Quick Introduction

• Steve Hoensch – Head of Frontline Services
  Replacement for Richard Hey

• Mark Neal – Desktop Services Manager
  Replacement for Brian Simpson
Agenda

- Next Meeting – Wednesday 24 May 2017 at 14:15 in RNB
- Cost Model
- MCS Review
- MCS & MPS
- Questions, Discussion & AOB
- Refreshments
- Slides will be available on the MCS web site:
  
  http://www.ucs.cam.ac.uk/support/mcs-support/mcsadmin/mcsforum
MCS Cost Model?

From FY 2017-2018

- New model to aid growth
- ~ £750,000 pa cost
- £18 per month per workstation
- Any sites inconvenienced by the change stay on the current model until 2019
- More workstations, the lower the charge (UAS, ISS)
- Any new sites take advantage now.

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<th>2016-2017</th>
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<td>£ 134.10</td>
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<td>£ 750,101.53</td>
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2017 – 2018 Cost Model

- The UIS is going through change.
- The Service is going through change.
- The Service cost model is under review.

- We are **Freezing** the previous planned cost model.
- We are not looking to penalising the larger groups.
- Still want to encourage smaller groups to Join.

- Please bear with us while we review this model.

- More information will be shown at the Next MCS Forum – Wednesday 24 May 2017.
EUC Review

• **New sites**
  St Edmunds and Darwin Colleges

• **Discussion**
  Affiliate Libraries

• 52 MCS Sites
• 1586 PCs (over 1000 dual boot)
• 142 Macs
• 318 Printers (including MFDs)
• Lots and lots of applications
Assistive Technology Software Update

- Mindview,
- Abbyy Fine Reader,
- ClaroRead,
- Dragon,
- Audio Note taker

- Available from Software Sales on own devices
- Available on the MCS - Mindview, ClaroRead, Abbyy Fine Reader
EUC Infrastructure

- No changes to Filestore or disk quota – Inline with future UIS Storage plans.
- OneDrive has been introduced.
- MS EES interaction.
- Imaging System – Purchased and being installed.
MCS Windows

• Applications
  • Standardised to **Office 2016**
  • Adobe **Creative Cloud #**

• Operating System
  • Win 7 Start Menu mirrors that of Win 10
  • Win 10 - version 1
  • Limited rollout starting Christmas Vacation
  • Non-critical locations e.g. NOT teaching rooms
  • Full rollout during summer vac
MCS Linux 2016–2017 - Deployed

• Updated base distribution from Ubuntu 14.04 LTS to Ubuntu 16.04 LTS.

• Addition of new software: JASP, Maple

• Significant updates to versions of almost all software.

• Very few late-breaking requests — thank-you!
MCS Linux Technology Enhancements

• Major upgrade to supporting infrastructure, switch from DRBD to CephFS
  
  • Improved reliability - automatically copes with network outages far better.
  
  • Substantially improved performance - Now has enough serving capacity to reinstall entire fleet overnight.

• Further optimisation of machine self-update performance
  
  • Faster boot times when no updates are pending.
Looking forward to MCS Linux 2017–2018

Expectation to continue using **Ubuntu 16.04 LTS**.

- Updated kernel to keep up with **support for new hardware**.
- Will update individual pieces of software **where requested**.
- Please **tell us** during software request window in the spring!
MCS Mac

OS X El Capitan
MCS Mac

- Please contact mac-support@uis.cam.ac.uk if considering buying new MCS Macs
- A lot of changes happened this summer and thanks the patience shown while things were ironed out
- Upgrade to OS X 10.11.6 El Capitan
- Migration away from Networked Home Directories
- Migration from FileWave to Casper for Mac management. This resulted in every app, print driver and configuration being recreated or rebuilt
- Usual application upgrade for AY 2016-2017 including Office 2016 and Adobe Creative Cloud
MCS Mac Future Plans

• Move to using Device Enrolment Programme to configure Macs
• OS install will come from Apple, not an image built in house
• Apps and configuration layered on top.
• Modern and supported method of Mac management
• Staff seminar coming in 2017 covering this and Apple Volume Purchase Programme
New Team Member: Dean Feltham has joined DS-Print team as a Print Technician. Dean previously worked at Ford Motor Company, he brings a wealth of first and second line technical support to DS-Print. When not responding to support requests Dean will be integrating MFDs and printers into DS-Print.

Server Migration: Successful print server migration to MS Windows Server 2012R2 from 2008R2.

NEPA Mini-Competition (update): First draft of a tender complete. Tender process expected to be completed early 2017.

Questions: Kelvin Morgan will be available during refreshments for any questions or MFD demonstration
MCS Printing & DS - Print

- Managed Print Totals:
  - Colleges 26
  - Departments 35
  - 144 MFDs
  - 172 printers
- Year to date (Nov 2016)
  - Unique users 23K
  - Total sides printed 11M5
  - Total sheets printed 7M1
DS-Exams (Exams with adjustments)

This DS-Exams service is available for use on MCS Windows 7. If any colleges are interested in using their MCS W7 workstations to facilitate students sitting an examination on a computer, then email the Desktop Services team for further information.

The development of this MCS service for Windows 10 is still ongoing and will be expected to be completed over the summer before the start of the next academic year 2017/2018.
Remote Desktop access for "students"* to:

AMOS          Mathematica
ATLAS.ti      SPSS
eViews        Stata
GenStat       Visual Studio Pro
Matlab        WinEdt

* Licensed actually for Non-staff
• Paid for service (£5 per 4 weeks)
• User self-pay
• eCredit (like for printing)
• Institution billing
• Register with us
• Create your own vouchers
• Billed periodically (like common balance)
• Only pay for redeemed vouchers and their renewals
Summary

- Next meeting – Wednesday 24 May 2017 at 14:15 in RNB
- Cost Model
- MCS Platforms Update
- DS-Remote
- DS-Print
- DS-Exams
Any Questions?
Finally….

Thank you for your time..

Please join us for refreshments.