

2016 MACADMINIS CONFERENCE

AT PENN STATE®

Allen Hancock

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Why Sponsor PSU?

Continuing education is at the core of Watchman Monitoring's beliefs. Allen Hancock got his start at University of Missouri at Columbia where he managed 300 macs with "Big Alan".

Staying current, attending conferences is what allows us to grow, give great service, provide quality support, and better ourselves.



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Why Speak?

The industry moves fast, events such as PSU, MacTech, MacDevOps, MacDeploy, MacAD, MacSysAdmin, X-World and even MacIT allow us to keep up.

Speakers at these events stay on the cutting edge, document what they find and allow us to stand on their shoulders.

Here's to the Giants who Proactively Support us!



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Let's define Proactive Support

- **Doing work ahead of time, with a mind to reduce work later.**
- **Surveying your end users for issues too small to get reported naturally.**
- **Keeping track of issues, applying solutions even for those who haven't suffered the issue.**
- **Coming to your end users with solutions.**
Not waiting for them to come to us with problems!

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How can we be Proactive?

- **Automatic checking for known issues, reducing your overall workload.**
- **Put resources in places they'll be expected.**
- **Addressing known issues for the devices you manage, before they get in your end-user's way.**
- **It's like a savings account, it works if you pay yourself first.**

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Let's look at categories of tools

- **Issue Detection**
- **Centralized Support**
- **Software Management**
- **Profile Management**
- **Survey tools**

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Issue Detection

- **Watchman Monitoring**
 - **Read-only, creates tickets & managing muting**
- **OSQuery, Nagios, SNMP**
 - **Open source, when you have more time than money.**
- **Many EAs in your JSS**
 - **SMART Groups?**
 - **Ticketing?**

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Centralized Support

- **Ticketing systems**
- **Central Knowledge-base**
- **Contact Menu**

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Ticketing Systems, Knowledge base

- So many flavors to choose from.
- Hosted versus On-Premises
- Open source vs Commercial product
- It doesn't matter, so long as you choose



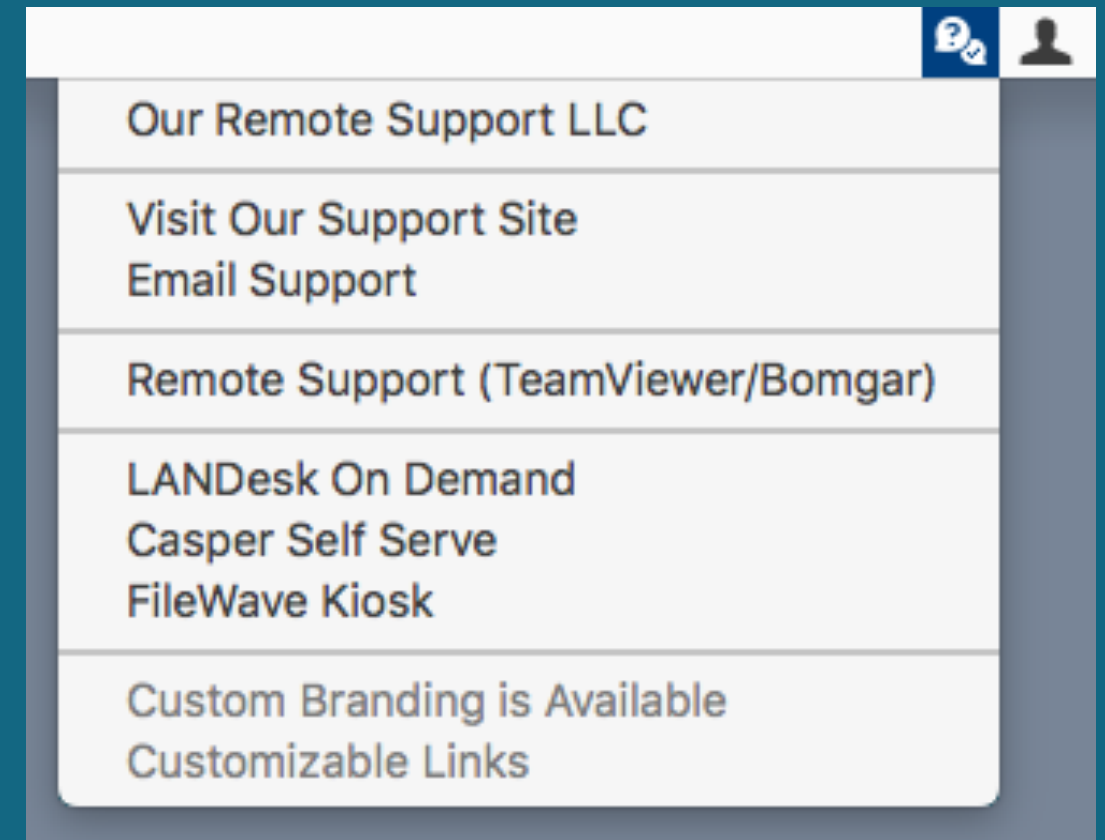
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Unified support processes

- **Managed Software Center**
- **Casper Self Service**
- **Contact Menu**
 - **Open URLs to all the resources**
 - **Mount File servers**
 - **All the resources!**



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Software Management

- **Addigy**
- **FileWave**
- **Lanrev**
- **LogicNow (nee Gruntwork)**
- **JAMF's Casper Suite**
- **Munki**
 - **Autopkg for all the things!**

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Preference Management

- **MCX**
- **Profiles**
- **Defaults**
- **All the settings which cause grief**

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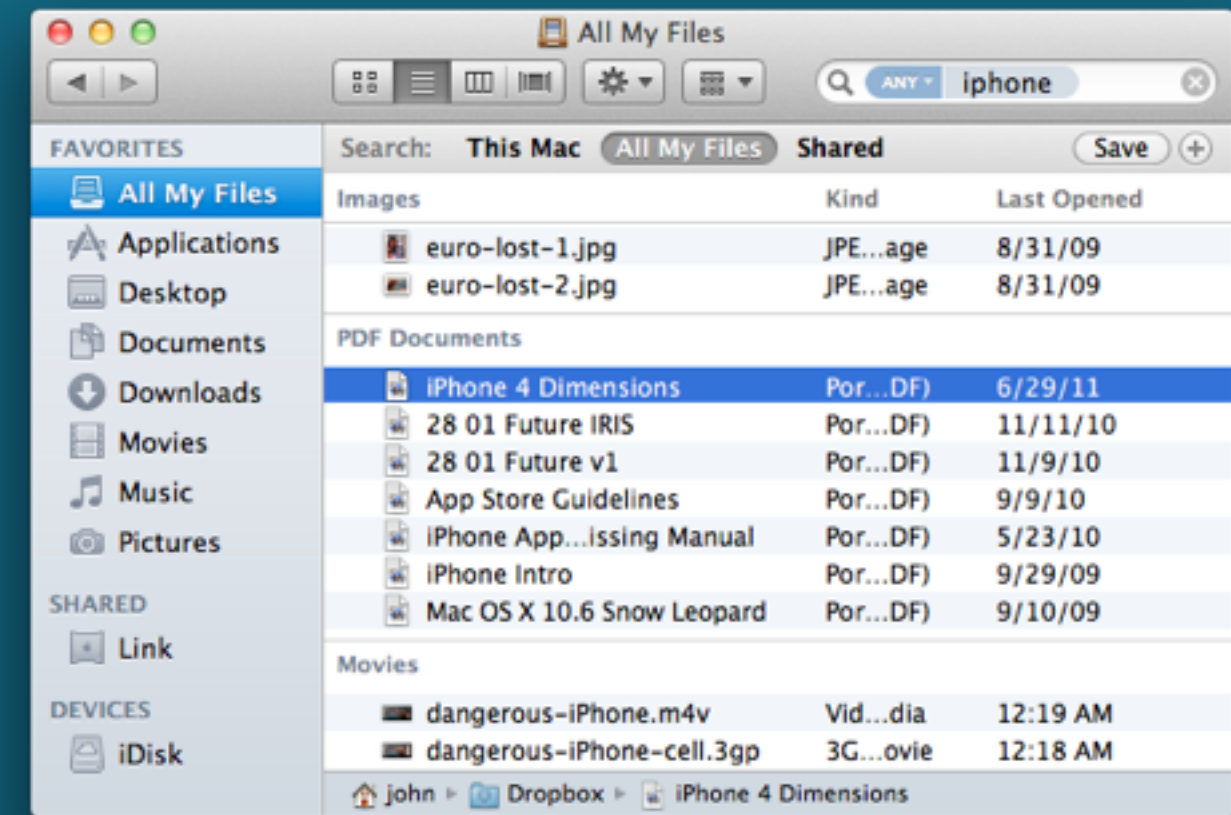


Preference Management

- One example - <https://github.com/YesThatAllen/allen-user-defaults>



No!



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Survey Tools

- **Post Ticket Surveys**
- **Can you make an FAQ from each ticket?**
- **Monthly newsletters**
- **Chat tools**
 - **On your public website, intranet**
 - **Support channel in your internal chat**

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Resources

- **Video Library**
 - <https://vimeo.com/watchmanmonitoring>
- **Watchman Monitoring Distribution Partners**
 - <https://www.watchmanmonitoring.com/provider-locator/>
- **Feedback link**
 - <https://bit.ly/psumac2016-107>

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