



NEW for 2011 - Online Session Evaluations

To complete the online evaluation forms for sessions you attend, go to:

<https://www.cteusa.com/idg1/>

Login: First Initial and Last Name (all one word; no spaces/characters)

For example John Smith = JSMITH

Password: Your Registration ID (Found on your Badge and in your registration confirmation)

MacIT Conference

Session IT841

The IT iPad



About me

Michael Harvey

Ventura County Star
Information Technology Manager

mharvey@vcstar.com

Twitter: @harvdog1



Overview

IT

- Why iPad?
- Infrastructure
- Help Desk
- Apps

Department Support

- Personal vs. Company equipment
- iPad vs. iPhone
- Network Access
- Enterprise deployment
- Productivity/Opportunities

Q&A/Open Discussion

IT

Why iPad?



IT

Why iPad?



Vs.



IT

Why iPad?



iPad

- 8-10 hour battery life
- Essentially unlimited standby
- Responsive keyboard
 - Finger touch
- Security
- Wireless network access

Vs.



Dell Latitude
Tablet PC

- 2 1/2 hour battery life
- 48-96 hour standby
- Non-responsive keyboard
 - Finger/Stylus
- Excellent security
- Wireless network access

IT

Infrastructure

WiFi vs. 3G

3G

- Cost
- Mobility
- Internal network access

WiFi

- Access points
- Encryption/Passwords
- Network Access
- Coverage areas

IT Help Desk



IT Help Desk

Help Desk Admin :: Home

vcssharepoint/IT/AppPages/csrhome.aspx

Help Desk Admin Survey

Ventura County Star Intranet

VENTURA COUNTY STAR IT

Home Accounting Advertising Circulation Executive HR IT Marketing Production Safety

Open Ticket #:

Create Ticket

Ticket Home

All Tickets

Dashboard

Ventura County Star Intranet > IT > IT Team > HelpDesk Admin > Home

Unassigned Tickets

Unassigned Tickets (Resolved)

Unassigned Tickets (Closed < 1 day)

Tickets Assigned To Me

pending Status:

10215 :: (2) Normal Priority
Repair or replace laptop
Call Dell, 1-877-225-3355, to try and get the laptop with...

10304 :: (2) Normal Priority
Additional install/setup for MBP
Symantec EndPoint needs to be installed. Also needs set up...

10313 :: (2) Normal Priority
Setup
Stephanie needs assist with setup of folder in email

pending Status: Active

10169 :: (2) Normal Priority
vcscheduler01 updates
VCSaxiRobot02 update

10170 :: (2) Normal Priority
vcsbackup updates
vcsbackup updates

10175 :: (2) Normal Priority
vcscheduler02 updates
vcscheduler02 updates

10267 :: (2) Normal Priority
Access to sport desk
Joe needs access to VCS Sportsdesk shared mailbox set up.

10333 :: (2) Normal Priority
Foundstone Notification -- Scan Summary
Please do not reply to this system generated message. ...

10334 :: (2) Normal Priority
Foundstone Notification -- Scan Summary
Please do not reply to this system generated message. ...

pending Status: Pending

09822 :: (2) Normal Priority
Laptop
Replace desktop computer with a laptop.

00852

IT Help Desk

iPad 10:38 AM 80%

AJ HELPDESK

www.ajsquare.us/demo/helpdesk/posttick... Google

My Account | Support Home | Logout

Bienvenido demouser demouser

TICKET DEPARTMENT AND PRIORITY

Ticket Department * Note (1)

Ticket Priority * Note (1)

Ticket Subject And Description

Ticket Subject * Note (Min chars 2)(18/0)

Ticket Message *

Knowledgebase Suggestions

There were some possible answers to your question in our Knowledgebase. Please review the suggestions below before submitting the Ticket.

- Can staff members reply to Email Notifications?
- Blog RSS
- Entertainment RSS
- RSS Aggregators
- Basics of RSS

Upload Files

Note: (Max File size to upload: .doc, .pdf, .jpg, .png, .gif, .xls files are 15000kb)

Contact Number Note: Enter Phone Number

Contact Email Note: Enter Contact Email id

iPad 10:28 AM 82%

Web Help Desk

demo.webhelpdesk.com/cgi-bin/WebObje... Google

Web Help Desk

Request History Approvals FAQs Messages Profile Logout

Approvals

No.	Date	Client	Request Type	Details	Approval Process	Approval Step	My Vote
29	7/31/08	Terry (Client) Sidal	IT Request • Hardware Support • Desktop • Upgrade Request	Needing more RAM. I'm working on the NAMFEE project which requires more horsepower. I would like to ... <input type="button" value="Show Details"/>	1 Manager Approval Required	1 Manager Approval	<input type="radio"/> Yes <input type="radio"/> No
28	7/31/08	Bill Ross	IT Request • Hardware Support • Laptop • Procurement Request	Starting to travel more and more... I'd like to request a laptop procurement because I will be tra... <input type="button" value="Show Details"/>	1 Manager Approval Required	1 Manager Approval	<input type="radio"/> Yes <input type="radio"/> No
27	7/31/08	Terry (Client) Sidal	IT Request • Hardware Support • Laptop • Procurement Request	Laptop is dying... I would like to request the acquisition of a new laptop. The power cord plug is ... <input type="button" value="Show Details"/>	1 Manager Approval Required	1 Manager Approval	<input type="radio"/> Yes <input type="radio"/> No

3 Items Approvals Per Page 10

© 2010 Web Help Desk Demo Client

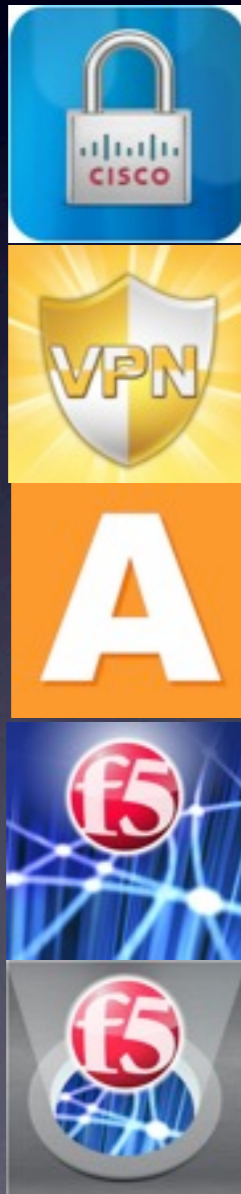
IT Apps



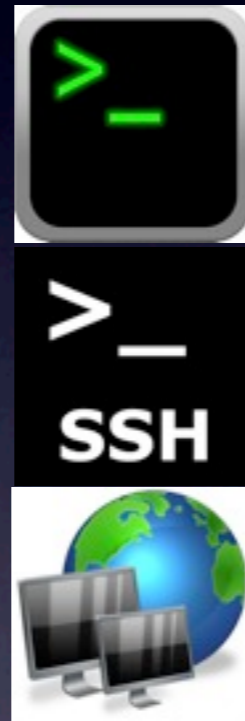
IT

Apps - Connectivity

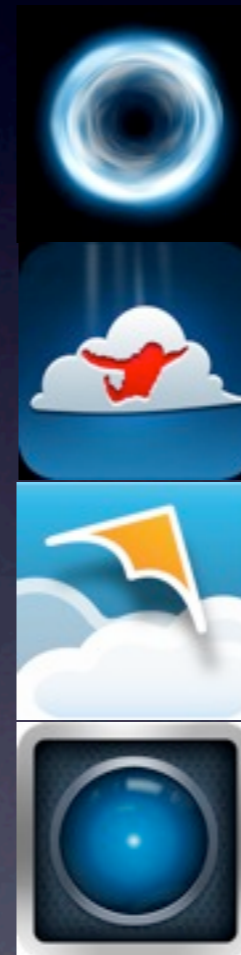
VPN



SSH/Telnet



RDP/VNC

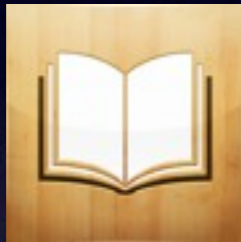


RDP/VNC - Free



IT

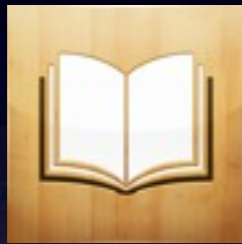
Apps - Productivity



IT

Apps - Recommended

iBooks



Free

Dropbox



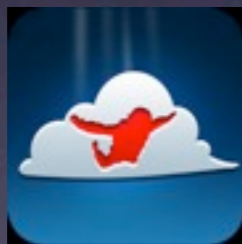
Free

AD HelpDesk



\$4.99

Jump



\$19.99

iSSH



\$9.99

SNMPMon



\$4.99

IT

Apps - Go Nuts



Department Support

How can you help?



Department Support

Personal vs. Company Equipment

Personal

- No company cost
- No control
 - Lost/stolen data
- Support
 - No support?

Company

- Equipment investment
- Own the device/Own the data
- Centralization
- Enterprise deployment
- Support
 - Maintenance/replacement

Department Support

iPad vs. iPhone

- Data plans
- Presentation
- Connectivity
- How many devices can you juggle?

Department Support

Network Access

- Wireless infrastructure
- Access controls
- RADIUS
- Software updates/deployment

Department Support

Enterprise Deployment

- iTunes
- Apple
- Central control
- Third party tools
 - Jamf Software
 - AbsoluteManage (formerly LANRev)
 - Etc.

Department Support

Productivity/Opportunities

Department Support

Productivity/Opportunities



Q&A/Discussion



Additional Resources

<http://dl.dropbox.com/u/5762816/IT841.pdf>

- <http://www.apple.com/support/ipad/enterprise/>
- http://manuals.info.apple.com/en_US/iPad_iOS4_User_Guide.pdf
- http://manuals.info.apple.com/en_US/Enterprise_Deployment_Guide.pdf
- <http://www.jamfsoftware.com/>
- <http://www.absolute.com/>

Additional Resources

- <http://www.sybase.com/products/mobileenterprise/afaria>
- <http://www.air-watch.com/>
- <http://www.mobileiron.com/>
- <http://www.good.com/products/good-cloudsync.php>
- <http://www.tangoe.com/Software/provisioning.html>
- <http://www.equinux.com/us/products/tarmac/index.html>

Thank you

Please fill out the session evaluation form online.

<https://www.cteusa.com/idg1/>



Michael Harvey

Ventura County Star
Information Technology Manager

mharvey@vcstar.com

Twitter: @harvdog1

<http://dl.dropbox.com/u/5762816/IT841.pdf>





NEW for 2011 - Online Session Evaluations

To complete the online evaluation forms for sessions you attend, go to:

<https://www.cteusa.com/idg1/>

Login: First Initial and Last Name (all one word; no spaces/characters)

For example John Smith = JSMITH

Password: Your Registration ID (Found on your Badge and in your registration confirmation)