



## Desktop Architecture: the Bond experience



Vision: The vision of Bond University is to be a leading private and independent university of world standing.

Mission: To produce uniquely identifiable graduates who are leaders and thinkers, imbued with initiative, the spirit of free enterprise and a continuing quest for intellectual inquiry, challenge and opportunity.





## Bond University

History

- 1989 first cohort of students
- Private, Not-for-profit
- Gold Coast, Queensland
- Undergraduate and postgraduate degrees
- Focus on Health, Law, Business, and Media



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## Information Services

Integrated Library and Information Technology department

- Director, Dr Grace Saw
- Corporate Services, Customer Services, Technology Operations, and Infrastructure and Networks
- 40 IT Professionals



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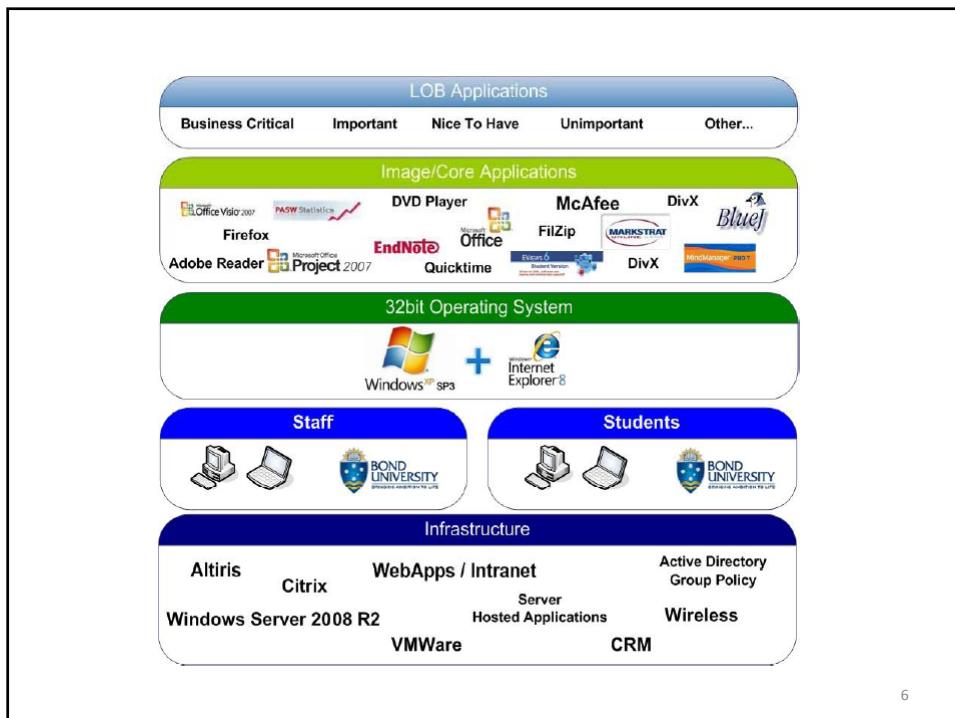


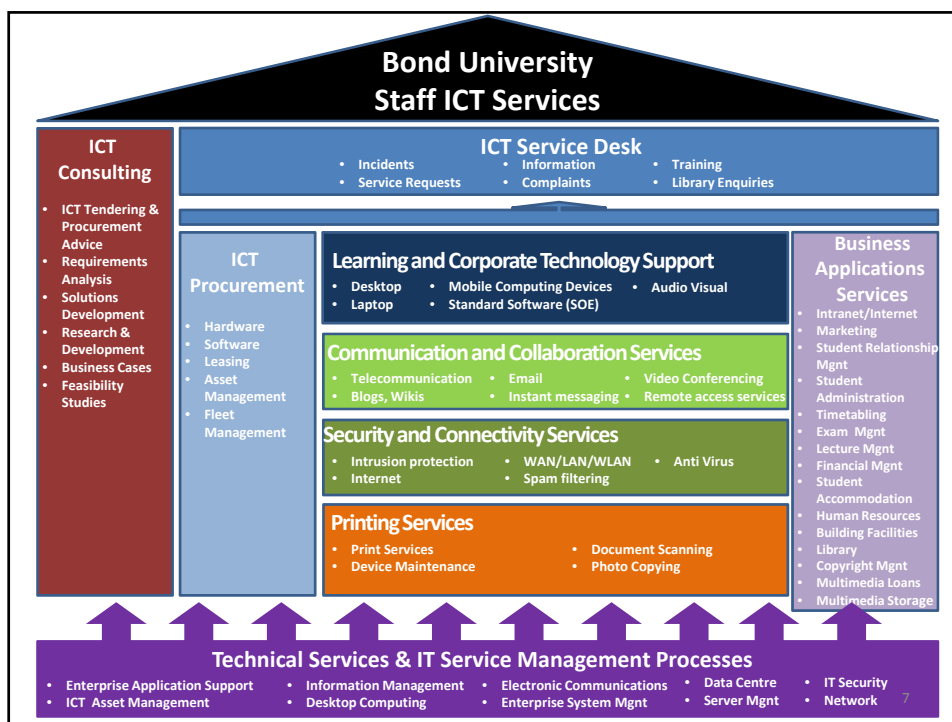
## Technology Environment

- Single Active Directory Forest
- Altiris NS, DS and Asset Server V6.xxxxx
- 97% Windows and 3% Apple
- Student Lockdown SOE
- Staff Administrator rights SOE



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## Project Purpose

Align our desktop architecture with best practices. Whilst implementing a tightly integrated suite of Information Technology Service Management tools which enable the streamlining of our processes, flexibility and agility to exceed expectations while reducing our total cost of ownership.



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## Project Approach

- Desktop Architecture Roadmap
- Deployment of Windows 7 & Office 2010 on all Bond systems
- Evaluation, Recommendation & Implementation of IT Service Management toolsets



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## Decision Time

- What to do first?
  - New/upgrade ITSM for deployment?
  - Desktop Architecture strategy?
  - Virtualisation, zero client, thin client?
  - Bring your own devices?
  - Choose your own devices?
  - Rich Client Win7 upgrade



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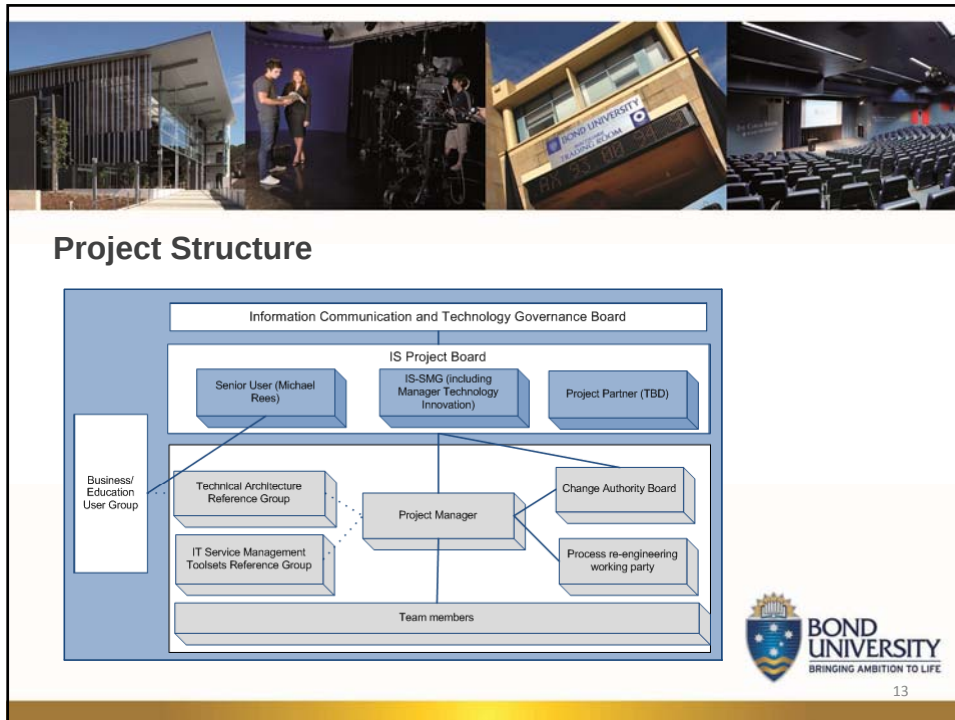


## Answers

1. Rich client Windows 7/Office 2010
2. Academic & Business User Reference Group
3. Desktop Strategy document
4. ITSM toolset evaluation



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## Window 7/ Office 2010 Rich client deployment

- Desktop Optimisation State Assessment
- Hardware independent image
- User state migration
- Image stability
- Altiris Deployment



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## Desktop Strategy document

There are industry and institutional pressures to support a wider range of platforms ranging from Thin Clients, Mobile Apps to Virtual desktops.

- Academic & Business User Reference Group
- The general ethos of Bond is to have the latest and the greatest. However, as the custodians of Technology investments, Information Services needs to prioritize and ensure it can support these investments. The University therefore needs a strategy to safeguard its technology investments.
- Dynamic Desktop Discovery
- Desktop Architecture strategy document (SMG)
- Product Evaluation
- The strategy would provide a desktop architecture roadmap which would be organically sustainable (Technically & Financial), yet agile in accommodating new business needs, within an acceptable time frame.



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## ITSM toolset evaluation

- Defined user requirements
- Evaluation of known products
- Request for Information
- Recommendation on pathway forward



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## The Future of Desktop Computing

The Desktop is dead!

Thin Client

Gladinet Cloud Desktop 3

Office 365 for Education

Laptops

Tablets

Microsoft SkyDrive

Dropbox

IAAS

SAAS

SalesForce

Zero Client

CLOUD

Google Docs

WebTops!



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## The Future of Desktop Computing @ Bond




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## Summary

- Engage key stakeholders...students and academics
- Drive process improvements
- Utilise strategic partners
- Allow for changes in technology
- Staff experience just as important as student experience



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