

MTV Networks

Who Are We?

- Owned by our parent company, Viacom International

Who are we?

MTVN IS&T

Who are we?

Who do we support?



Who am I?

David Zubradt

Filewave Administrator

Who Are We?

- MTVN IS&T Provides:
 - Centralized Support for MTVN
 - Centralized Purchasing for MTVN

Our Challenges?

- Provide our enterprise with:
 - Quick service
 - Tested and up-to-date software

Our Challenges?

- Control IS&T Operating Costs
 - Budget freeze while our customer base grows
 - Need a way to track what is installed in the enterprise for more accurate software and hardware maintenance

Our Challenges?

- Quick response for sudden changes in our Enterprise infrastructure.
 - Apply virus updates
 - Make Network Changes
 - Apply security updates
 - Change our Admin Passwords
 - Sarbanes-Oxley

Our Solution:

Filewave

Our Filewave Setup:

- **4 G4 X-serves**
 - Dual 133 GHz / 1 GB RAM
 - On our Gigabit Backbone
 - 1 Filewave Repository (Main Server)
 - 2 “Booster” servers (32 threads each using Round-Robin DNS)
 - 1 dedicated to Asset Management

About our Users:

- Currently there are ~1200 Mac Users in our environment in NYC
- ~150 On-Air Production machines that are not on our Network, and we do not support them.

About our Users:

- Strict Standards for our users
- Current Standards (The Minimum)
 - Desktops: Dual 500 G4, 768 MB RAM, 30 GB HD
 - Laptops: G4's , 768 MB RAM, 20GB HD

About our Users:

- The Macintosh is used for 95% of creative content in MTV Networks and make up 10% of the total computers
- Creative content means that the majority of our users need creative apps. (Adobe, Macromedia ,Quark, Final Cut, and ect.)

The Good, Bad, and Ugly

- The Good:
 - Pull Technology: If the machine is powered down or off the network, the next time it connects with the server it will request the new software. This gives us a 99.9% success rating
 - First push was Timbuktu. 100% success to all machines. Instant remote access and remote support.
 - Up to date Asset Information

The Good, Bad, and Ugly

- The Bad:
 - The packages you create and distribute are live. You you corrupt the package, it is corrupt for everyone who receives the package.
 - Test, Test, Test.

The Good, Bad, and Ugly

- The Ugly:
 - The initial install is a desktop visit. Back Breaking in an enterprise. You can install it.
 - This is easier if:
 - Have remote desktop software on your Macs.
 - Use the Sharing name as the client I.D.

Other Software

- Net-O
 - Unreliable Push technology
 - HEAVY on scripting
 - Can't control Package once they are distributed

Other Software

- Vintella (SMS Plug-in)
 - Could not get the Beta installed for the test
 - HEAVY on scripting
 - Putting the software of the Macs into the hands of PC System Admins.

MTVN's consideration for the future

- Growth out of NYC: (2 main targets)
 - LA (We have a pilot project starting upon my return with Burbank)
 - London
- Between these two other markets, we think we can add another 600 clients
- Purchasing ARD Admin to complement Filewave.

Advice?

- PLAN. (Use the Measure-twice-cut-once-theory)
 - Don't close your mind to possibilities.
 - Come up with your criteria for your enterprise needs.
 - Don't be afraid to CREATE your own hybrid solution.
 - Developers: Please come up with a Mac Version of VM-Ware!

QUESTIONS?

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