

NEW SOUTH WALES
DEPARTMENT
OF EDUCATION
AND TRAINING



THE SOLUTION:

Altiris® Deployment Solution™

ABOUT TAFE NSW

Technical and Further Education (TAFE) New South Wales is Australia's largest vocational, educational and training provider and one of the largest in the world. Each year TAFE NSW trains more than 500,000 people through flexible study programs and services to meet the needs of students, industries and the community. The Northern Sydney Institute is one of the largest Institutes within TAFE NSW, in terms of enrollment and scope of operations, and includes seven colleges, four annexes, 23,000 enrollments, 450 different courses, 17,000 subjects, 150 teaching applications and 4,000 PCs. While the Institute provides a very wide range of courses, its operations are focused on business services, information technology and tourism.



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intuitive > manageability

TAFE NSW - Northern Institute

DYNAMIC IT REQUIREMENTS DEMAND OVERHAUL OF DEPLOYMENT AND MANAGEMENT OF TECHNOLOGY SERVICES AT LEADING AUSTRALIAN EDUCATIONAL INSTITUTION

THE CHALLENGE

- > Specific computing needs of a diverse user base create a constantly evolving computing environment
- > Remote PC lab management was time and cost intensive
- > Coursework interferes with scheduled software upgrades

THE BUSINESS VALUES

- > Centralized, automated PC management enables reliable and customized computing resources for specific user requirements
- > Reduction of overtime labor costs
- > PC administration takes minutes instead of days or weeks

A VERY COMPLEX IT ENVIRONMENT

"Our complex environment creates stringent requirements for the IT base," said Tim Anderson, Northern Sydney Institute information and communication technology services manager. "In practice, we have a very large and well developed network, including a fleet of PCs and other access devices, all of which require flexible manageability."

The Institute must deliver approximately 150 different teaching applications across the campus network. The profiles and usage requirements for the teaching applications are quite complex.

MANUAL PROCESS WAS A NIGHTMARE

Originally, desktop management was done using various installation media and a set of manual procedures. Software upgrades could take almost a year to implement because IT support staff could not install it during a course without significantly interrupting classroom productivity.

TAFE campuses are generally large with numerous buildings to accommodate thousands of students. For the IT staff to walk from building to building to build and deploy images meant lost productivity and time. To add to the complexity, the Institute's seven colleges and annexes each had a different domain

and a different set of builds that match a particular combination of hardware and software in each classroom or lab.

"Although this manual process worked for us, from a management point of view it was a nightmare," said Anderson. "It was very difficult to have any flexibility in the deployment of software because we had to create entire new builds just to make a single change."

Because of TAFE's enormous software profile, Anderson and his team have fairly stringent software licensing requirements to meet. "Under the old system, it was usually easier to distribute another 16 copies of a particular piece of software and hope that nobody noticed that one of them was inactive for a while as it ran on another PC. We did this rather than limiting the number of licenses that were actually available at any time, subsequently causing me major grief, not to mention hours of extra work just trying to keep up," added Anderson.

SETTING BENCHMARKS FOR A NEW MANAGEMENT SYSTEM

In 2002, Anderson evaluated his most pressing desktop management needs. As part of the process, he set a number of benchmarks, including:

- > Configuration change management and break-fix capabilities for any PC within the period between the end of one class and the beginning of another. This would allow them to install and uninstall individual applications to meet a booking schedule and get the benefits of being able to move licenses around the Institute.
- > Centralized, zero-touch image deployment for remote management.
- > A centralized OS image and software build library from anywhere on the Institute's network.

"As much as possible, the solution we selected had to be independent of the support officer's workstation, so that they could be anywhere in the Institute and sit down and initiate a software build," said Anderson. "It had to provide us with better qualitative information about our PC fleet and be a reli-

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—Tim Anderson
Northern Sydney Institute
information and
communication technology
services manager

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 automates, simplifies, and reduces the cost and complexity of IT lifecycle management with a rapid return on investment. For more information, visit www.altiris.com.

able platform for software mapping so that we could use that data as proof of our software license compliance."

Other competitive products were close to a generation behind and couldn't meet basic, let alone advanced, benchmarks that Anderson and his staff required. Other competitive products came with a lot of dependencies that the Institute was not prepared to adopt.

ALTIRIS DEPLOYMENT SOLUTION

The Institute was very impressed with Altiris® Deployment Solution™ and selected it for implementation across all of its campuses.

Deployment Solution is the industry's only PC management solution specifically designed for PC classrooms and labs. It reduces the time required to configure and manage hundreds of classroom PCs from days or weeks to minutes. Deployment Solution is a money and time saving alternative to manual software deployment. Its powerful and flexible imaging and distribution capabilities enable a single administrator or teacher to manage, configure and install software on hundreds of computers in minutes.

ESTABLISHING A TECHNOLOGY PLATFORM FOR THE FUTURE

The Institute sought more than just dollar savings and process streamlining, they needed a technology platform that could provide a significantly higher quality of service. In particular, Anderson's team was aiming for more than a standardized, stable operating environment, believing user requirements have gone beyond that.

"We want a standardized platform that provides an ideal operating environment for the end user. We want to build computing environments that are attuned to the individual and Deployment Solution will help us accomplish this," said Anderson.

To achieve a standardized environment, Anderson developed a software matrix showing each college's software requirements. Once completed, the matrix then became a specific build for a site. This process was repeated at each site within the

Institute. "We've moved on to use higher levels of Deployment Solution functionality. Now we are looking at quality of service, controlling who is able to initiate builds and who can select software from the build library," said Anderson.

MAJOR PRODUCTIVITY GAINS AND ACTUAL COST SAVINGS

Savings have been realised in productivity gains and in actual costs. Support staff can initiate jobs automatically, remotely and far more efficiently from a single management console. Operation costs have been cut by dramatically reducing overtime rates. Deployment Solution has helped eliminate the need to have support staff rostered on the mid-night to dawn shift.

"We've also seen the fault rate reduce, because the build is a better quality and has had more attention to what the end users actually needed. And the rebuild rate is also falling, so what we really are seeing in field-reported defects is now close to the true underlying reliability of the hardware," said Anderson.

Moving forward, the Institute purchased Altiris Client Management Suite™ and Helpdesk Solution™. They are working towards closer integration between the build process and the support process. In the end, the Institute is looking for automated problem resolution and self-healing capabilities, freeing up additional time for the support staff to address more critical issues.

"Despite the diverse requirements of a higher education IT environment, Altiris allows us to delivering any software package anywhere within the Institute," said Anderson.



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