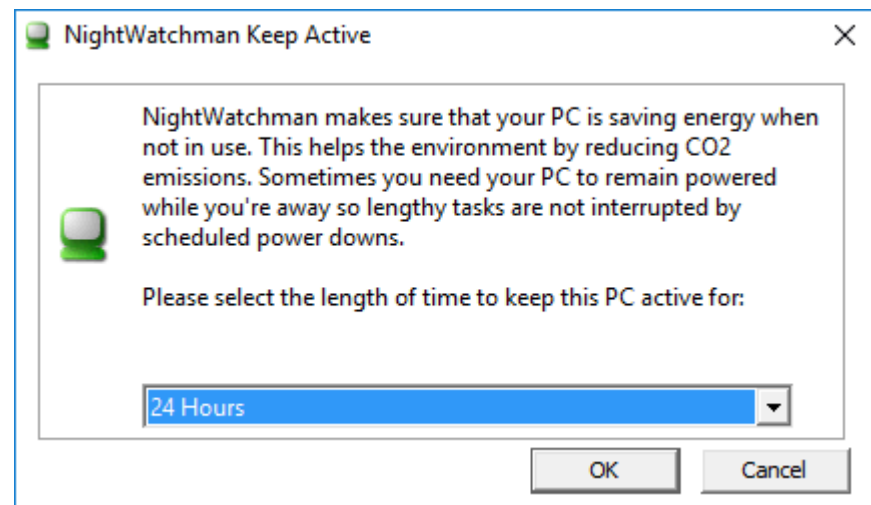
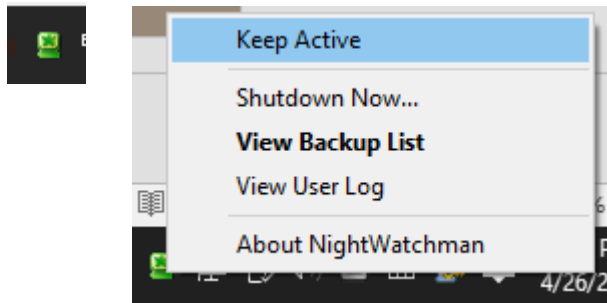
Power Management
+
Enhanced Splash Screen
=
Frustration Free Compliance

Power Management

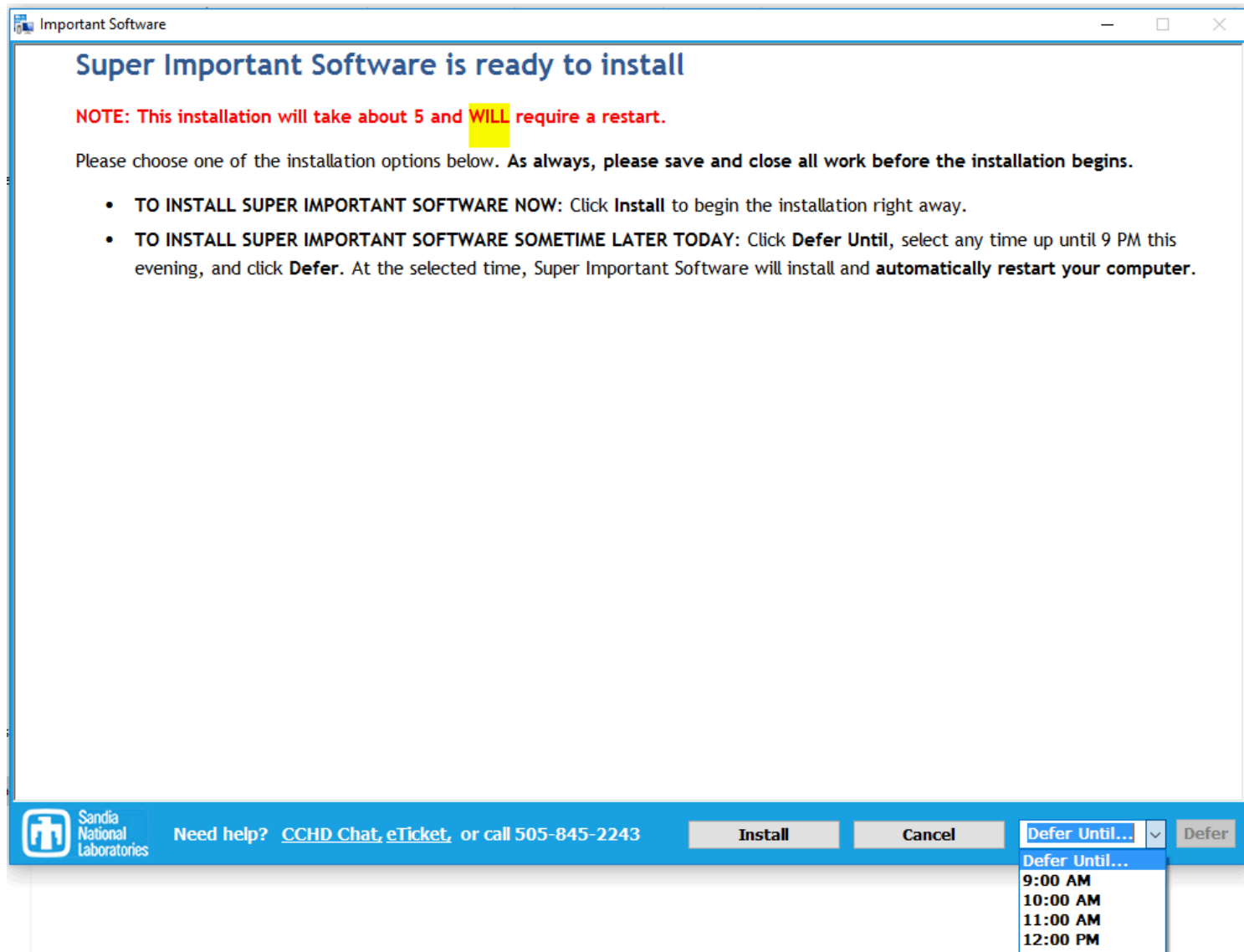
- Software Solution
 - 1E NightWatchman
 - Wakeup Agent on each Subnet
 - Last Man Standing
 - Keep Active
- Policy
 - 10pm – 6am
- Maintenance Window
 - Saturday 12am-6am

Power Management

■ Keep Active

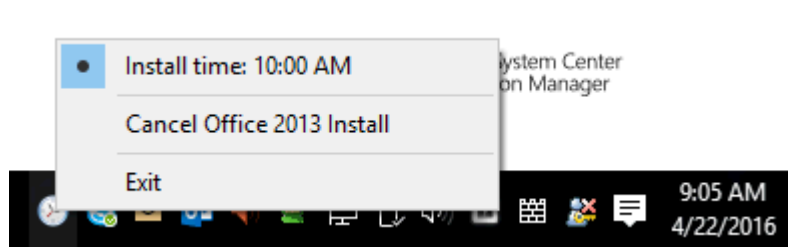


Enhanced Splash Screen



Enhanced Splash Screen

- Reminder Notifications
- Users Can Cancel



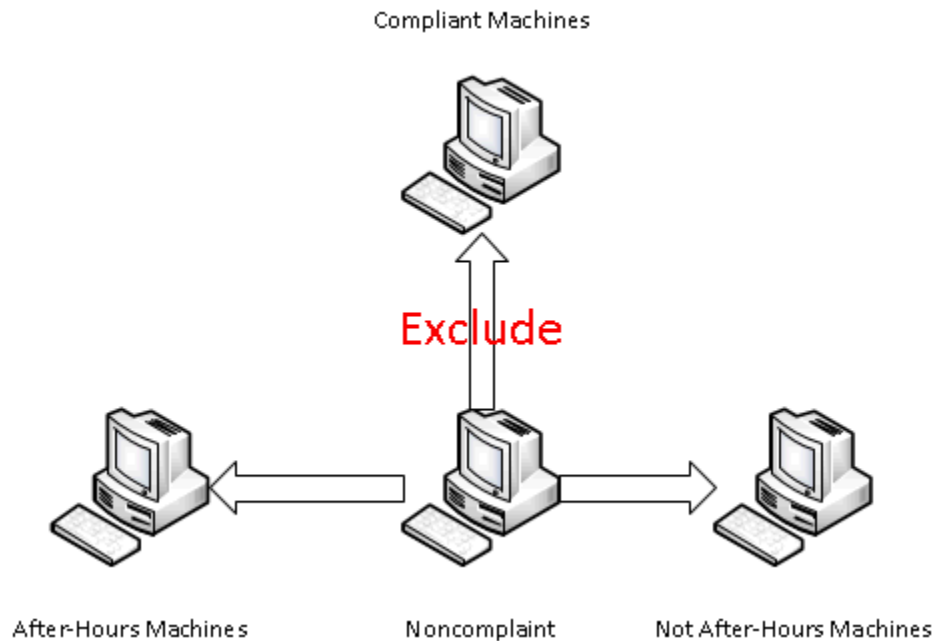
Enhanced Splash Screen

- Highly Configurable

```
Config.xml
1  <?xml version="1.0"?>
2  <MessageInfo>
3      <Title FormTitle="Important Software"/> <!-- The window title of the splash screen -->
4      <Display RTFName="Document.rtf"/> <!-- The RTF file to read -->
5      <Program ProgramName="setup.exe"/> <!-- The program to execute -->
6      <Argument ProgramArgument=" /s"/> <!-- For example: " /silent" -->
7      <Sched Scheduler="True"/> <!-- Enable (make visible) task scheduler -->
8      <Task TaskName="Install"/> <!-- Task scheduler name (NO-SPACES) -->
9      <TrayTip TrayTip="Important Software AvailableSS"/> <!-- The tray tip that keep popping up -->
10     <ShutdownTimer ShutdownTimer="240"/> <!-- The shutdown timer (in minutes) -->
11     <SBN SelfServeButtonName="Cancel"/> <!-- SelfServe button name -->
12     <EnableSS EnableSelfServe="True"/> <!-- Show the SelfServe button? -->
13     <IBN InstallNowButtonName="Install"/> <!-- Install Now button name -->
14     <Redir Redirect="False"/> <!-- Enable redirect to URL below -->
15     <RedirURL RedirectURL="http://sccmapplicationcatalog/CMApplicationCatalog/#/SoftwareCatalog"/>
16 </MessageInfo>
```

SCCM Deployment Method

- SCCM Package Deployments
 - SCCM will see a deferral as a failure
 - 4 Collections are needed for a deployment

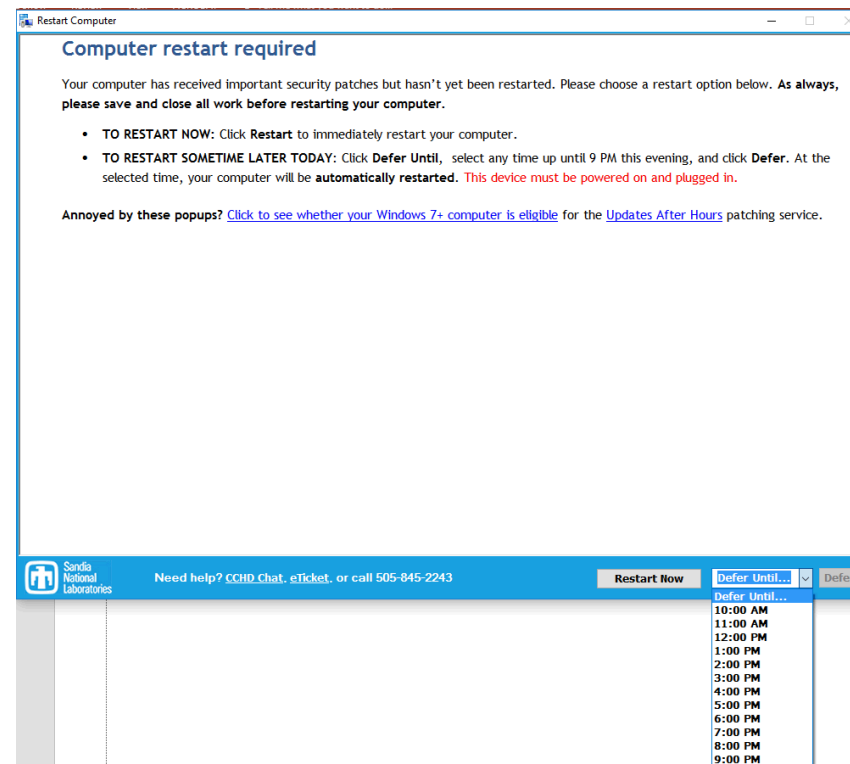


Compliance

- Customers that need their machines to stay up have self-identified by opting out of the corporate power policy
 - This means those that have not opted out, can be restarted
- Saturday 12am
 - Power Management Makes Sure the Machine is Up
 - SCCM Patches, Deploys Software, and Restarts Machine
- Monday Morning
 - Patched Users have no action to take
 - Unpatched Users See The Enhanced Splash Screen

Compliance

- SCCM Configuration Items
 - HKLM\Microsoft\Windows\CurrentVersion\WindowsUpdate\Auto Update\RebootRequired



Lessons Learned

- Power Management Blame Game
 - Educate Support Staff
- Offer Resistance to Exemptions
 - Must Have an Exemption Process
- Craft a “Friendly Policy”
- Quick Culture Shift
 - Increased install now, but majority schedule for later
 - After-Hours users love not being interrupted and self identify as “spoiled brats”

Questions?

Questions?

- Contact James Orlando
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 - Email: jporlan@sandia.gov