ITEE Meeting September 10, 2010

Is your company ready for Windows 7 and office 2010 deployment?

The ITEE group began its meeting with an interesting tour of the Suarez Applied Marketing Research Laboratories. The Suarez Lab is at the forefront of Neuromarketing research technology and is a unique one of a kind facility featuring three laboratories and a large classroom providing students and faculty the tools to convert knowledge into useful business intelligence.

One of the newest, trends today is that employees are driving the use of IT by bringing in their own devices and demanding that they work with a firm's system.

Question: How are you addressing this in your organization?

One participant explained that his organization contains lots of rules and regulations! It is hard to walk this line. Many in the group are dealing with this now. iPhone, iPad, and BlackBerry users all want connected to the system. One participant has worked the last six months on trying to integrate all of these devices. Another participant is working on a virtual desktop arrangement for any user device whether local, on server or on the cloud level. He will give each employee $1000 and allow them to choose from a list of acceptable devices that are securable in his environment. Currently, his company is working on developing this environment. After providing the voucher and being able to manage the space, everyone will be happy.

What happens if an employee takes his laptop home and his kids get on it and access Facebook or whatever application? This might screw up the employee's access to the server due to security issues. At this time, the employee calls the helpdesk to be logged back in again and this creates additional support costs. How are you managing this problem?

One participant's company has very strict ethics and legal policies governing employee technology use; however; IS tends to be blamed for holding back new technology despite the corporate policy. We want to get to the point where the users can run their devices but we need help getting through the legal and ethical problems. There is no way to separate private from public space because people take work home. Many still have two cell phones, one for personal use and one for business. There will come a day when only one cell phone will be used. Personal and business space cannot be separated. Hostile work environment issues prevail and drive policy due to fears of inappropriate content viewing on personal devices. The problem is that one bad apple tends to spoil the whole bunch and inhibit new initiatives due to corporate fear. Need to deal with bad apples on an as needed basis. It is foolish to prohibit an employee from bringing in his or her own device if it promotes efficiency. This also saves the company from having to provide the device to the employee.

Microsoft has always struggled with licensing as technology evolves. If you have the new software assurance license, you have the ability to run a VDI system. The challenge is how to virtualize the session with Windows XP or 7 and put it in a data center so it can be served up either through a thick client or wise terminal. One mechanism is the VDI addition to software assurance to allow a session in a cloud. Traditionally licenses are limited to a particular hard drive and it stays with that hard drive. Another is a VDA, which is a subscription you can buy to connect to a thin client to a virtual session in a cloud. The license is evolving in two ways. The deployment toolkit can take a XP machine and virtualize it in a virtual session on a Windows 7 desktop. This keeps domain memberships and all applications. It runs in XP mode. If user is not ready to move, it is a good in between. In many cases, during migrations many discoveries are made about applications that are running that IT does not even know about. Windows XP has been around for 10 years and the attic has been stuffed full of stuff. Fundamentally, from a VDI and security perspective, it is really dangerous for people to connect to a secure system

from an insecure system. Data can now be sold anywhere.

Robust Response: "It is not the device that you need to protect; rather, it is the information that you need to protect!" When you provide virtual space, you should be able to log into that space. Need proper training. Trying to use a gated community is false hope because you have both internal and external threats. In order to have a protective environment, you need to have an enforceable mechanism without inhibiting creativity. When employees go home with a laptop, they can get more work done than when they are physically at work! We must try to encourage that and create mechanisms that are automatic to protect information.

The next part of the presentation shifts to Windows 7 security and the discussion begins with BitLocker. Question: who encrypts laptops? EFS, McAfee.

The speaker says that his hard drive is encrypted. Authenticated at boot-up with pin number, then drive is unencrypted. This is a benefit of software assurance customers. If you make changes to the hard drive, BitLocker will find out and tell you that some changes took place. At this time, you can call the help desk and get the right key to boot up.

Another addition to Windows 7 is BitLocker to Go. Allows storage of encryption keys and is password protected. This adds security to USB drives. Someone can plug in and copy *from* the drive but not *to* the drive. It will force encryption. It will also provide details as to which USB drive will work. It is also backwards compatible with Windows XP. It will be a small drive with an executable on it that will prompt for a password. Then the data remains read only to a XP or Vista machine. If you are doing a migration and someone does not have Windows 7 you can still get data off the USB.

Software Assurance also provides App Locker that is much more user friendly and encompasses much more functionality in administration. It allows you to specify the version and type of software you want to allow to execute. This way updates with a patch are allowed to run or not. It allows you to control everything.

What is the business value in security? We need to add value. We want to provide end user functionality and efficiency. What Windows 7 provides is something called Direct Access. This eliminates the VPN. During login, the VPN application takes place in the background for a few seconds. Then, the user connects to corporate network. User does not have to wait for a connection. Users just log-on. If the PC is Bit Locker enabled with a pin at boot up, all you have to do is provide active directory credentials to login. Before, you might have needed to use a smart card on an employee's badge. It is now much easier. Before login, the PC is already on the network. You can control everything on that network. You can filter everything. This feature enhances user productivity. You can control the corporate real estate on an end user device. Like a virtual session, you can have two-factor authentication. It is direct access deployed with a unified access gateway. Service pack one will allow you to use RSA tokens. Right now, it is smart card only. You will still need a PTI but user can still use an RSA token.

If you want to search for PowerPoints, you can use search federation. You can search documents on your computer by keyword. For instance, you can specify a .ppx PowerPoint file and type in "tips" and it will give you any PowerPoint on your computer containing the word tips. Now you have built in search on your PC with Windows 7. Users can search all documents on a PC. Users can search external sites too. Users can search for Microsoft documents on Microsoft websites like SharePoint. Users can search the internet from within Windows 7. Users can view the document without opening the document.

Question: What happens when a user does a search against a giant public share drive? In this case, the server bogs down and comes to a standstill. Can you do a content level search without killing the server? The search is by an index only. SharePoint searches an index only. You are querying an existing database for its index. The new system is heavy on indexing. There are search connectors for Bing, Wikipedia etc. This provides a much richer experience. Each user creates about 3G of data per year. Some information is duplicated. Search will change how to look for documents and destroy documents. Users spend four hours a week looking

for data they already have. Being able to find data rapidly is a value added activity for business.

Question: How much data on your servers is stale? (Chuckles from the crowd) It might be 80% stale and you have to store that. Now you can index the data and bring that into a content management service. Now you can reduce the storage. This is especially important for collaboration and multi changes to documents. XML format is smaller than binary format. Some consultants can come in and convert binary to XML in order to save space on the drive. It is possible to realize a 30 to 50 percent space savings. Usually, concerning word or excel documents it is 50% reduction.

Share Point now has a ribbon interface and is pervasive throughout most software applications. Windows 7 also has touch screen capabilities. Users can view a presentation in the browser and edit in the browser. Users can manage all files within the Share Point browser. Users have the ability to collaborate on word documents. Two people can work on one document at the same time. Users can work in the cloud. Sky Drive is the consumer version that allows editing within a cloud. Contacts, calendar, hotmail and all applications are now in the cloud.

Docs.com is geared toward collaboration on documents with face book friends. Users can open up a document and invite a face book friend in to work on it.

Question: Does it let you open the same file name from two different sources? On the consumer side, it does not. This only works on the Share Point side. It is likely to be available in the future. One Note is a great application but it is underused. It allows you to create notebooks and insert graphics. It is a great tool to keep track of meeting notes and send to e-mail.

Question: On the audio piece, will it tie to SCS? Right now it just microphone record.

You can take notes and everyone can see your notes similar to Google Wave. You can take a picture and search on a word that is in the picture. You can use a digital pen and import notes into one note. The pen is from Adapt Tech and runs about $150. Users can search your handwritten notes. The users handwriting must be good. Users can convert handwriting to text. Choose ink to text. The next generation is all about collaboration in the global environment.

Excel: Excel added web slicers. It is the power of analytics in the user's hands. It can filter data by clicking buttons. In addition, spark lines provide a snapshot of data. Power Pivot is another new feature. This is a free add on that allows you to download masses of data and analyze data. It is a free add-on. Can sort and filter masses of data. Allows users to control and use data. Excel is the most use application on the planet today.

Question: is there a way to have two-way communication with students in a classroom? Yes, use Live Meeting communicator for this all the time. It is commonly used in meetings with third party consultants.

Question: What are some of the transitioning problems you have seen when moving into Windows 7? One participant commented "printers that are 10 years old." The biggest challenge is that security is now the biggest issue instead of compatibility. There is going to be pain concerning applications. Anything that is more than 5 years old will be a problem. You need to retire old applications. Complexity involves core processes that use specialized custom applications. Microsoft does maintain a website for application compatibility but it is nuanced and is very shallow. Even if it says, it is compatible it may not work or may work differently depending on the options used in the application. Users must review all applications and work with the vendors. This is a great time to clean out the old applications similar to Y2K preparations several years ago. It costs IT $4000 per year to support every application. Upgrading applications is more cost effective than upgrading existing versions in many cases. Business must start with a solid planning process.

What does Microsoft do to help us get into the 64-bit environment? Our biggest problem is compatibility between 32 bit and 64 bit applications. It is easier to support this than running both a Windows XP environment and a Windows 7 environment. HVAC systems and other specialized programs will cause the most problems. The best bet is to call the vendor and see if there is an upgrade path. Also need to know office plug-ins. Training should be focused on support people

because Windows 7 is a major change otherwise they might work against Windows 7. None of the support people read the instructions! They need to understand troubleshooting and when to call the help desk.

One problem a participant faces is concerning the calendar functions between windows and Mac. People are missing meetings because he calendars do not work together. Neither Microsoft representative has experienced this problem.