

# Managed Workstation Program

Information Technology Services  
Yale University



- 1) Introduction – Current State
- 2) Vision of Future State
- 3) Strategy/Roadmap to Future State
- 4) Costs



# Introduction – Current State



How we do things today for approximately 12,000 staff/faculty. *Students not included.*

## 1) User Hardware

- a) Budgeted for and purchased by individual departments and PIs.
- b) A few school or department standards. Most users buy whatever they want.
- c) No lifecycle management.

## 2) User Software

- a) Majority of all software are one-off costs incurred by users.
- b) Microsoft campus agreement only covers about 2,000 users.
- c) No software inventory.
- d) Limited software license management; potential compliance exposures and duplicative licenses across Yale.

## 3) Support

- a) Several ITS Units (est. 9,000 faculty and staff)
- b) Non-ITS Local Support Providers (Law, SOM, etc) (est. 2,000 faculty and staff)
- c) No support except Help Desk (est. 1,500 faculty and staff)

## 4) Desktop Management Infrastructure

- a) Limited – Active Directory, WSUS Patch Management, and some local tools for the administrative users.



“The whole point of the Managed Workstation program is that your workstation is managed automatically so you can spend less time managing your computer and more time actually using it.”



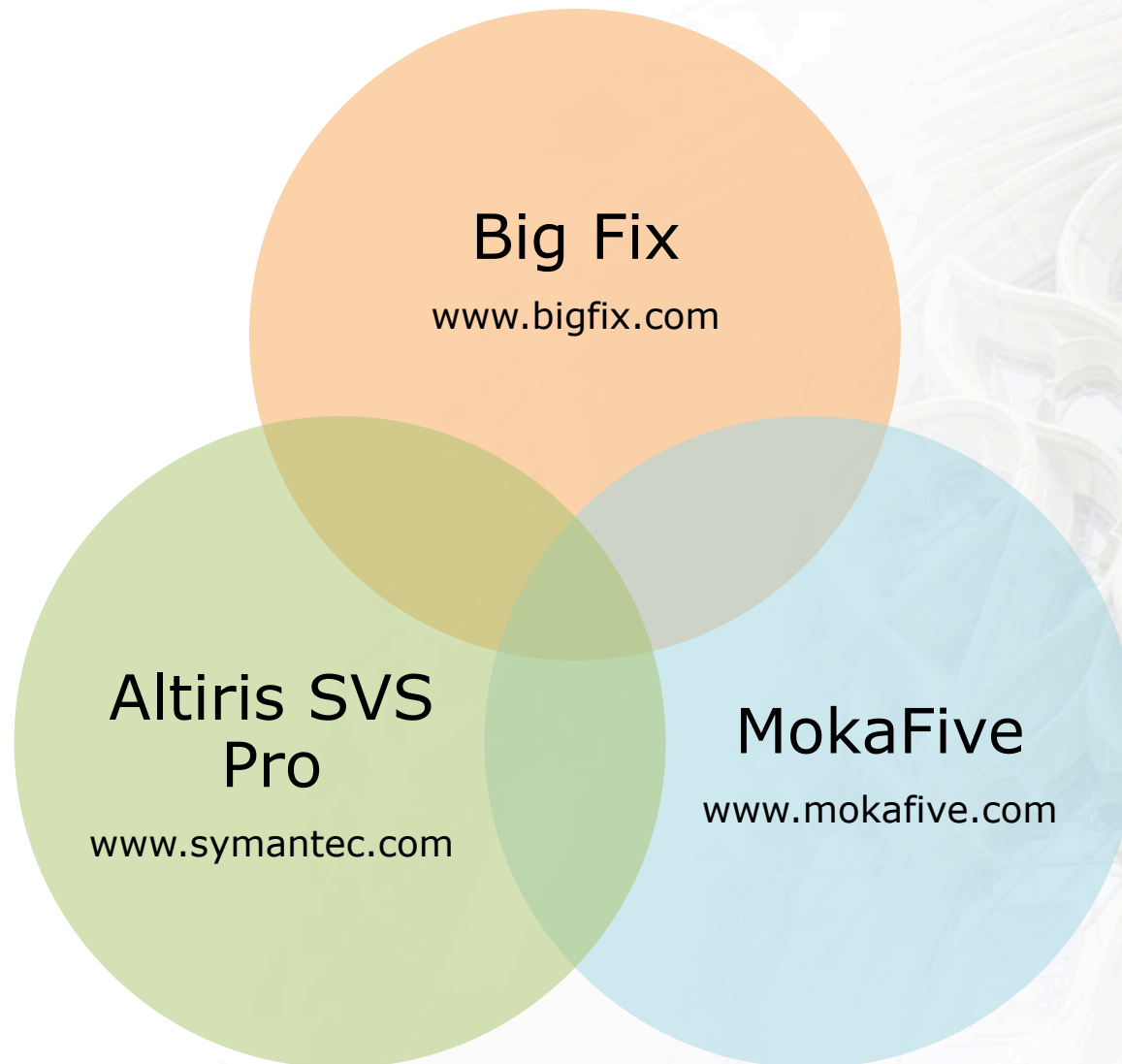
# Desired Outcomes



- a) Hardware standards in place to meet over 95% of user requirements (Mainstream Desktop & Laptop, Power Desktop & Laptop, Lightweight/Tablet Laptop).
- b) ITS "involved in" all hardware acquisition.
- c) Hardware is refreshed every 4 years.
- d) ITS buys site license agreements for all core software applications.
- e) ITS provides core, "shared" desktop services for all staff & faculty
- f) Non-ITS Local Support Providers (Law, SOM, etc) focus on value-add IT services.
- g) Hardware and software inventory, software distribution, software usage/metering, patch management, image management, secure remote access, secure computing, lab/classroom management.
- h) Inventory and visibility of all assets
- i) Increased security posture
- j) Opportunity to reduce costs in software licenses through metering
- k) OS virtualization; home computing, consultant computing, sandbox environments, speedy provisioning of classroom training



# Virtualization & Management Products



# Challenges:



- Culture & history
- Properly supporting real differences in end user needs
- Policies & procedures
- Funding shifts (with “winners and losers”)
- While we think we can save in the long run there is no doubt in the short term we need a cash infusion
- Hard to get accurate data today and therefore hard to know how accurate our cost data is (e.g. average ratio of users to support staff is 206:1 but ranges from 10:1 to 750:1)



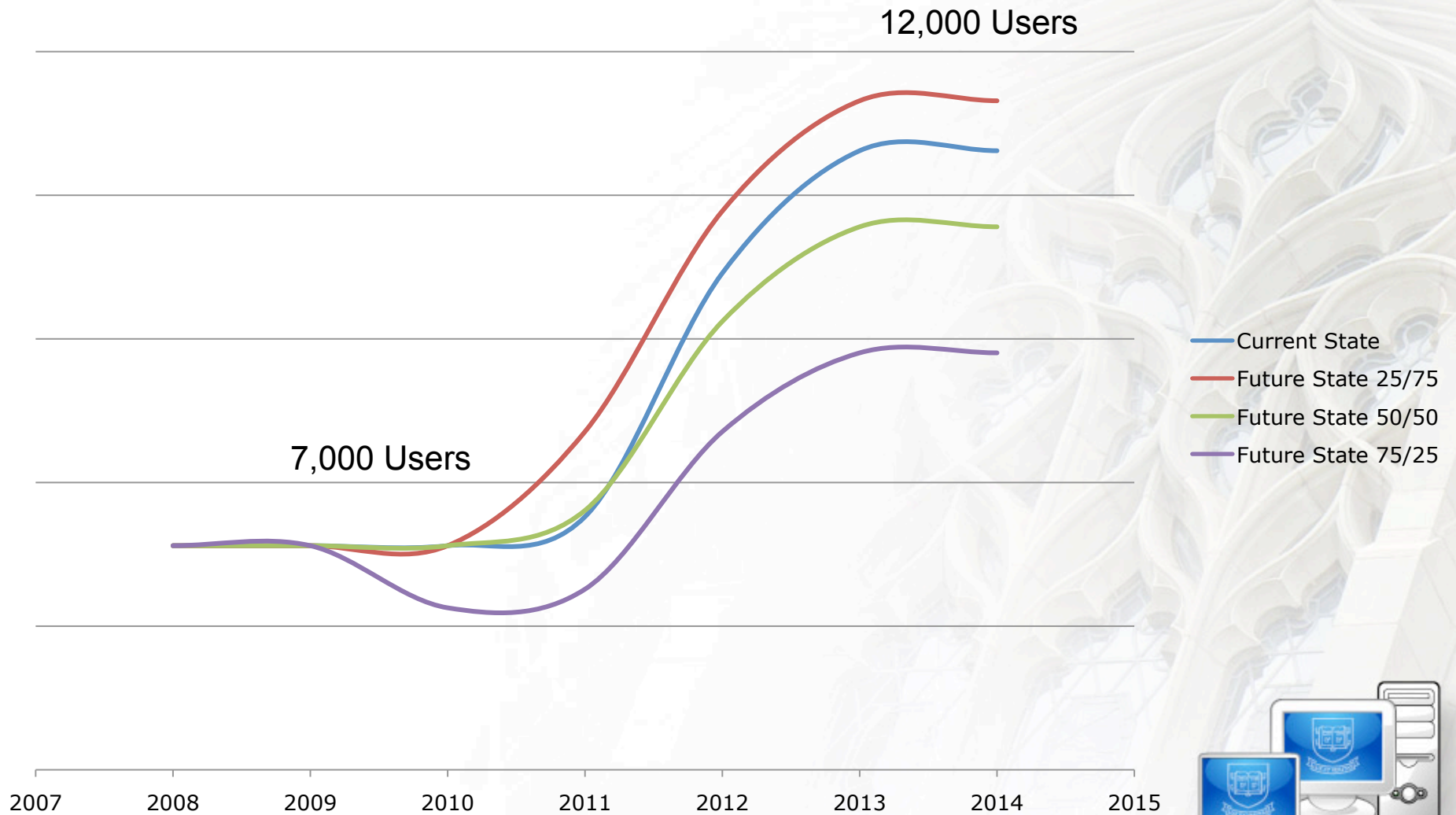
# Rough Cost Comparison



- Cost savings are maximized by increasing the numbers of standard users and standard machines.
- Our rough estimate is that one staff member can support twice as many standard users as they can “flexible” users.
- By focusing on fewer standard hardware offerings we were able to get the vendors (mainly Dell & Apple) to offer additional cost savings on hardware purchases.
- We think we’re spending about ~\$8M today and some optimistic but reasonable estimates are that we could generate savings >\$1M
- As mentioned earlier there are some real challenges in the details of where the savings are and how they are captured



# Modeling Costs Over Time



# Scheduling

