



Illawarra Institute

“WE ARE DOING THE SAME AMOUNT OF WORK BUT DOING IT A LOT FASTER.”

THE SOLUTION

Altiris® Deployment Solution™
Altiris® Inventory Solution®

ABOUT ILLAWARRA INSTITUTE

TAFE NSW is the largest provider of vocational education and training in Australia. The Illawarra Institute, one of 11 TAFE NSW Institutes, enrolls approximately 40,000 students each year in a wide range of educational, vocational and training courses that reflect the diversity of the Institute's rural, coastal and city campuses. This diversity is reflected by unique study experiences at each campus.

THE CHALLENGE

- > Manual OS image deployment and software delivery across the Institute's large and wide spread campuses was time consuming and unnecessarily repetitive.
- > Distributed locations required many weeks of travel for the small IT staff and drained end user support levels.

THE BUSINESS VALUES

- > Altiris Deployment Solution allowed the Institute to build an infrastructure that enabled them to remotely manage all their classrooms across a wide geographical area.
- > Dramatically reduce the amount of travelling time spent by the IT staff supporting all the Institute's widespread campuses.

THE INSTITUTE'S DIVERSE CHALLENGE

One of the Institute's strengths is a wide variety of specialised courses on offer. Students can choose from courses in arts and media, building and construction, business services, engineering, foundation studies, information technology, manufacturing, personal and community services, pre-vocational programs, rural industries, mining industries, tourism and hospitality, transport and maritime services.

In addition, the TAFE Illawarra Business Centre is the Illawarra Institute's commercial venture and has developed strong links with industry. The Centre coordinates consulting and training for industry and business.

The Institute comprises 19 sites spread across the south eastern portion of New South Wales. With sites spread from the east coast to the country towns in the west to the border region of the neighbouring state of Victoria, Institute locations span hundreds of square kilometres.

During 2002 the Illawarra Institute undertook a number of ambitious IT projects that tested the limits of the of the small IT support staff. Initially, they made the decision to collapse all their sites and educational Windows NT domains into their

main administrative domain. This project alone required rebuilding more than 100 classrooms ranging in size from two to 48 workstations.

At the same time, they made the decision to migrate all classroom workstations from Windows 95 and NT to Windows 2000, in addition to their Windows NT servers to Windows 2000. Most Illawarra Institute locations had two servers, one for the campus educational domain and the other for the Illawarra staff domain.

Meanwhile, the New South Wales Department of Education began to upgrade all the data connections for 2,400 TAFE sites across the state. For the Illawarra Institute, this meant moving all their data connections from 128 Kb to 2 Mb while undertaking their own regional IT initiatives, such as replacing their existing OS imaging and software deployment product.

EASE OF USE AND REMOTE FUNCTIONALITY WERE THE KEY

"We had been using a competitive product for a number of years, however, we were not pleased that it required touching every machine for every rebuild," said Craig Keller, Illawarra Institute IT Operations Manager. "We needed a solution that provided us with remote manageability once we got the machines to a certain operational level.

"So we investigated available products including Altiris which we first saw at a HP Compaq education event. We requested a follow up demonstration and were very impressed. We decided to collaborate with the Riverina and Western TAFE Institutes which, because of their rural locations in New South Wales, had similar IT management issues to us in that they also had to deal with large distances between campuses."

The Illawarra Institute then engaged Altiris for a product demo. "We were amazed at what the product could do. We were particularly impressed with the ease of use and the remote control features," said Keller.

Integration with Active Directory was a bonus and ensured that the selected administrative environ-



altiris®
intuitive > manageability

"We have a small IT staff and a large geographical area to support, so we have to work smarter and more efficiently. Altiris solutions have allowed us to do more work in the same amount of time and cover more PCs in the same amount of time. We are doing the same amount of work but doing it a lot faster."

—Craig Keller

Illawarra Institute

IT Operations Manager

ment was already in place. "To be able to remotely manage a group of PCs and know it will work was very appealing," added Keller.

The Institute bought Altiris® Deployment Solution™, Inventory Solution® and professional services through HP Compaq to assist with the initial implementation.

MORE THAN JUST AN EDUCATION SUPPORT UNIT

The Institute required a solution that not only significantly reduced manual processes but also eliminated unnecessary travel. It was not unusual to have two IT support staff on the road four days a week. In one year alone, the Institute's IT staff amassed 40,000 km.

"Although we had numerous projects running at the same time, we could see the light at the end of the tunnel and were looking forward to utilizing Altiris to remotely manage all these classrooms. We would never have achieved what we did without the Altiris product. We would probably still be trying to catch up and get each PC lab built," said Keller.

Another challenge for the Illawarra Institute is tafebiz.com, a combination public Internet access point and corporate training centre located on the main street of Wollongong. tafebiz.com is an initiative between the Institute and the local business community to ensure that the subject matter and courses delivered by the Institute are closely aligned to the needs of the local industry.

The IT facility offers metered PC and Internet access in addition to a corporate training facility in the rear of the building which is a constantly changing computing environment. Unlike the classroom setup at the Institute campuses, where the images remain static from semester to semester, the IT requirements of tafebiz.com can change weekly and even daily. Altiris Deployment Solution allows the Institute to manage this training facility remotely.

"We support the Institute staff in addition to the classrooms. Every PC that connects to the network is managed by the Institute's IT staff," said Keller. "We are not just an education support unit; we are an IT support unit."

Since installing Altiris, the help desk calls have gone down considerably and nearly all the hands-on work is now hardware related.

"We figure we have been able to cut software deployment times by about 66 percent which equates to a savings of about \$45,000 per institute-wide redeployment. This does not take into account additional savings of thousands of dollars achieved through eliminated travel expenses."

"We have a small IT staff and a large geographical area to support, so we have to work smarter and more efficiently," said Keller. "Altiris solutions have allowed us to do more work in the same amount of time and cover more PCs in the same amount of time. We are doing the same amount of work but doing it a lot faster."

ABOUT ALTIRIS

Altiris, Inc. offers a full line of Web-enabled solutions that empower organizations to easily manage desktops, notebooks, handhelds and Windows, Linux and UNIX servers throughout the IT lifecycle. Altiris provides fully integrated, complete systems management solutions for client and mobile, server, and asset management. Altiris' vision is to automate, simplify, and reduce the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.



altiris®
intuitive > manageability

Copyright © 2004, Altiris, Inc. All rights reserved. Altiris is a registered trademark of Altiris, Inc. in the U.S. and in other countries. Inventory Solution is a registered trademark of Altiris, Inc. in the U.S. Deployment Solution is a trademark of Altiris, Inc. The other company names or products mentioned are or may be trademarks of their respective owners.