University Information Services

41st Managed Cluster Service Forum

Wednesday 18th May 2016

End User Computing Solutions
Agenda

• Next meeting – TBC – 30th November or 7th December at 14:15 in RNB
• End User Computing Review and Plans
• Questions, discussion & AOB
• Refreshments
• Slides are on the MCS web site via http://www.ucs.cam.ac.uk/support/mcs-support/mcsadmin/mcsforum
EUC Reports and Plans

- EUC review
- EUC Infrastructure
- Windows including Office
- Linux
- Macs
- MCS Charging
- DMS
- Printing
- DS-Exams
- DS-Remote
- MCS Laptop Service
- UIS – End User Computing

Ask Questions at any time
EUC Review

• **New sites**
  Classics, Divinity

• **Trials**
  St Edmunds and Engineering

• **Discussion**
  Affiliate Libraries

• 51 MCS Sites
• 1592 PCs (960 dual boot)
• 128 Macs
• 307 Printers (including MFDs)
• Lots and lots of applications
EUC Infrastructure

- No changes to Filestore or disk quota - UIS Storage strategy
- OneDrive has been introduced.
- MS EES interaction
- Imaging System – deliver all Windows desktops from the UIS
- Internal restructure - Sam Wenham joined new infrastructure group
MCS Windows

- Continue to use Windows 7 as the primary operating system
  Reviewed Windows 10 - roaming profiles issue, start menu issue

- Successful upgrade of AppV v5.1
  Primarily to facilitate Office upgrade but used for other apps

- Office – 2010 and 2013 removed
  **Office 2016, without Outlook!**
  - awaiting a decision on MUAs
  MCS Sites not in EES, purchase lics

- Applications – very few requests
  Lots of upgrades

- Preparing client side of MS products

- Staff - Sheena MacRae joined EUC group as an Application specialist.
Assistive Technology Software Update

- Central funding for 5 applications (Windows) recommended by DRC
- Mindview, Abbyy Fine Reader, ClaroRead, Dragon, Audio note taker
- Available from Software Sales on own devices
- Some available on the MCS - Mindview, ClaroRead
MCS Linux
• Updating base distribution from Ubuntu 14.04 LTS → 16.04 LTS
  o Significant updates to versions of most packages.

• No substantial changes to graphical user interface.

• I will provide early access to in-progress development version once it's viable.
  o Purely for evaluation purposes—not supported for use in production.
  o Notification will be sent to the cs-mcs mailing-list.
Aspirations for MCS Linux enhancements

- Updates to support infrastructure to **improve reliability and update performance**.
- Updates to configuration management tools to enable **greater flexibility** in types of deployment.
- Add DNS records for MCS Linux remote-login hosts to **support native login over IPv6**.
- Improve **presentation of DS-Filestore access-controls** — report user groups, access-control lists for files, etc.
- Upgrade to later revision of SMB protocol for home-directory mounts for **future-proofing** and **performance**.
- Improve **integrity of DNS queries** by upgrading DNSSEC support from *monitor-only* to *reject-bogus*.
- Stricter isolation between users to **improve privacy, availability, and security**.
- Neighbour-assisted package distribution to allow **speedy mass reinstallations**.
• Have received **very few requests** for software and facilities relating to MCS Linux.

• I am concerned that the **new build may not meet everyone's requirements**.

• Send any un-sent requests **now**.
MCS Mac

- MCS Macintosh Service for AY 2016-17 to be based on 10.11.x (El Capitan)
  - Rebuilt from first principles.
  - Apple support for networked home directories is uncertain; alternate strategies will be evaluated.
  - Office 2016 planned.

- **Please contact mac-support@uis.cam.ac.uk if considering buying new MCS Macs**
MCS Mac Future Plans

• Planned integration with common power management framework for MCS Windows and MCS Linux for AY 2016-17

• Use of Apple Deployment Programmes to aid Mac management:
  • Volume Purchase Programme - deploy & manage apps from App Store to Macs/iOS devices and not Apple IDs.
  • Device Enrolment Programme - deploy configuration to Macs/iOS devices "out of the box".

• Evaluation of Mac management suite commencing Q1 2016:
  • Filewave
  • Casper
MCS Charging

From FY2017-18

• 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.

<table>
<thead>
<tr>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>£ 27,194.93</td>
</tr>
<tr>
<td>£ 27,194.93</td>
</tr>
<tr>
<td>£ 74,596.52</td>
</tr>
<tr>
<td>£ 7,497.74</td>
</tr>
<tr>
<td>£ 31,156.75</td>
</tr>
<tr>
<td>£ 7,799.74</td>
</tr>
<tr>
<td>£ 279,192.57</td>
</tr>
<tr>
<td>£ 261,940.16</td>
</tr>
<tr>
<td>£ 25,000.00</td>
</tr>
<tr>
<td>£ 8,394.11</td>
</tr>
<tr>
<td>£ 134.10</td>
</tr>
<tr>
<td>£ 750,101.53</td>
</tr>
</tbody>
</table>
Delegated Management System (DMS)

- **RELEASED**
  - Majority of requests in new version
  - Other requests – subsequent versions

**New Functionality:**

- Add/delete groups (and associate with printer access/charging discount)
- Add/update MIFARE card number for user
- Visitor ID management

**Enhanced functionality:**

- New User Interface
- SNMP monitoring of paper/toner levels
- Improved printer error notifications
- Improved print reporting
- Calendar control for entering dates

**SERVICE REQUESTS – UIS SERVICE DESK**
• NEPA mini competition – preferred supplier for MPS
• Shared Accounts follow up with Papercut
• Xerox trial
• Affiliated Libraries
• Dean Feltham joining the team in two weeks – aid support
• Kelvin Morgan will be available during refreshments for any questions or MFD demonstration.
Word Template Exams Service

- Progressing nicely
- Extend service from TTRs
- Sign off from Board of Examinations
- Part of a review of online examinations

Phase One – Exams with adjustments – TTRs

Phase Two - Across the MCS with backing from exam board

Phase Three - Aspiration of providing exams to anywhere across the CUDN.
DS-Exams (Exams with adjustments)

1. Open Days – Set candidate template
   font, font size, background colour, keyboard shortcuts, hardware

2. Candidate comes to TTRs for exam
   type, write, draw, print, check, put in envelope and leave

   • Script saves changes every two minutes to central file storage
   • Scripts kept for six months
   • Process for dealing with machine failure
   • Process for dealing with unwell candidate
DS-Remote Progress

• New service – available to early adopters TODAY!
• RDS infrastructure for "students" only
• RDP client
• Credit via user or Institution (vouchers to be redeemed)
  • Purchase Order
  • E-credit for DS-Remote (to follow soon)
DS-Remote Progress

- **Application List**
  - Amos
  - Atlas.Ti
  - Audacity
  - Eviews (licenced by Economics)
  - Genstat
  - Lyx
  - MatLab
  - Mathematica
  - Mindview
  - SPSS
  - Stata IC
  - WinEdt

No office as available via O365 Pro Plus download

Service Subscription

*Provided by:*

University Information Services

*Expires: 2016-07-31*

Redeem
1. Institution contacts UIS

2. UIS asks Institution for PO detailing number of students and time frame

3. Once PO arrives, system set up for voucher production

4. UIS tells Institution that they can create vouchers

5. CO at Institution tells end users to use service and redeem voucher

6. End User goes to DS-Remote homepage
Applications to Your Device

Subscribe to applications and access them from the convenience of your own device.

Put credit on your account
Use eCredit (our online payment system) to put money from your Credit or Debit card onto your DS-Remote balance

Purchase a subscription to DS-Remote
Buy 4 weeks up front and choose whether to automatically renew every 4 weeks for as long as you want to use DS-Remote

An institution creates a voucher for you
Your Department or College creates vouchers for their students to use DS-Remote for a fixed period

Redeem your voucher
The voucher activates a subscription to DS-Remote for 4 weeks and can be set to automatically renew while the voucher is still valid

then

Activate subscriptions to applications
Choose which applications you would like to use from an increasing list

Remotely connect to your applications
Connect to the DS-Remote servers via a Remote Desktop session to access the applications you have activated
MCS Laptop Service

- Proposed service based on feedback from MCS sites
- UIS purchase laptop
- Windows 10
- Office 2016
- Browser and plugins
- Antivirus
- Papercut
- Local Admin rights
- Expected by Michaelmas 2016
End User Computing

2016

- DMS
- Engagement
- DS-Remote dev
- MCS/DS-Print team expand

Q2
- Exams
- DS-Remote launch
- EUC PID
- Print Services

Q3
- Office
- Applications
- Exams review
- Infrastructure updates

Q4
- Expand services
- DS-Web
- EUC changes
Summary

- MCS platforms
- DMS
- Exams with adjustments
- DS-Remote
- MCS Laptop Service
Any Questions
Finally….

Please join us for refreshments.