



# Endpoint Management Workshop

## Pre-Engagement Call

<your name>  
<your role>  
<your team>



# Pre-Engagement Call introduction

## The purpose of this call is to

Introduce the team members and their expected responsibilities

Review and agree on engagement:

- Objectives, approach, and outcomes
- Timelines and agenda
- Discuss products and prerequisites necessary for conducting the engagement
- Next steps

Agree on project governance

# Team introductions

## Name

Please share your name and where are you based?

## Role

Please share your role in the company, which business unit or team you are part of, what other roles have you had? (internal/external)

## Expectations

Please share your expectations of the session?



# Endpoint Management Workshop overview





**An executive deep dive into remote deployment, management, and the security of corporate and BYOD devices in your organization**





# What we'll do during the workshop



**Focus** on learning about your priorities, initiatives and key influences in your endpoint management and identity protection strategy



**Learn** how Microsoft Endpoint Manager supports managing the entire device lifecycle



**Work** together on showcasing cloud-based endpoint management in your production environment



**Plan** next steps on how we can work together



# Device lifecycle with Microsoft Endpoint Manager

## Enroll

Provide specific enrollment methods for iOS/iPadOS, Android, Windows, and macOS

Provide a self-service company portal for users to enroll BYOD devices

Deliver custom terms and conditions at enrollment

Zero-touch provisioning with automated enrollment options for corporate devices

## Support and retire

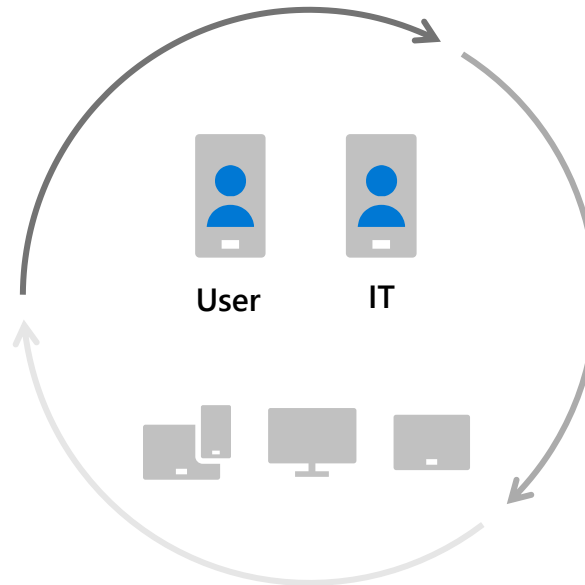
Revoke access to corporate resources

Perform selective wipe

Audit lost and stolen devices

Retire device

Provide remote assistance



## Configure

Deploy certificates, email, VPN, and Wi-Fi profiles

Deploy device security policy settings

Install mandatory apps

Deploy device restriction policies

Deploy device feature settings

## Protect

Restrict access to corporate resources if policies are violated (e.g., jailbroken device)

Protect corporate data by restricting actions such as copy/cut/paste/save outside of managed app ecosystem

Report on device and app compliance

# Objectives

## Discover

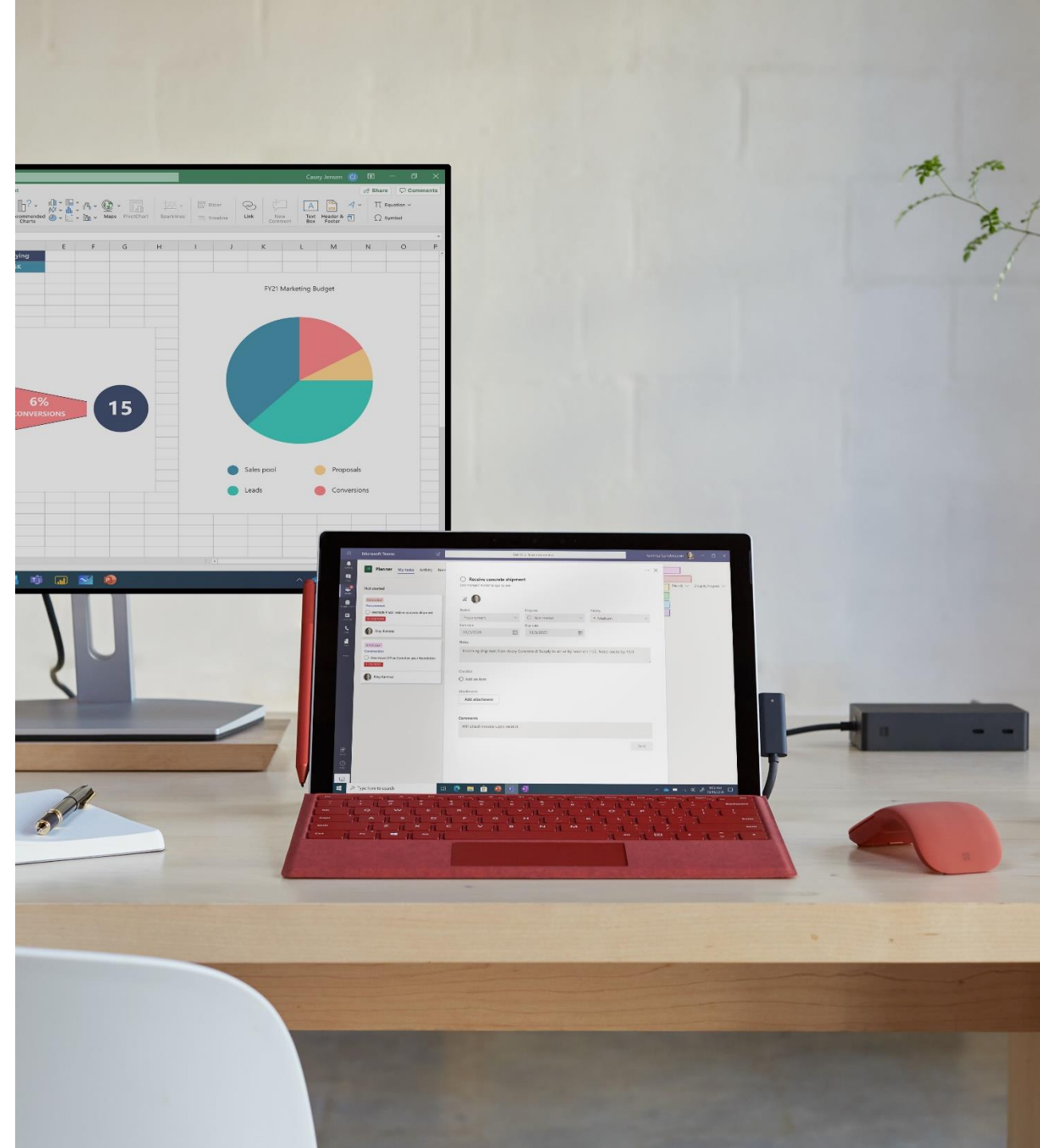
Gain visibility into the customer's endpoint management goals and objectives.

## Showcase Microsoft Endpoint Manager

Present Microsoft Endpoint Manager features related to managing the entire device lifecycle and enable these features in the customer environment focusing on cloud-only management for selected users and devices.

## Define results and next steps

Provide the customer with the results of all activities included in the Endpoint Management Workshop and agree on the next steps that will help the customer to move to a modern management solution based on Microsoft Endpoint Manager.





# Endpoint Management Workshop modules



## Assess

- ☐ Pre-Engagement Call
- ☐ Customer Questionnaire
- ☐ Microsoft Endpoint Manager Overview
- ☐ Manage Your Endpoints



## Art of the Possible

- ☐ Azure AD
- ☐ Microsoft Devices
- ☐ Microsoft 365 Apps and Edge
- ☐ Analytics and Reporting
- ☐ MDM Migration



## Build the Plan

- ☐ Results and Next Steps
- ☐ Reports and Recommendations



## Optional modules (at least two modules required)



### Azure AD

- ☐ Azure AD Overview
- ☐ Secure, Seamless Access to all Your Apps with Azure AD



### Microsoft Devices

- ☐ Microsoft Surface
- ☐ Surface Hub
- ☐ Microsoft Teams Rooms
- ☐ HoloLens



### Microsoft 365 Apps and Edge

- ☐ Microsoft 365 Apps for Enterprise
- ☐ Microsoft Edge



### Analytics and Reporting

- ☐ Endpoint Analytics
- ☐ Intune Reporting and Graph API



### MDM Migration

- ☐ MDM Migration Overview

# After the workshop, you'll...



Improve your knowledge of cloud-based device management using Microsoft solutions



Have a better understanding of Microsoft Endpoint Manager capabilities



Accelerate your endpoint management and identity protection journey with Microsoft



Have defined next steps based on your needs and objectives







# Out of scope

## Configuration of Azure Active Directory and Microsoft Endpoint Manager beyond what's required for showcasing capabilities

Design and planning sessions for any topics

Custom configurations in the production environment

Low-level designs or implementations

Proof of concepts or lab deployments

# Customer responsibilities

## Access to key participants

Multiple workshops require the attendance of selected members of device management, security or cloud infrastructure teams

## Provide stakeholder/sponsor oversight

A stakeholder/sponsor is required to oversee and own the process from the customer side

## Access to the tenant

Provide access to the Microsoft 365 tenant to set up scenarios used to showcase the different capabilities

## Provide necessary devices and accounts

Provide a list of users who will test the implemented features

Provide an appropriate number of Windows 10, iOS/iPadOS (optional), Android (optional) or macOS (optional) devices

Provide, if required, Apple Business Manager (optional) or Google Play account (optional)





# Assess





# Assess

## Kick-off meeting

Introduce the Endpoint Management Workshop engagement, discuss the upcoming activities, align expectations and establish timelines.

## Microsoft Endpoint Manager Overview

Provide a high-level overview of the capabilities of Microsoft Endpoint Manager with a focus on security, flexible management, and deep Microsoft 365 integration.





# Assess

## Manage your endpoints

### Enroll Presentation

Present a high-level overview of the device enrollment methods and tenant setup options in Microsoft Endpoint Manager.

### Enable Device Enrollment

Enabling Microsoft Endpoint Manager in the production tenant, setting up device enrollment, and enrolling selected devices.

### Configure Presentation

Present a high-level overview of the device configuration options and the app deployment methods in Microsoft Endpoint Manager.

### Enable Device Configuration

Create device configuration profiles for the different in-scope device platforms in the production tenant and apply them to selected devices.

### Enable Apps Deployment

Deploy the Microsoft 365 apps and Microsoft recommended apps to the Microsoft Endpoint Manager managed devices in the production tenant.

### Protect Presentation

Present key account and device security features in Microsoft 365 and how they can be enabled or managed with Microsoft Endpoint Manager.



# Assess

## Manage your endpoints (continued)

### Enable Protection

Enable identity and device security features with Microsoft Endpoint Manager and Azure Active Directory.

### Support and Retire Presentation

Present a high-level overview of the troubleshooting and support features, the remote assistance options and the endpoint analytics features in Microsoft Endpoint Manager.

### Demonstrate Support and Retire

Demonstrate how help desk associates can use the troubleshooting and support features in Microsoft Endpoint Manager to help users with their managed devices and to get insights and analytics on their end user experience.





# Art of the Possible





# Art of the Possible

## Choose your own adventure!

The Endpoint Management Workshop comes with five optional modules.

Choose at least two modules for delivery during the workshop

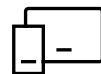


### Optional modules include



#### Azure AD

- ☐ Azure AD Overview
- ☐ Secure, Seamless Access to all Your Apps with Azure AD



#### Microsoft Devices

- ☐ Microsoft Surface
- ☐ Surface Hub
- ☐ Microsoft Teams Rooms
- ☐ HoloLens



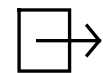
#### Microsoft 365 Apps and Edge

- ☐ Microsoft 365 Apps for Enterprise
- ☐ Microsoft Edge



#### Analytics and Reporting

- ☐ Endpoint Analytics
- ☐ Intune Reporting and Graph API



#### MDM Migration

- ☐ MDM Migration Overview



# Art of the Possible



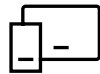
## Azure AD

### **Azure AD Overview presentation**

Present a high-level overview of Azure Active Directory and how it helps organizations to secure access to a connected world. The presentation also includes information on identity fundamentals and Azure AD integration scenarios.

### **Secure, seamless access to all your apps with Azure Active Directory presentation**

Present how Azure AD helps to secure and manage your on-premise and cloud applications.



## Microsoft Devices

### **Microsoft Surface presentation**

Present an overview of Microsoft Surface and the Modern Workplace. Learn about modern management and zero-touch deployment of Surface devices.

### **Managing Surface Hub devices presentation**

Present Surface Hub 2S management options and cloud-based management.

### **Managing Teams MTR devices presentation**

Present cloud-based management options for Android MTR devices.

### **Managing HoloLens devices presentation**

Present an overview of how to manage HoloLens 2 with Microsoft Endpoint Manager.



# Art of the Possible



## Microsoft 365 apps and Edge

### Microsoft 365 apps for Enterprise presentation

Present an overview of the Microsoft 365 apps for Enterprise and how to deploy and service the applications.

### Microsoft Edge presentation

Present an overview of Microsoft Edge, how it helps to secure access to your applications and corporate resources with zero trust, and how to deploy and manage the browser with Microsoft Endpoint Manager.



## Analytics and Reporting

### Endpoint Analytics presentation

Present a detailed overview of Endpoint Analytics and its features.

### Intune Reporting and Graph API presentation

Present a detailed overview of the Microsoft Endpoint Manager reporting features including Intune reports, the Intune Data Warehouse, exporting reports with Microsoft Graph, and creating custom reports with Log Analytics.





# Art of the Possible



## MDM Migration

### MDM Migration Overview presentation

A presentation that can be used to assess the customer's current MDM solution and to discuss high-level steps to migrate to Microsoft Endpoint Manager.



Build the plan





## Build the plan

### Results and Next Steps

Present workshop outcomes, strategic and technical next steps and agreed follow-up engagements

### Reports and Recommendations

Optionally, document findings and recommendations in a report



# Project governance





# Project governance

## Risk and issues management

Covering business, technology, and project execution

Describe the escalation path

Date recorded	Risk/Issue description	Probability	Impact	Mitigation plan

## Change management

Describe the change management workflow

## Success criteria

Discuss and agree on what a successful engagement would look like

What's next?



# What's next?

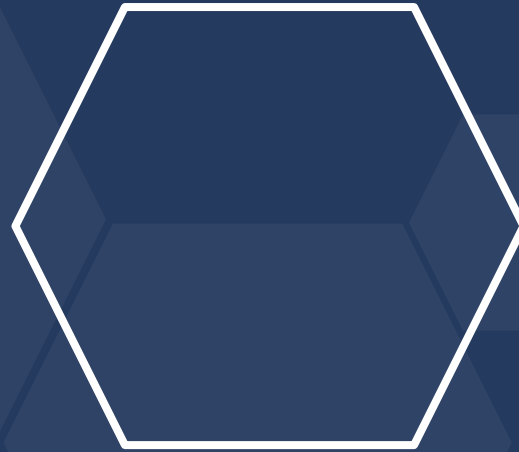
Agree on logistics for prerequisites

1. Define the list of users who will test
2. Define optional platforms to envision (iOS/Android/macOS)
3. Define devices deployment
4. Agree on dates

Example

[illegible]

# Questions and answers







Thank you.



