

Microsoft Intune

Baseline

Abstract

Transforming and unifying endpoint deployment and management

Platforms



Intune Baseline

DISCOVER → ARCHITECT → IMPLEMENT → ADOPT

Platforms In Scope:    

Phase 1

 TIMELINE: 6 WEEKS

Discover

- Current state
- Future needs
- Platform capabilities
- Workforce personas

Phase 2

 TIMELINE: 6 WEEKS

Architect

- Platform requirements
- Onboarding processes
- Policy specifications
- Implementation plan

Phase 3

 TIMELINE: 24 WEEKS

Implement

- Enrollment flows
- Configuration profiles
- Application deployment
- OS Update Rings

Phase 4

 TIMELINE: 16 WEEKS

Adopt

- Pilot devices
- User acceptance testing
- Feedback collection
- Training

Discover | Work Breakdown

Organizations deploy Endpoint Manager to meet specific strategic business objectives.

Understanding the situation and establishing a short high-level scope for the change will guide our transformation.

Define Change Scope and Objectives

- How are we managing endpoints today?
- What is the desired change?
- Why is the change needed?
- Will the change occur departmentally or organization-wide?
- How will change be measured and monitored?

Project Artifacts



Measurement Plan

Business goals, objectives and criteria that will be used to evaluate project success



Workforce Analysis

Business scenarios that define the current and future technology needs. Each scenario details activities that include a “stop, start and continue” behavioral change.



Site Analysis

Design document defining the current endpoint management footprint in the environment, including procurement processes, onboarding steps and deployment workflows.



Architect | Work Breakdown

The key to a successful adoption is to create a detailed architecture that details that details all specifications uncovered during discovery, as well as a clear, accurate project plan to execute against.

Define the Implementation Components and Actions

- Enterprise enrollment flows for Windows, iOS and Android
- Configuration specifications for settings and requirements
- Client software and mobile application deployment details
- Scheduled design and working sessions

Project Artifacts



Design Architecture

Comprehensive specification document to serve as a blueprint for Endpoint Manager requirements to meet the business needs.



Implementation Plan

An immutable strategy detailing the tasks and timeline required in order to execute against the design architecture.



Implement | Work Breakdown

Implementation should be approached in a phased manner, beginning with a *minimum viable product*.

Core build configurations should be inclusive of broad settings for security baselines, device restrictions, client applications and OS updates.

Execute configuration against architecture

- Device configuration settings
- Application packaging and deployment
- Endpoint security and compliance definition
- OS Update controls
- Profile assignment to user and device groups

Project Artifacts



As Built Configuration

Real-time export of configured policy in Endpoint Manager to serve as a reference for platform build. Includes technical documentation detailing how components are applied.



User Acceptance Test Scripts

Step-by-step enrollment procedure used to validate device configurations across all build personas. These act as the guided scenarios during pilot testing phase.



Adopt | Work Breakdown

The successful adoption of new technology requires behavior change. Early adopters make the transition during pilot phase, followed by broader rollouts to the rest of the business.

Rollout devices and collect user feedback

- Validate platform configuration and onboarding flows
- Expand rollout through Alpha, Beta, Gamma phases
- Collect feedback via user acceptance testing
- Remediate key issues as uncovered
- Deliver training to core teams

Project Artifacts



Pilot Compliance Report

Comprehensive summary reporting on pilot device progress from Endpoint Manager in real-time



Executive Summary

Debrief to present to business stakeholders detailing all steps of implementation and recommended path forward to continue towards future state



Support trainings

Series of leader-led trainings for IT to support core elements of device troubleshooting with Endpoint Manager platform

