Windows as a Service

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Big Changes in Windows 10

MS release Feature Updates twice a year

- 1903 → 1909 → 20H1 → 20H2 → 21H1 → 21H2
- H1 supported for 18 months since release
- H2 supported for 30 months since release

Monthly Quality Updates

- Security Patches, Bug fixes, Stability Improvements
- Updates are cumulative, Only the latest monthly quality update needs deployment

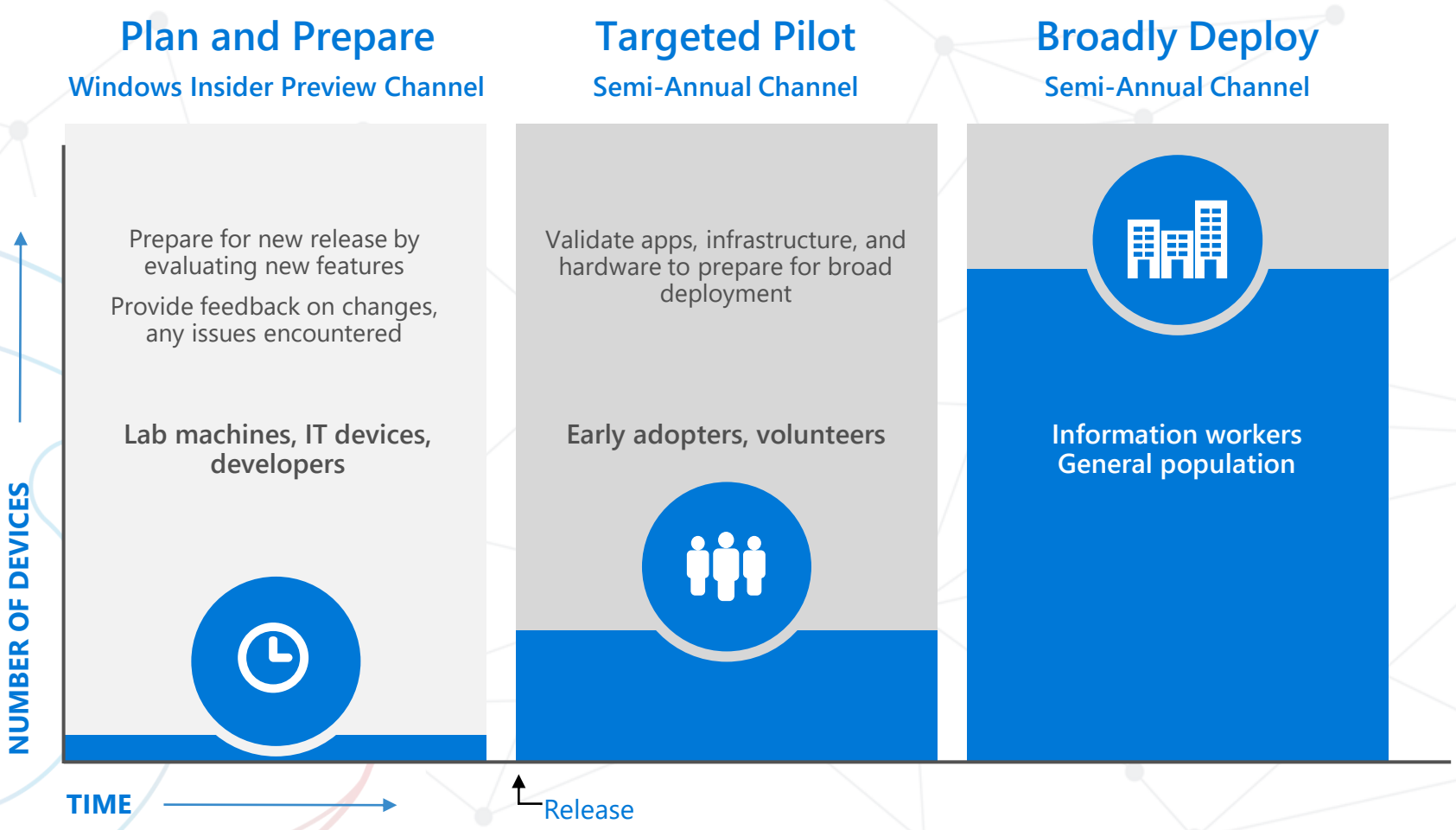
Insider Previews

- Preview new Feature Update before wide release
- Gain a head start on Application readiness
- Feedback issues encountered

Long Term Servicing Channel (LTSC)

- Prevents the deployment of new Feature Updates to specilis devices
- Kiosks, Cash Machines, Medical Devices
- Key requirement - Features and Functionality remain consistent

It’s a Process not a Project



Tools

Windows Update for Business (WUfB)

- Cloud based, no local infrastructure
- Update content stored in the cloud
- Settings controlled by group policy, Intune or scripts
- Suited to Intune Clients

Windows Server Update Services (WSUS)

- Brings Update Content within the organisation
- Updates based on Admin Approval
- Suited to on-premise devices

Endpoint Configuration Manager

- Precise control and targeting
- Track Deployment Success / Failure
- Rich HTML Reporting

Infrastructure Requirements

Additional Load on Network

- Delivery Optimisation
- Peer Cache

Validation Infrastructure

- Physical / virtual machines for testing
- Virtual lab for Application testing / remediation

Analytics

- Play key role in determining readiness
- Desktop Analytics provides insights and intelligence for informed decisions

Reporting

- Track Deployment Process
- Update compliancy reports

Testing & Validation

Application Readiness

Application Compatibility

User Acceptance Testing

Device Readiness

Hardware compatibility

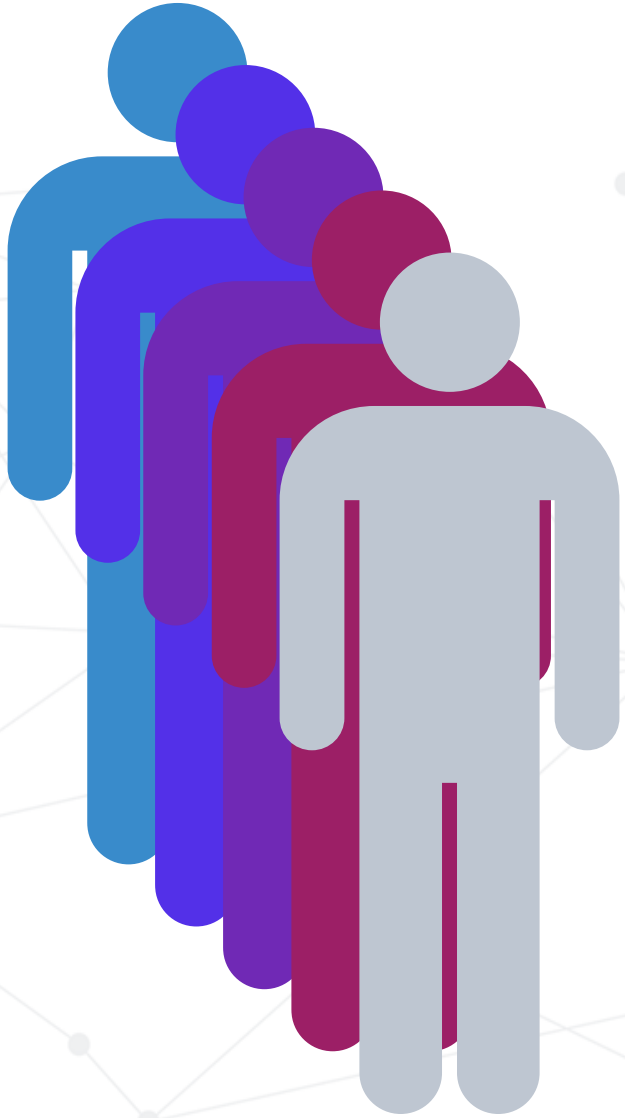
Devices and Drivers

Security Readiness

Compatibility with third part security providers, e.g. McAfee

Desktop Analytics

Provides insight and intelligence for you to make more informed decisions about the update readiness of your Windows clients



Servicing Profiles

Early Adopters

Set Insider Preview Servicing Channel

Validate Deployment process

Report Issues

Application Owner

Set Insider Preview Servicing Channel

Head start on Application Testing

Apply any necessary remediation

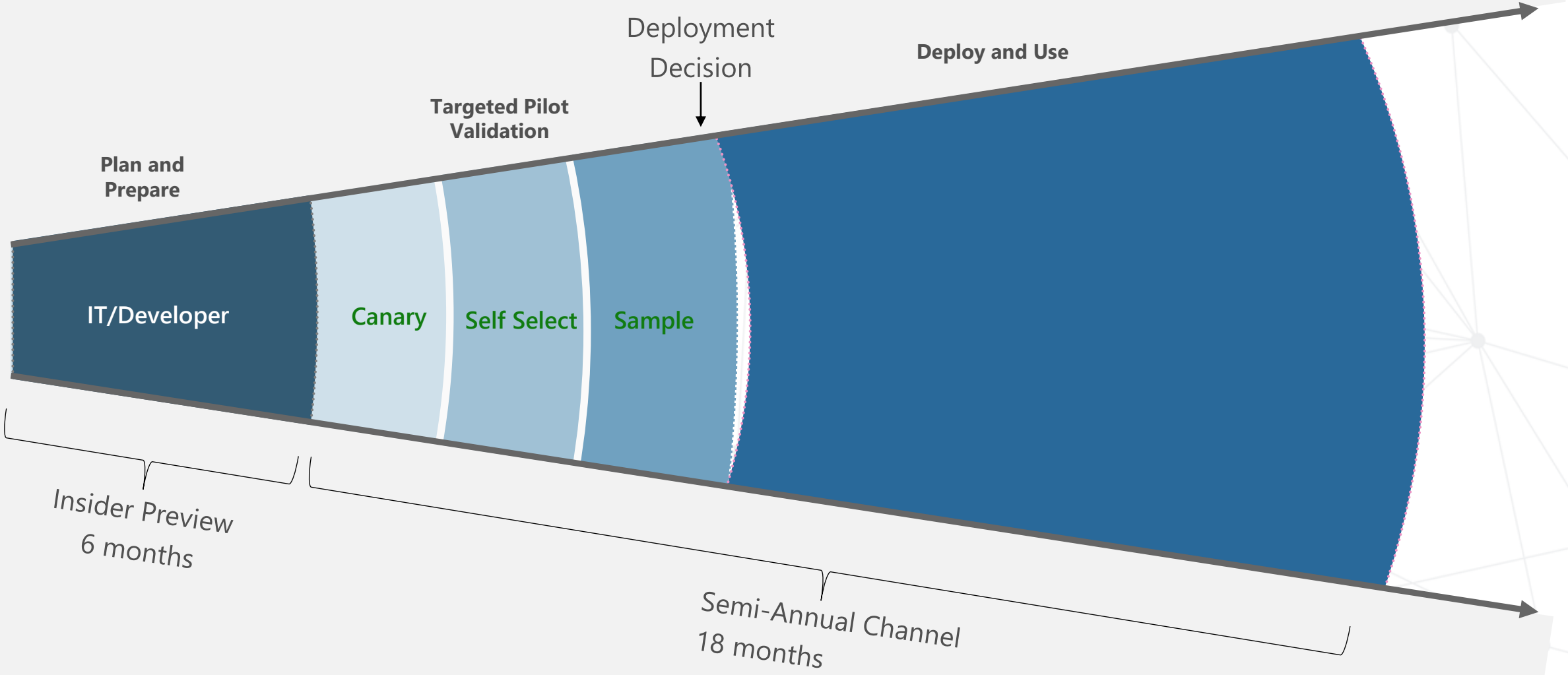
Validation Testers

Set Insider Preview Servicing Channel

Provide Feedback

Windows as a service

Deployment Strategy



Service Management

Plan & Prepare

Infrastructure Preparation

Feature Assessment

Identify Critical Applications

Define Validation Tasks

Validate & Remediate

Windows Analytics

Targeted Device Validation

Early Adopter Testing

Deploy

Pilot Deployment

Phased Deployment to all devices

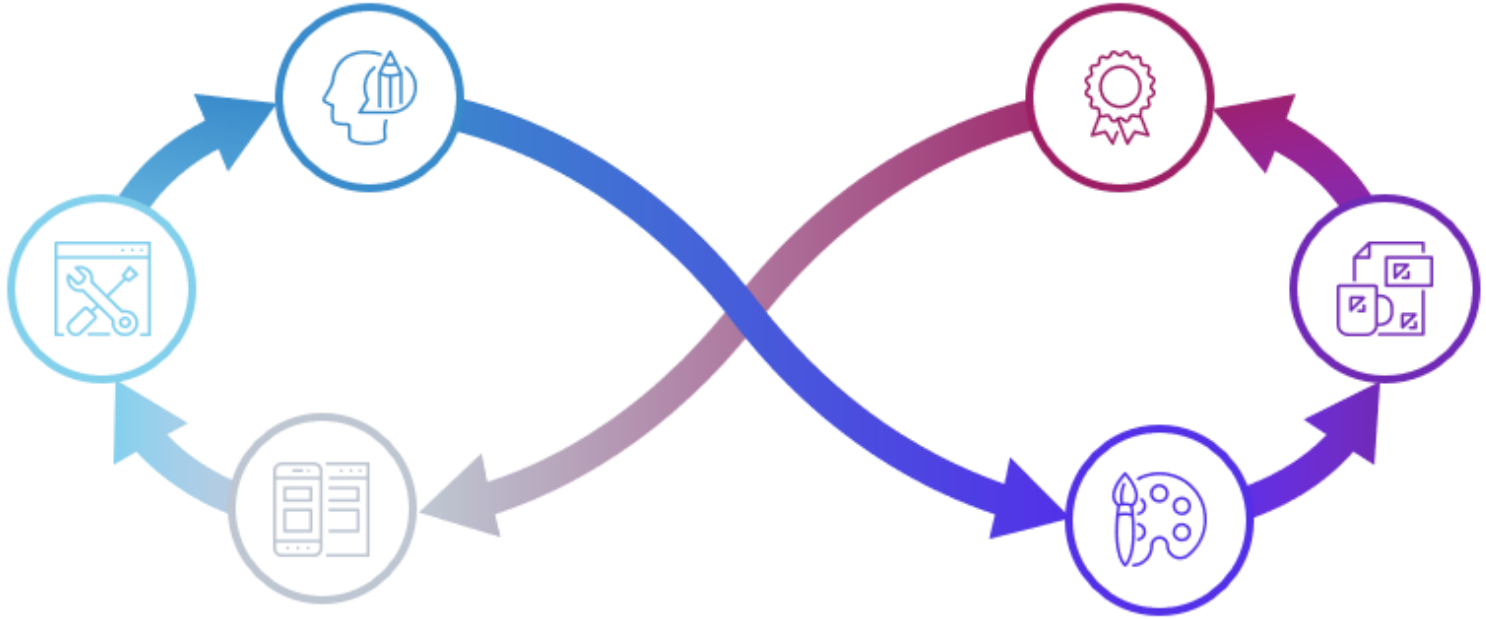
WaaS Process Model

Preparation Phase

Update process and toolsets to handle new OS deployment features and begin assessing application readiness

Broad Deployment Phase

Deploy to full estate (in phases)



Validation Phase

Assess and test hardware

Define supported model stance for organisation

Assess new OS features and requirements

Pilot Phase

Deploy to 15-20% of the environment. Identify and remediate issues.

Improvement Phase

Assess data and process and look at areas to improve

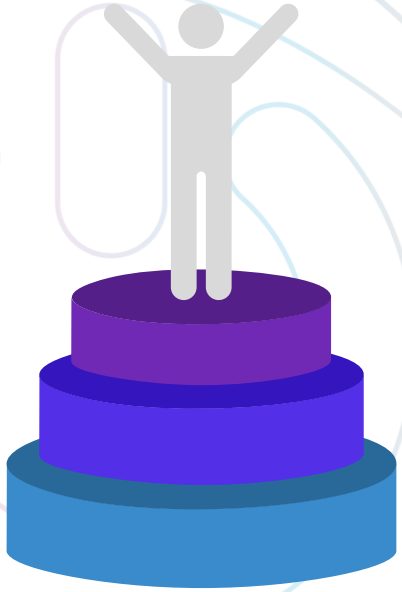
Test Phase

Deployment to non-critical devices representing a cross section of the environment. Identify and remediate issues.

Customer Wins

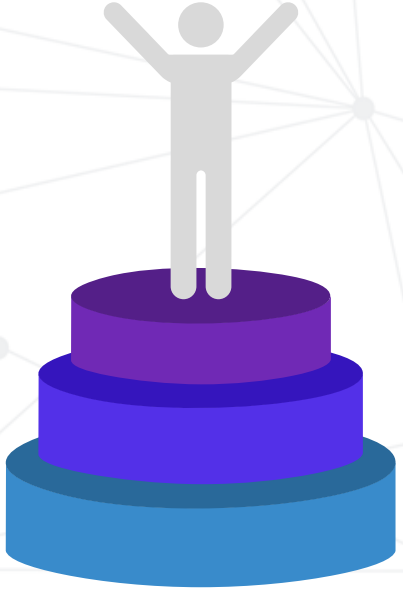
Leeds Teaching Hospitals NHS FT

Transformational program of work to support move from Win7-10, while future proofing for WaaS 10/11.



Brunswick

Series of WaaS Frameworks and proactive services to ensure total evergreen WaaS & WVD environment.

East & North Herts CCG

Supported this CCG with various components of the business process and technical support to reach and maintain WaaS.