

# IT Operations Bringing the Most Value to the Workplace

Janet Day, Berwin Leighton Paisner

Fernando L. Espina, Bradford & Barthel, LLP

Christian Weiss, Farella Braun Martel

Mike Lombardi, Vertigrate

# Berwin Leighton Paisner

- UK based law firm
  - offices in Abu Dhabi, Brussels, Moscow, Paris and Singapore
- 1200 staff
  - 750 lawyers
- Standard mixture of applications
- Relatively sophisticated suite of client facing offerings

# IT management

- Core systems and staff based in the UK
- Detailed policies and procedures in place
  - makes War and Peace look like a short story
- Local support contracts in place except
- MOSCOW where 150 staff need dedicated local support

# Issues

- Geography and time zones!
- Culture and hierarchy
- Learning to be 'international' not 'overseas'
- Language
- Native –v- corporate

# Ways round it

- Getting enough excitement from all for buy-in to projects
- Learning to share work as well as control
- Secondments
- Training – lots and lots of training
- CURRY



## Bradford & Barthel, LLP

- Workers Compensation Laws
- 11 Offices in California
- 65 Attorneys
- 3 IT Support Staff

## What are the best practices in managing IT operations from the top down?

- Support from upper management
- Have a good working relationship with middle managers
- Be able to communicate with the end user (attorney's, secretaries and Staff )
- Knowledgeable Helpdesk

# Support from upper management

- Find someone in your upper management team that will support you.
- Give the decision makers advance notices in why and what needs to be done for new projects.
- Be ready to answer their questions and be informative.
- Have monthly meetings to discuss existing projects and any new projects or issues that need to be address.

# Have a good working relationship with middle managers

- Always communicate with supervisors and manager when it concerns their staff.
- Give early notice to managers and supervisors of any projects that involved there department.
- Give them a plan or have them be involved in planning projects that involved their department.

## Ability to communicate with the end user (attorney's, secretaries and Staff )

- Call back in a timely manner
- When you are calling introduce yourself and tell them why you are calling.
- The faster you resolve their issue the more confident they will be to call the helpdesk.

## Knowledgeable Helpdesk

- Make sure that the person answering or monitoring your helpdesk has some communication skills.
- Make sure they are knowledgeable on your hardware and software. Sometimes it is by working with the end users that they become knowledgeable.
- The helpdesk should have you or other resources that they can go to resolve an end user problem.

## Starting a new project

- SCCM 2007 – Systems Center Configuration Manager (SMS)
- Wake on lan
- Deploy software and patches to computer collections based on any criteria
- Get custom reports of installed software

## SCCM

- SCCM 2007 – Systems Center Configuration Manager (SMS)
- Wake on lan
- Rollout MSI files unattended
- Finely control software installations

## Wake On Lan (WOL)

- Enabled in the bios of PCs
- Machine is completely turned off
  - Not sleep or hibernate mode
- A packet is sent over the network
- Machines start up

## Benefits of Wake on Lan

- **Saves electricity**
  - Machines can be turned off when not in use but powered on for Windows Updates, software patches, etc.
- **Possibly extends hardware life**
  - Because the system is powered on for less time

## The problem – Slow logins

- Reports of taking a long time to login
  - How often does it happen? “all the time.”
  - How long does it take to login? “Seems like 10 minutes”
- Initial troubleshooting
  - Reboot the user’s computer and time the login. Look for unusual software. Never could duplicate the problem.
- WSUS updates? Network issues?  
Domain controller?
  - We couldn’t replicate the problem

## Troubleshooting slow logins

- Sysinternals Autoruns
  - <http://technet.microsoft.com/en-us/sysinternals/bb963902.aspx>
- Boot Log XP
  - <http://www.greatis.com/utilities/bootlogxp/>
- Group Policy – Make a test container, run login scripts visible. Add policies.
- Event Viewer

# Recruiting the green committee

- Ask the green committee to track their slow login times
  - (something we wouldn't ask attorneys to do)
- Created a simple list in Sharepoint for tracking
- Define total login time: Startup, Login, Outlook.

# Tracking List

Slow logon tracking list

Grapevine2

Welcome Weiss, Christian (18) x4919 | My Site | My Links

## Information Technology Team Site

This List: Slow logon tracking list

Advanced Search Site Actions

Grapevine2 Departments News Search FBWiki

Grapevine2 > Sites > Information Technology Team Site > Slow logon tracking list

## Slow logon tracking list

View All Site Content

### Documents

Shared Documents

### Lists

- Calendar
- Tasks
- Whitell Reports
- Add Value Ideas
- Slow logon tracking list
- Mobile Devices
- Mobile Devices - Carriers
- Mobile Devices - Devices
- Mobile Devices - Features

### Discussions

Team Discussion

### Sites

Software Database

Recycle Bin

User	Date and Time	Minutes to logon	Startup Delay	Logon Delay	Outlook Delay	Timings	On screen message	How often does this happen?
abeske	3/5/2009 8:00 PM	3	No	No	No			
jrolas	3/5/2009 8:00 PM	4	No	No	No			
BRestivo	3/11/2009 5:00 PM		Yes	No	No			Barbara does not shutdown, instead she does a restart as it take too long to boot up. I've deleted her temp files and cookies, ran office detect and repair and will ask Charles to time the start up/log on process.
mmckay	3/17/2009 7:55 AM	1	No	No	No	Turned on at 7:55 Login screen at 7:55 Grapevine at 7:57		
jparker	3/17/2009 9:00 AM	2.4	Yes	No	No			
cloof	3/17/2009 9:15 AM	1	No	No	No	9:17am login; 9:18am Grapevine up.		
alewis	3/17/2009 9:20 AM	2	No	No	No	9:21, 9:22, 9:22		Things have gotten faster since I deleted 2000 old incoming mail messages.
						These times are aprox, I forgot to take note of the time, was more concentrating on the seconds. Outlook took only 10 seconds		
mmckay	3/18/2009 7:50 AM	3	No	No	No	On @ 7:50 Login @ 7:51 Grapevine @ 7:53 Outlook @ 7:53		
alewis	3/18/2009 9:00 PM	1	Yes	Yes	Yes	It is taking me less than 3 minutes to get ready to start using Outlook. I am content with my logon time ever since I reduced my email messanes.		

# What was the cause?

- **IE 7 Branding Delay**
  - Add exactly 20 seconds to every login
- **Symantec antivirus updates**
  - 70 meg update with older version 10, added up to a few minutes at login
- **Other changes adding up to 20 seconds.**

## Conclusion

- Every project has unexpected consequences
- Communication is the most important aspect

# Vertigrate, Inc.

## About the company

- **Technology Services Firm**
  - Provide project based consulting services to complete remote management
- **Established in 2004**
  - Serving small to mid-sized law firms in Western United States
  - Microsoft Certified Partner & Cisco Select Certified Partner
- **Mike Lombardi – President/Owner**
  - University of California, Davis, B.A. 1996
  - University of Arizona, MBA 2004

## IT Management Challenges

- **Heterogeneous Audiences**
  - Executive Committee
  - IT Department
  - Managing Partner
  - Owner
- **Cost & Complexity**
  - Are monitoring & management tools worth the time & money?
- **Documentation**
  - Keeping current

# Four Focus Areas

Documentation

Access

Monitoring

Management

# Use What You Have

- **Examine Existing Investments**
  - IP & SNMP Monitoring Tools
    - HP System Insight Manager
  - Alerts & Notification Options
    - Backup & Anti-virus Software Alerts
    - UPS Agents
  - Group Policy Management
    - GPMC
- **Survey The Network**
  - ICMP, DHCP, DNS
- **Document Changes**

# Get What You Can... (for free)

- **Survey Tools**
  - SolarWinds LAN Surveyor Express + Visio 2007
  - MBSA and other Microsoft Best Practices Analyzers
- **Monitoring & Management Tools**
  - Nagios or SpiceWorks
  - HP Web JetAdmin and others
  - Group Policy Management Console
- **Access Tools**
  - VNC
  - Crossloop



## D.A.M.M.



Documentation



Access



Monitoring



Management

