



Внедрение Windows 10 Опыт службы ИТ в Intel

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IT@INTEL

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Программа

- Обзор ИТ среды в Intel
- Программа миграции на Windows 10
- Лучшие практики
- Windows Servicing – непрерывное обновление
- Резюме

Обзор службы ИТ в Intel

5,529

Сотрудников ИТ

22

Офисов с ИТ службой на месте

SUPPORT

~103K

Сотрудников всего

AT

147

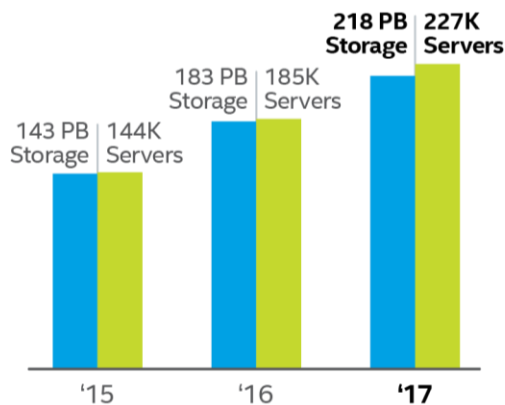
Офисов всего

IN

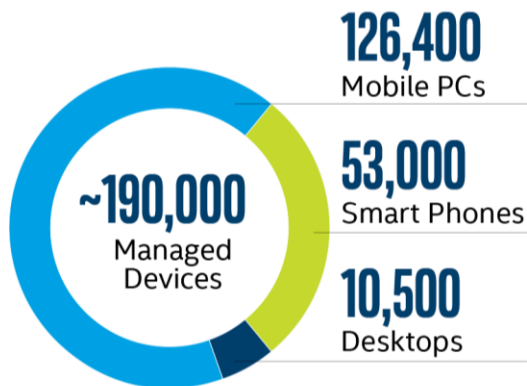
56

Стран

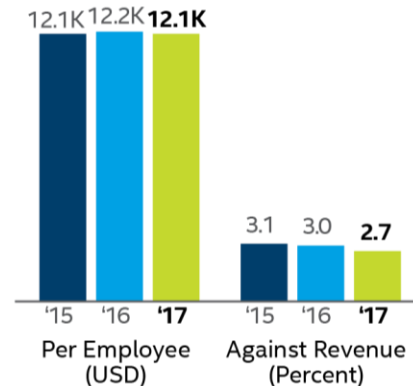
IT Storage and Servers



IT Device Management



IT Spending¹



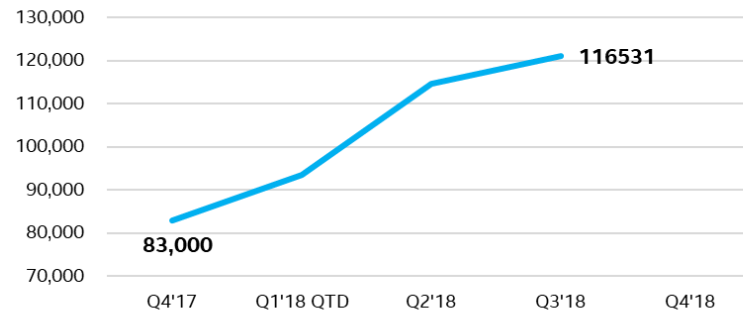
¹ Financials restated to include wholly owned subsidiaries that have since been integrated and exclude divested entities. Employee count represents an average of beginning and end of year.

Программа внедрения Windows 10

>116k Win10 IT Supported Machines

- Redstone 3 (RS3) Build is standard for all PC Refresh & Rebuilds
- Limited RS4 Release to Early Adopters due to Ecosystem Readiness delays
- RS5 Insider being validated for Core Apps compatibility
- RS3 to RS5 Self Upgrades and RS5 Build begin in Q4 for Early Adopters

IT Supported Windows 10 PC Volume

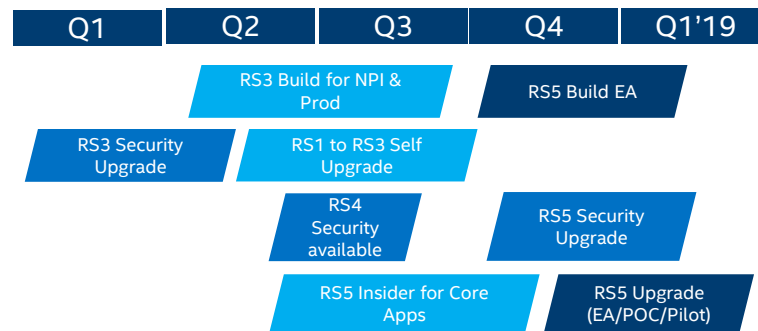


2018 Major CSI's

- >95% of IT Win10 fleet remain "in Support"
- >108k IT Supported Win10 PCs by EOY
- >95% self upgrade success rate

■ On Track □ Not Started Yet

2018 Production Plans



Лучшие практики готовности OSaaS

OS Evaluation

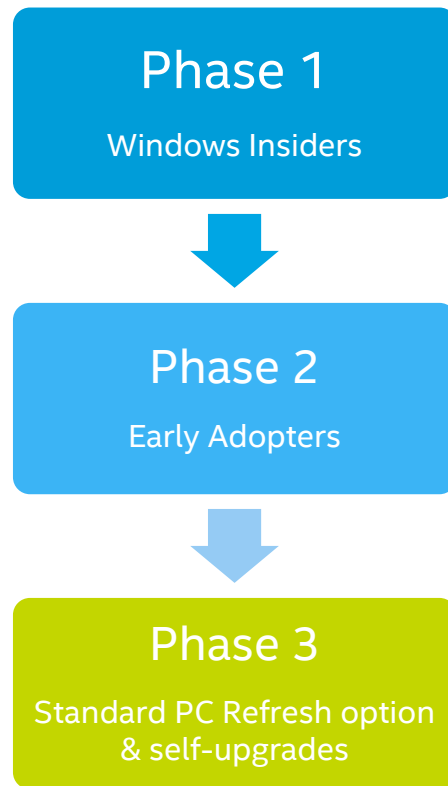
- Evaluate features for Value, Cost, and Security

Migration Readiness

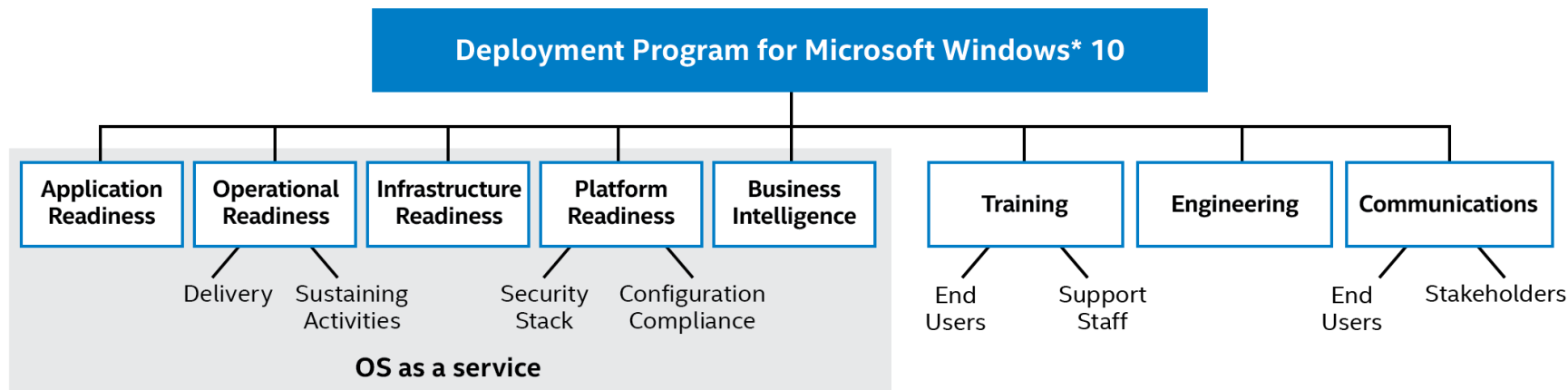
- Operational Readiness – plan for delivery and support
- Application Readiness – ensure readiness for Priority applications in use at Intel.

Deployment

- Phases – Ring Deployment
 - Insider, Early Adopters
 - POC, Pilot, Production
- Multiple migration methods:
 - PC Refresh
 - Self-upgrades (8.1 to 10, 10 to 10)



Элементы программы внедрения Windows* 10



Our deployment program for Microsoft Windows* 10 involves many activities that must be closely coordinated. Adopting the OS-as-a-service model (shown in grey) requires special attention to application readiness, operational readiness, infrastructure readiness, platform readiness, and business intelligence.

Windows Servicing – Постоянная программа

What it means for IT...

- Prepare our ecosystem for continuous lifecycle management of the OS
 - Plus monthly Cumulative or Delta updates
- 2x/year testing & remediation for priority apps, security, and drivers
 - Adoption of Dev Ops, Test Automation, and Risk-based App Testing
 - App Owner awareness and compliance with evolving App Standards
- Verification that suppliers support Windows 10 cadence
- Business Intelligence for continuous monitoring of upgrades, platform health, and network
- Frequent customer messaging for speedy upgrades and use of new features

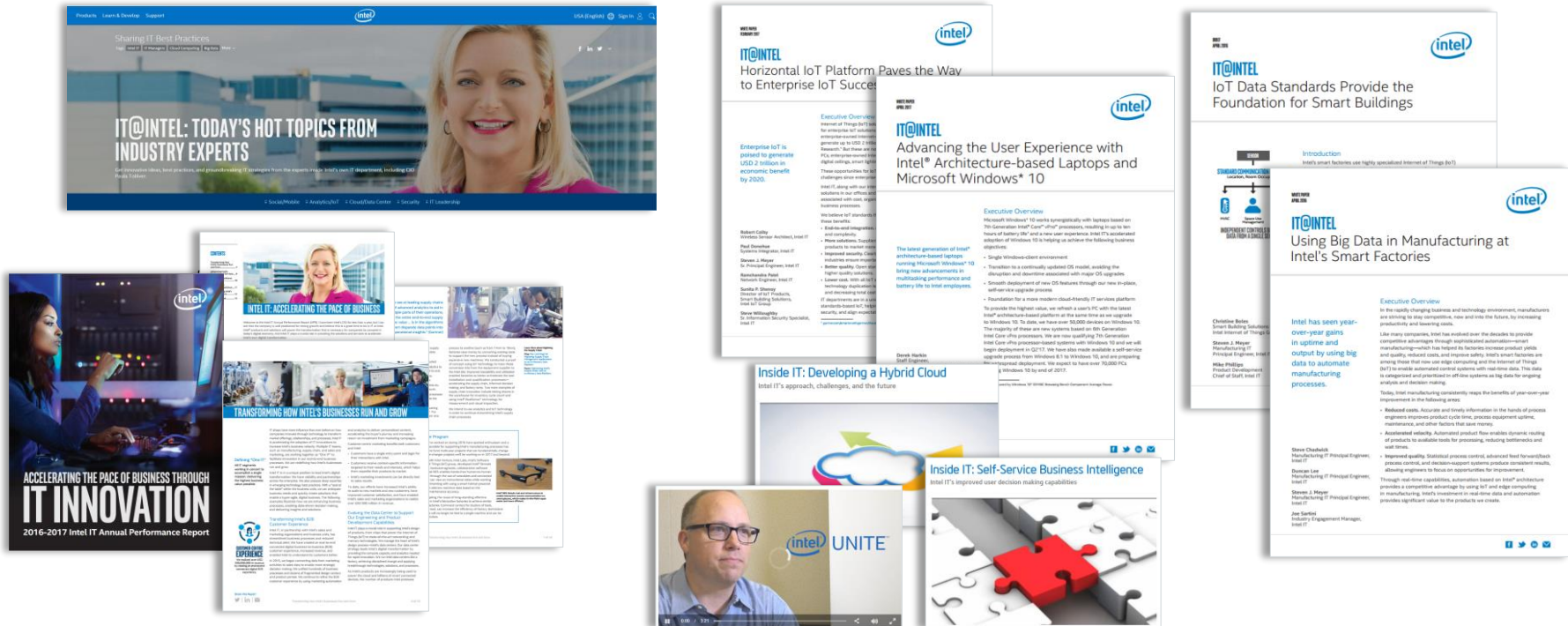
Уроки

- A new user experience can improve productivity
- Solidifying our deployment processes enables them to be repeatable and predictable
- Windows 10 servicing use cases require different approaches
- Phased deployment minimizes risk
- Ring management smooths deployment
- System health monitoring lets us proactively address failures
- Putting the users at the center increases success
- Upgrading necessary platform components in advance improves predictability
- Capacity planning helps avoid network issues

Резюме

- Изменения в графике выхода ОС требуют радикального обновления подхода ИТ службы.
- Успех миграции зависит от тесной кооперации с вашими партнерами - разработчиками ПО и производителями ПК
- Служба ИТ Intel готова делиться опытом с вами

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