Software2

User Day

Sheridan College

22 October 2019

Welcome

Phil

Account Management Director

This morning

- Software2 updates

  Dave and Tony

- AppsAnywhere 2.8 and Analytics

  Tony and Phil

- Sheridan College

  James Duncan

- Microsoft Education

  Rob Burzese

This afternoon

- Queens University

  Graydon Smith

- Breakout/discussion sessions
- Coffee break
- Customer forum/Q&A

Lunch (12:15pm)

Close and tour (4:00pm)

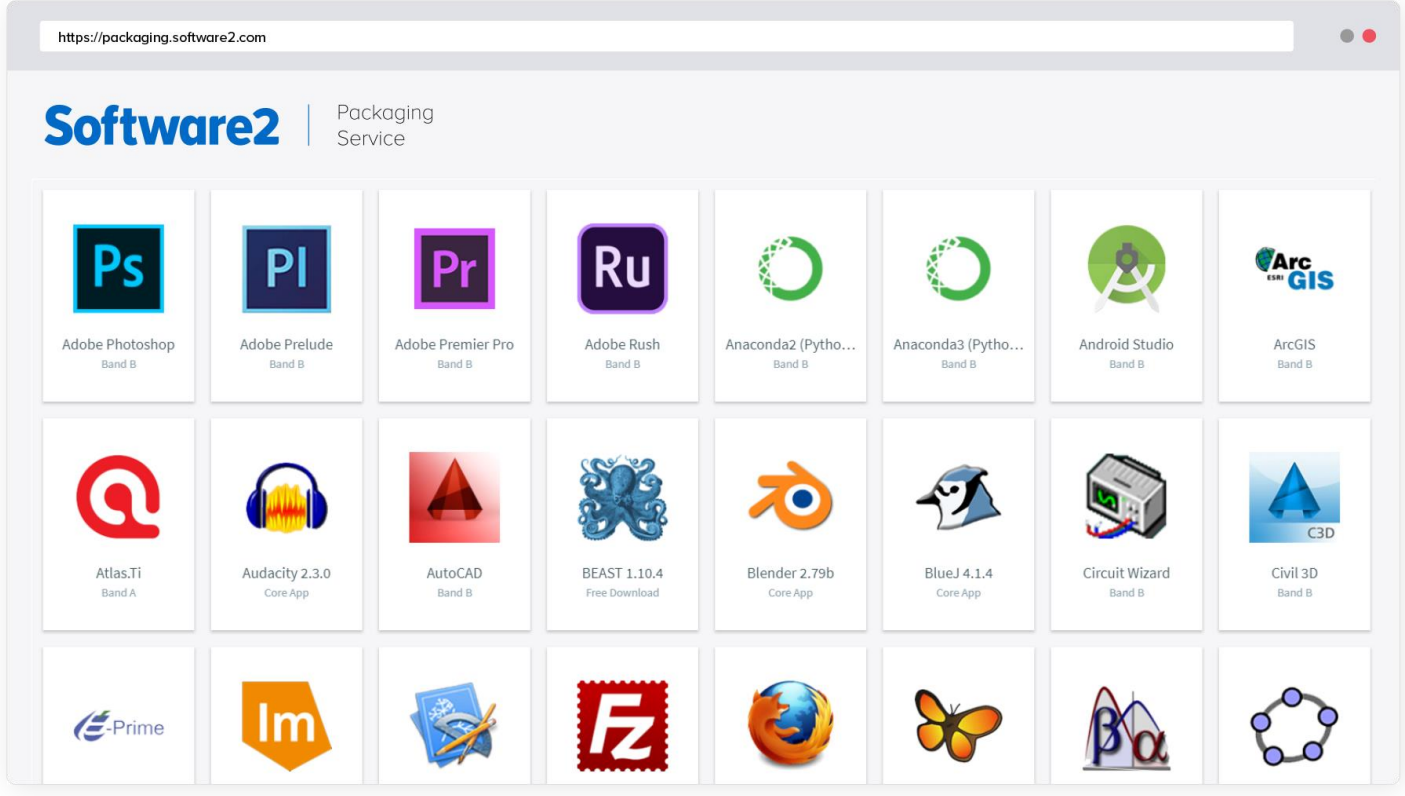
Tony

Co-founder/President

Software2

FOUNDED 2009
10 YEAR ANNIVERSARY
10
YEARS

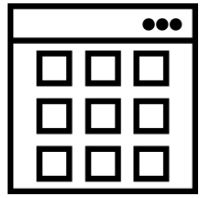
Software2 | Packaging Service



Software2 | Packaging Service

Subscribe

to the Packaging Service



Choose apps

from our packaging menu

Top-up account

with Packaging Credits

AppsAnywhere
analytics

Understand your software estate

When

Where

What

Who

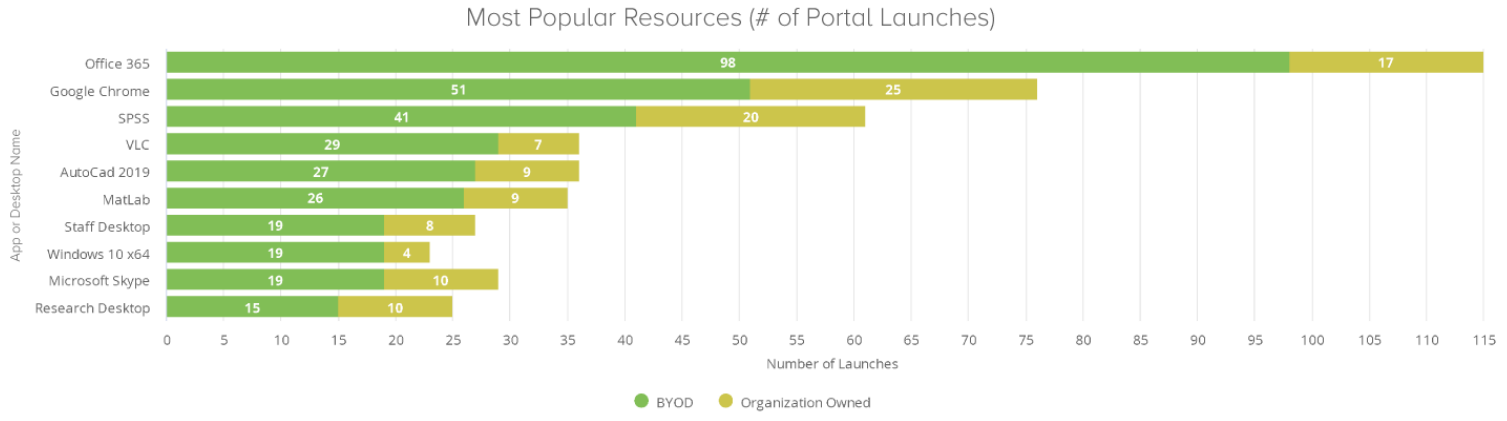
Monthly Management Summary

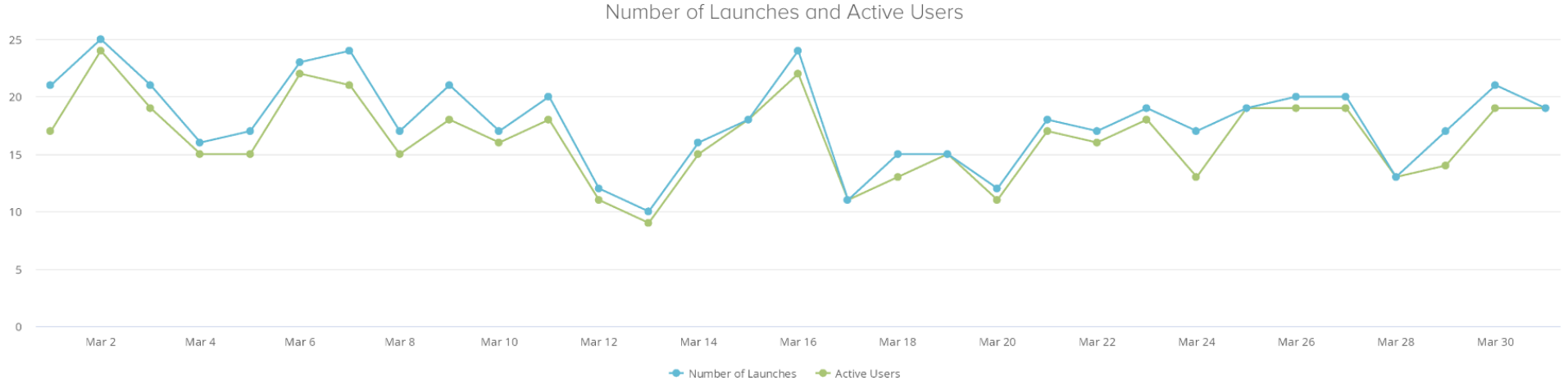
555
Total Launches

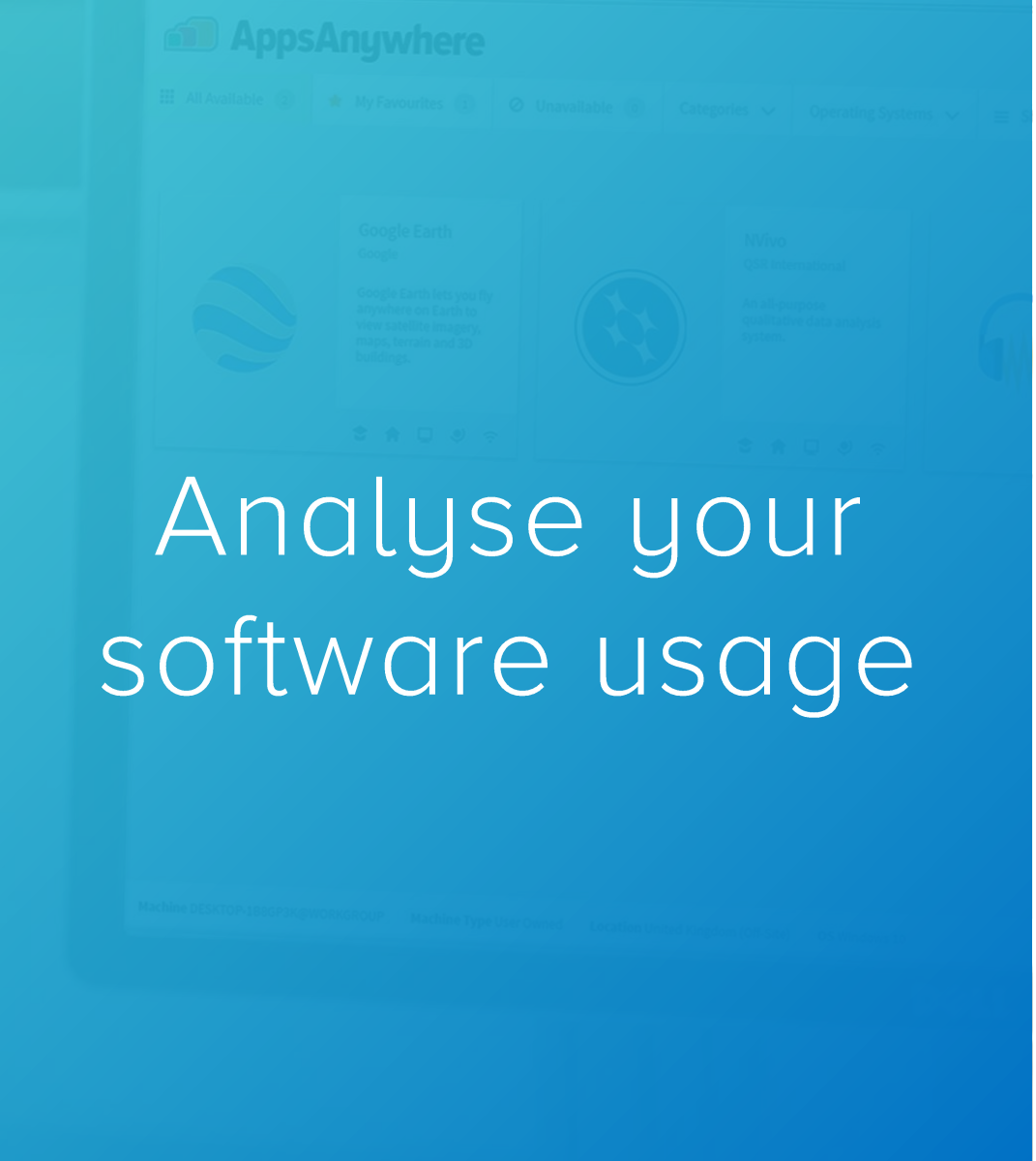
124% of 446 Last Month

99
Active Users

100% of 99 Last Month







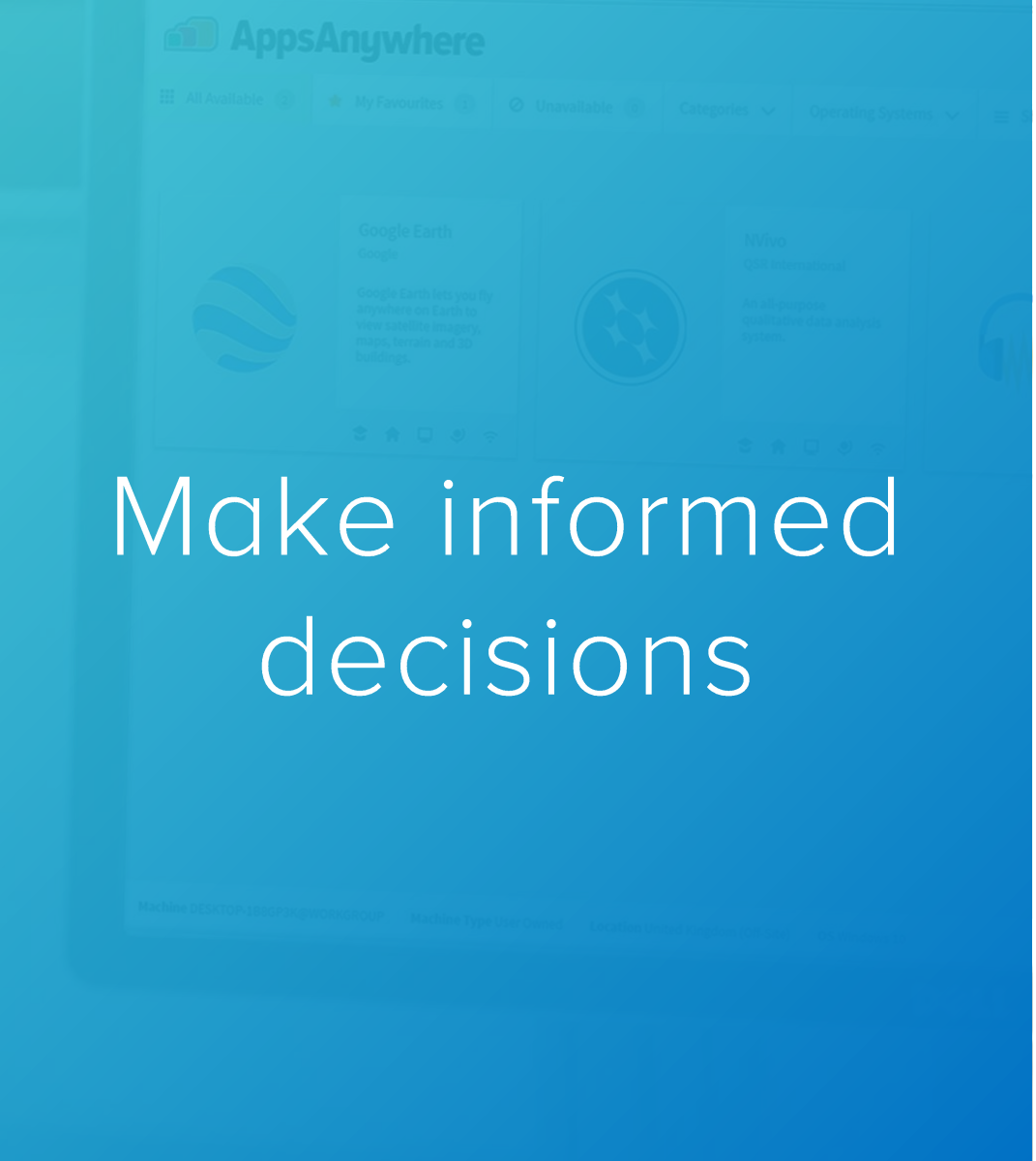
Analyse your software usage

BYOD

Software licensing

Devices and OS

Concurrency



Make informed decisions

VLE

SAM

Student outcomes

What's ahead?

VLE integration

Upgrade process

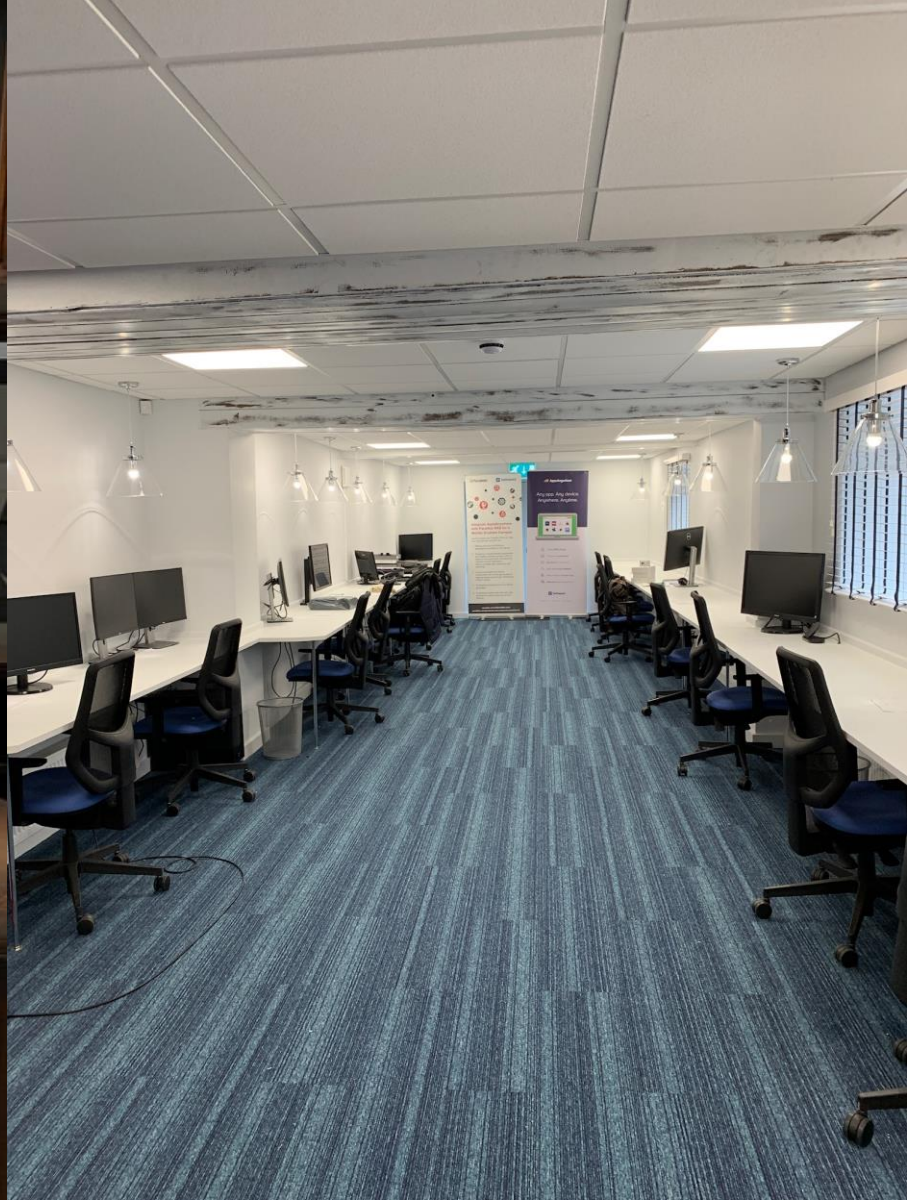
Window Virtual Desktop

The pub

Software2

PLEASE ORDER FOOD
AT THE BAR.
ASK ABOUT OUR DAILY
SPECIALS

Software 2
WINMAU
TARGET



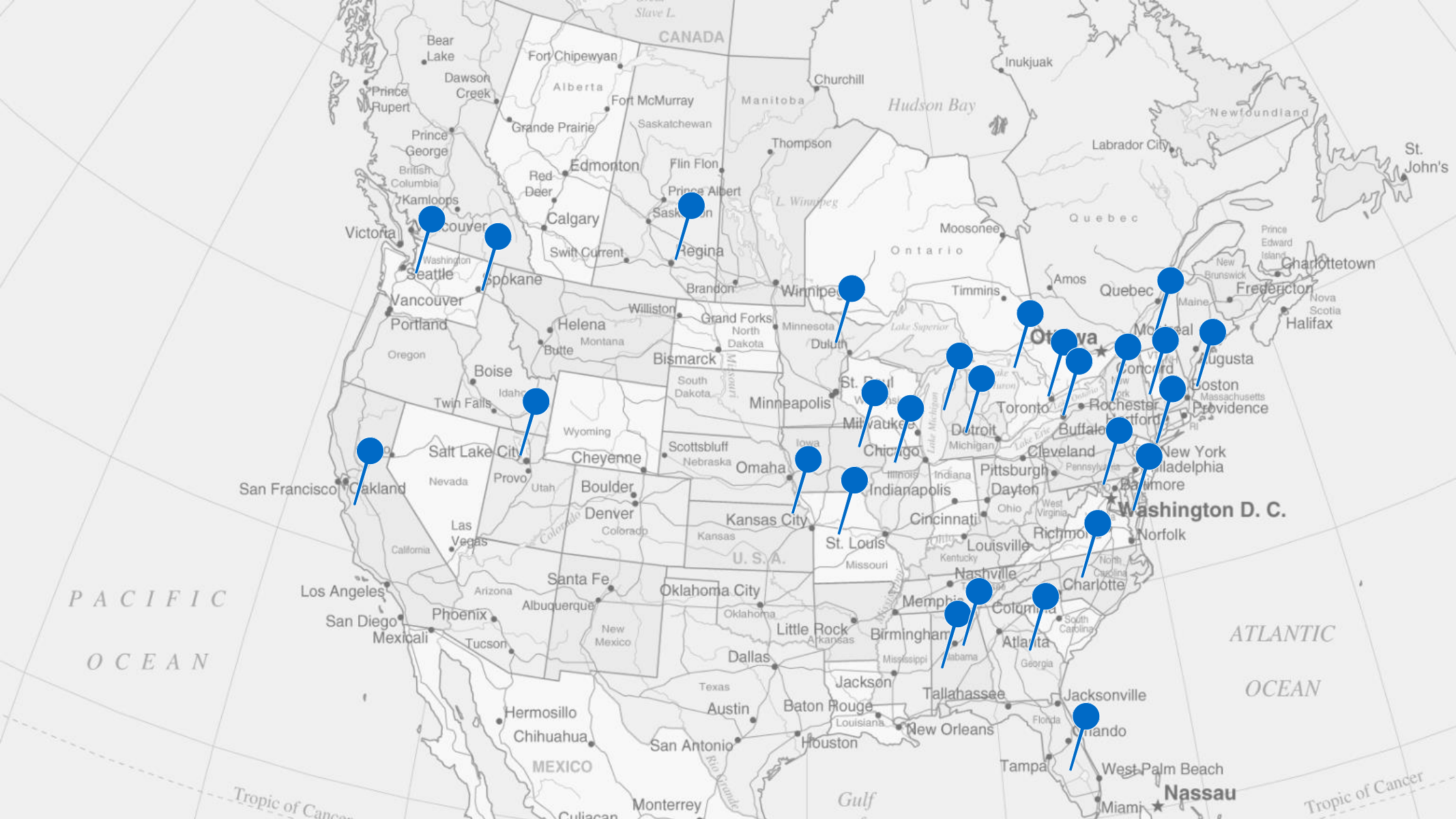
BYOD

Welcome to
The Foresters Arms
Home of
Software2

Dave

VP Business Development

Software2



CANADA
Hudson Bay
Alberta
Manitoba
Saskatchewan
Ontario
Quebec
Newfoundland
Bear Lake
Fort Chipewyan
Dawson Creek
Prince Rupert
Fort McMurray
Grande Prairie
Prince George
British Columbia
Kamloops
Victoria
Edmonton
Red Deer
Calgary
Flin Flon
Prince Albert
Saskatoon
Swift Current
Regina
Churchill
Thompson
Inukjuak
Labrador City
St. John's
Moosonee
Amos
Timmins
Quebec
Charlottetown
Fredericton
Halifax
Prince Edward Island
New Brunswick
Nova Scotia
Maine
Washington
Seattle
Spokane
Vancouver
Portland
Oregon
Helena
Butte
Montana
Williston
Brandon
Winnipeg
Grand Forks
North Dakota
Minnesota
Duluth
Bismarck
South Dakota
Boise
Idaho
Twin Falls
Minneapolis
St. Paul
Milwaukee
Chicago
Lake Superior
Lake Michigan
Lake Huron
Lake Erie
Toronto
Rochester
Hartford
Boston
Massachusetts
Providence
Augusta
Concord
Montreal
Ottawa
Detroit
Michigan
Buffalo
Cleveland
Pittsburgh
Pennsylvania
New York
Philadelphia
Baltimore
Washington D. C.
Norfolk
Salt Lake City
Provo
Utah
Nevada
Cheyenne
Wyoming
Scottsbluff
Nebraska
Omaha
Iowa
Illinois
Indiana
Indianapolis
Dayton
Ohio
West Virginia
Cincinnati
Louisville
Kentucky
Richmond
Nashville
Memphis
Columbia
Charlotte
North Carolina
South Carolina
Atlanta
Georgia
Birmingham
Mississippi
Alabama
Little Rock
Arkansas
Jackson
Tallahassee
Jacksonville
Florida
Orlando
Tampa
West Palm Beach
Miami
Nassau
Baton Rouge
Louisiana
New Orleans
Houston
Austin
Texas
San Antonio
Dallas
Oklahoma City
Oklahoma
Kansas City
Kansas
St. Louis
Missouri
U. S. A.
Santa Fe
Albuquerque
New Mexico
Denver
Colorado
Boulder
Las Vegas
California
Arizona
Phoenix
Tucson
Los Angeles
San Diego
Mexicali
San Francisco
Oakland
Hermosillo
Chihuahua
MEXICO
Monterrey
Culiacan
Rio Grande
Gulf
PACIFIC OCEAN
ATLANTIC OCEAN
Tropic of Cancer

Sault College

Queen's University

University of Regina

McMaster University

Nipissing University

Florida Gulf Coast University

Auburn University

Samford University

Alabama A&M University

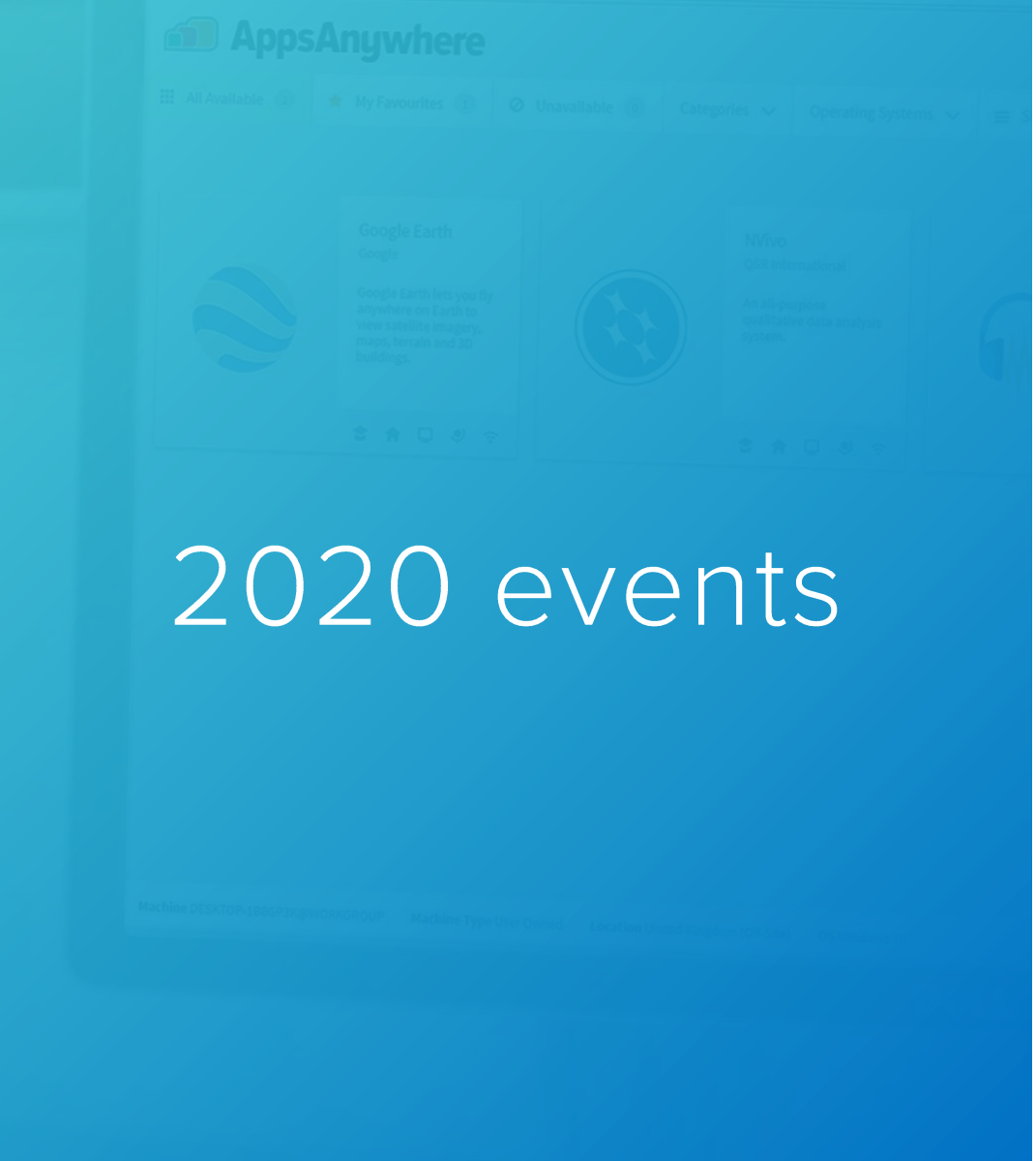
Wheaton College
For Christ and His Kingdom

New faces

Jack Kempt
Western US & CA

Karen Grover
Northeastern US & CA

Chris Valada
Southeastern US



2020 events

Texas A&M

ACCS

BCNET

OCCCIO

OHEIT

CANHEIT

UBTech

EDUCAUSE

Phil

Account Management Director

Software2

AppsAnywhere
2.7

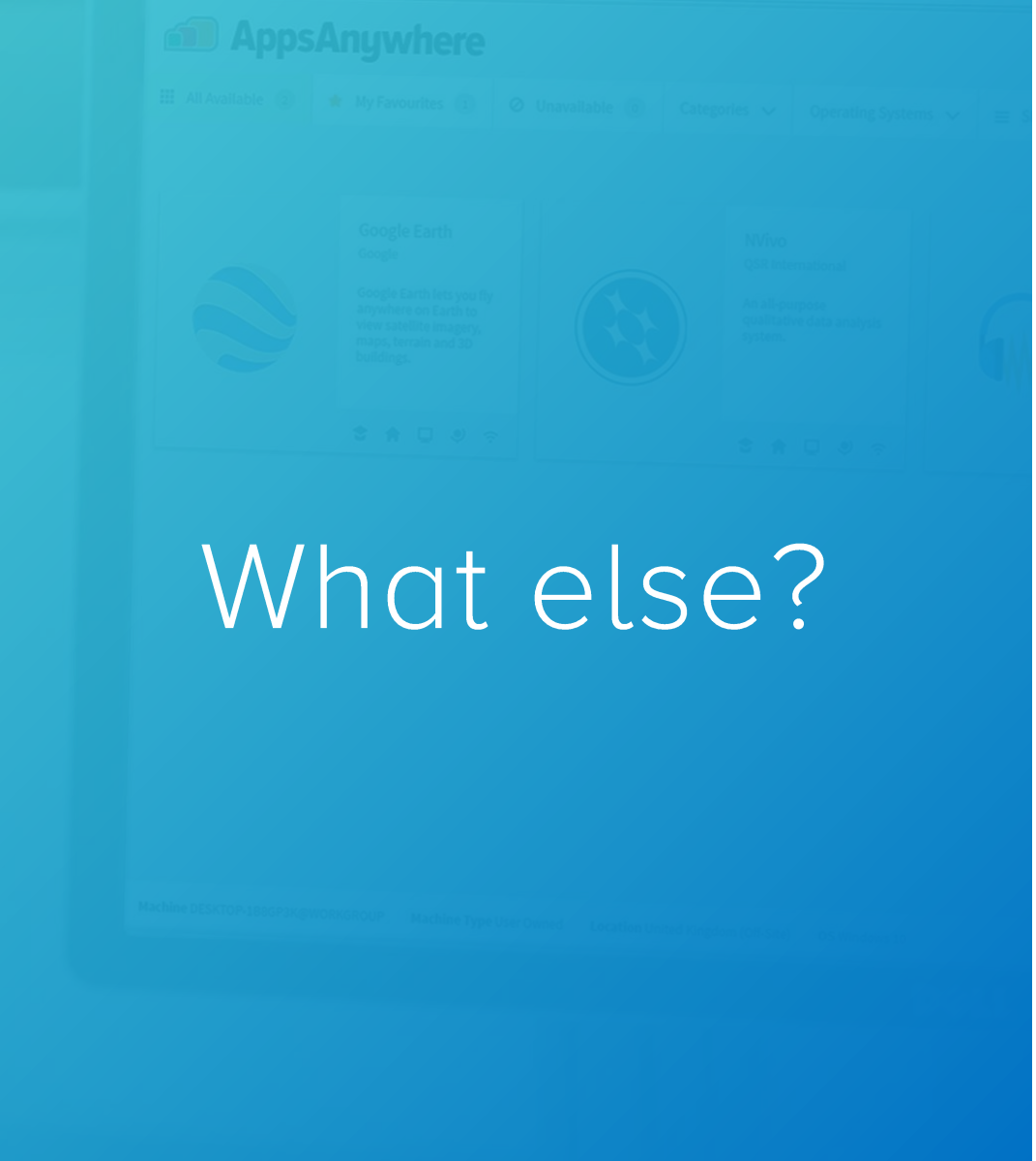
Analytics

Data now tracked includes:

- Who's logging in
- Which devices they're using
- What they're launching
- How it's being delivered
- How long they're using it

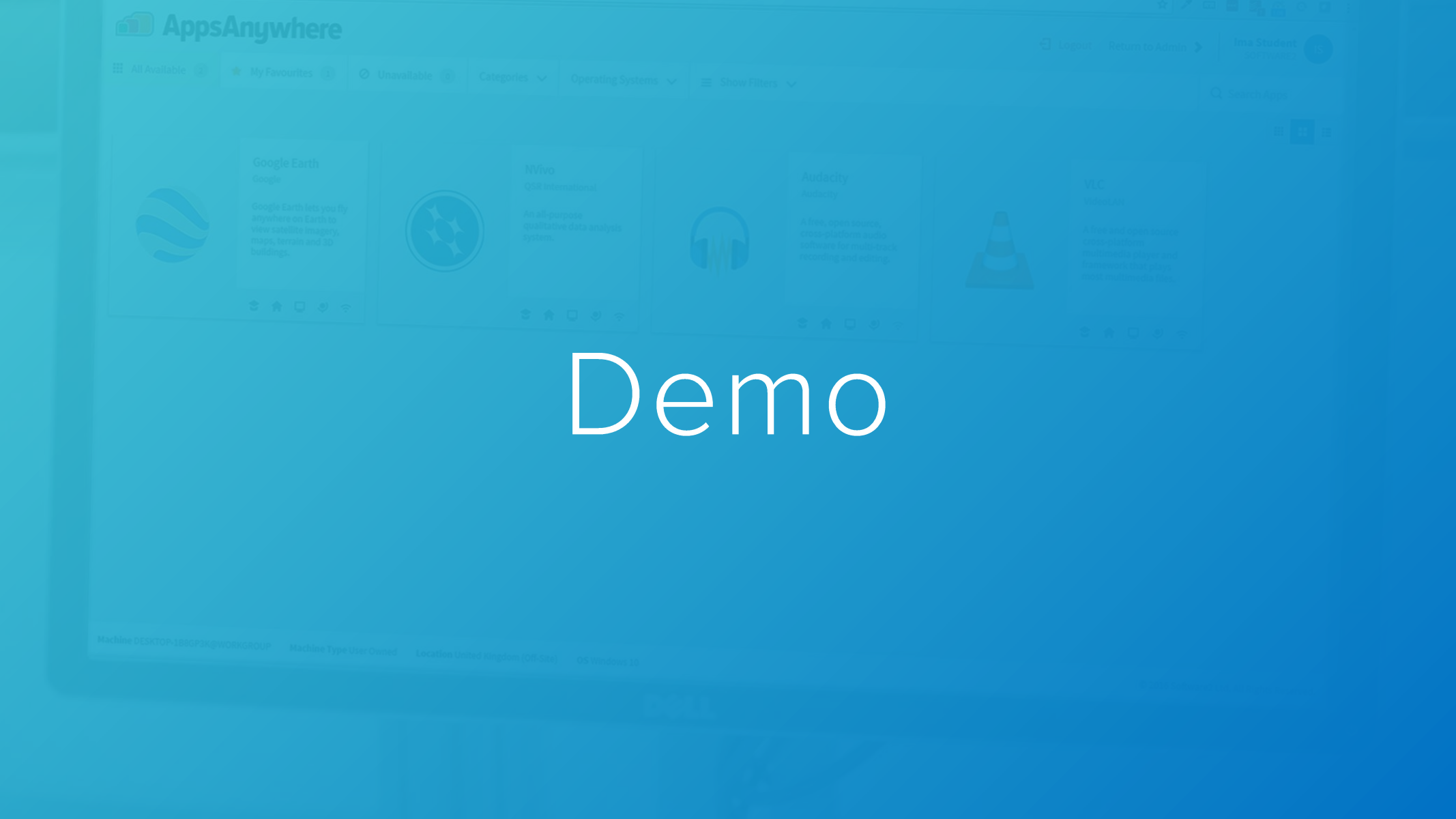
Analytics

- Built-in dashboards based on customer feedback
- Explore your own data
- Create your own reports
- Share content in any format

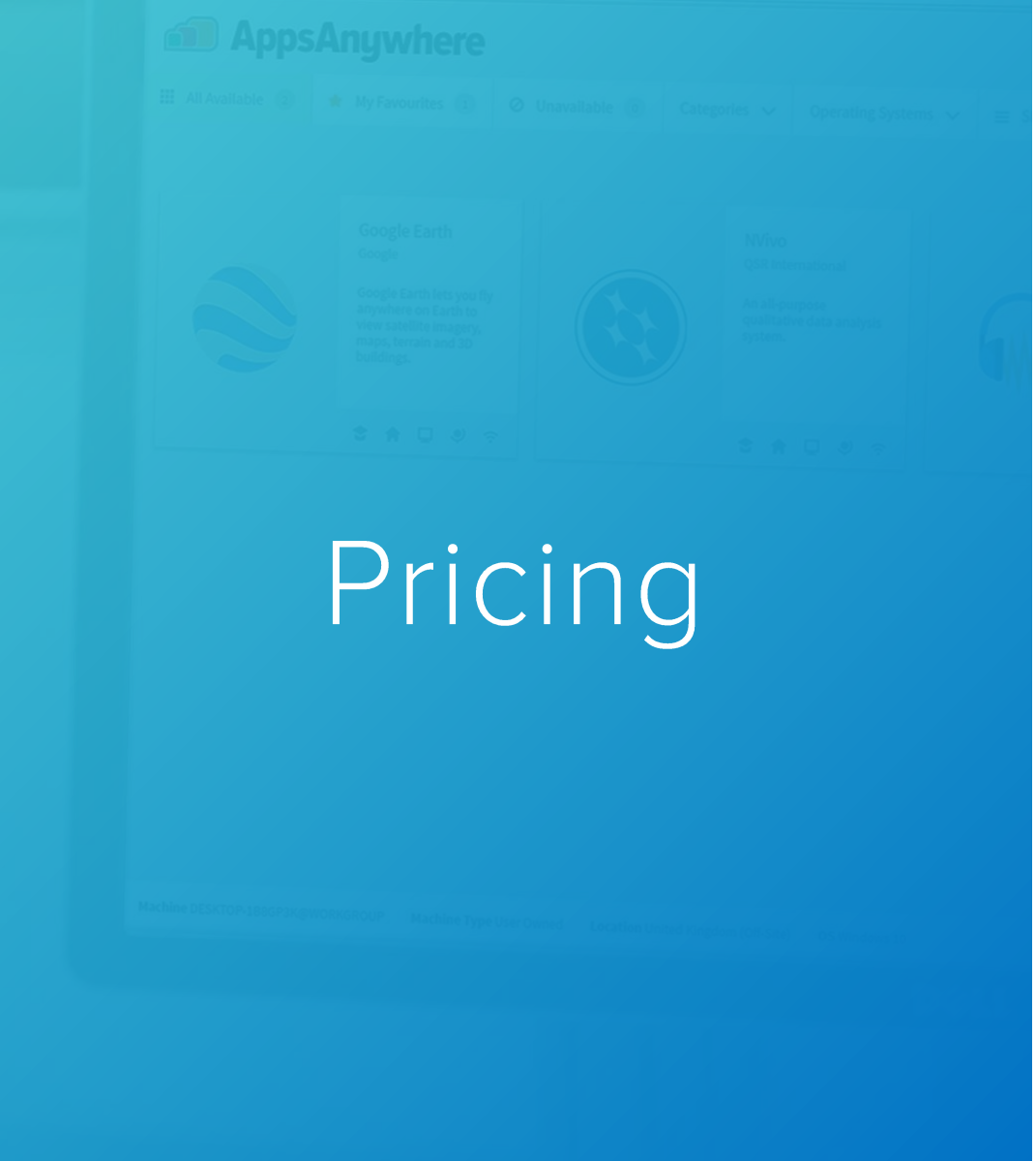


What else?

- Shareable ‘App-Lists’
- 508-compliance



Demo



Pricing

- C$ 5,000
- Good through 2019
- Includes remote installation and training

Software2 | Packaging Service

YEAR
2019

The packaging revolution!

Core apps 2019

7-Zip 18.06
Core App

Audacity 2.3.0
Core App

BEAST 1.10.4
Free Download

Blender 2.79b
Core App

BlueJ 4.1.4
Core App

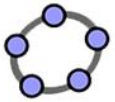
FigTree 1.4.4
Core App

Filezilla 3.41.2
Core App

FireFox 66.0.3
Core App

Freemind 1.0.1
Core App

G*Power 3.1.9.2
Core App



GeoGebra 6.0.529
Core App

GIMP 2.10.10
Core App

Git 2.20.1
Core App

Google Earth Pro 7...
Core App

Hot Potatoes 7.0.0.7
Core App

ImageJ 1.52a
Core App

Inkscape 0.92.4
Core App

IrfanView 4.52
Core App

Java JRE 8u212
Core App

Java SE JDK 8u212
Core App

jEdit 5.5.0
Core App

LTSpice XVII
Core App

Notepad++ 7.6.3
Core App

Paint.net 4.1.5
Core App

PuTTY 0.71
Core App

Python 3.8.101.0
Core App

R for Windows 3.5.2
Core App

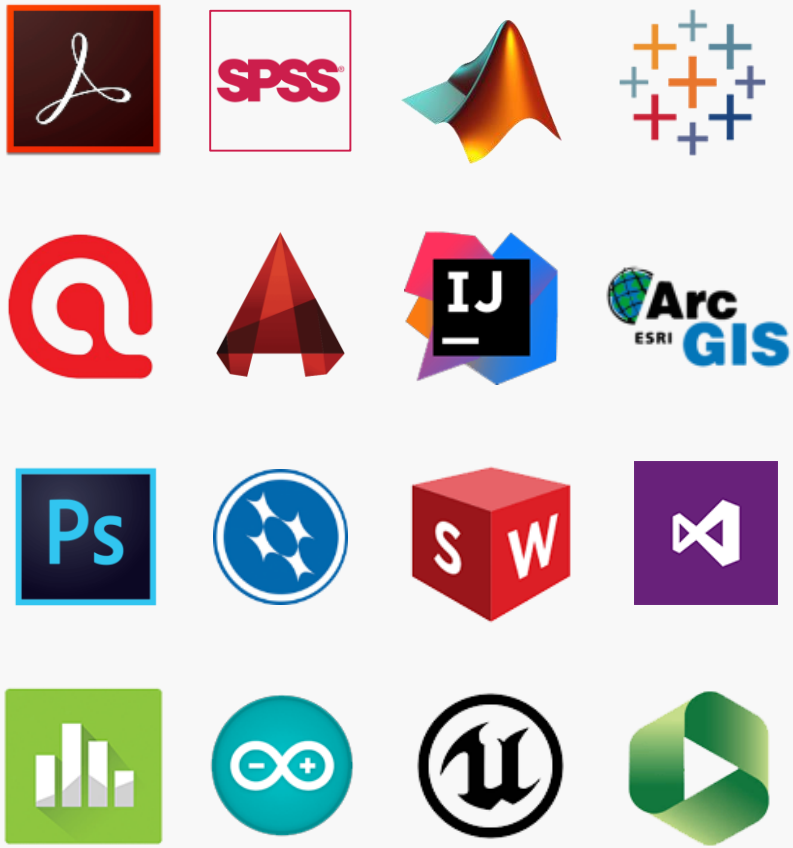
Rstudio 1.1.463
Core App

VLC Media Player 3...
Core App

WinPython 3.7.2.0
Core App

Packaging on-demand

- Menu of 60+ apps
- On-demand service (with SLA)
- Packaged efficiently
- Lower pricing



Packaging bands and credits

BAND	EXAMPLE	OFF-PEAK	PEAK (JUL-SEP)
A	SPSS, Atlas.Ti, Tableau	**185** credits	**250** credits
B	3DSMax, ArcGIS, AutoCAD	**375** credits	**500** credits
C	MATLAB, Solidworks	**750** credits	**1000** credits

Band C only has two apps

Credits = $1.50 USD/CAD

Subscription options

Core

$3,000 per year

Access to **Software2 Packaging Service**

30 **free** packages (updated twice yearly)

10 packaging requests for **FOSS** packages

e.g. Blender, Rstudio, Google Earth Pro, Python, Java JRE

Plus

$11,000 per year

Everything included with **Core**

6,000 credits for packaging requests

Includes **up to 30 apps** from our packaging menu

e.g. MATLAB, NVivo, SPSS, AutoCAD, ArcGIS, Solidworks

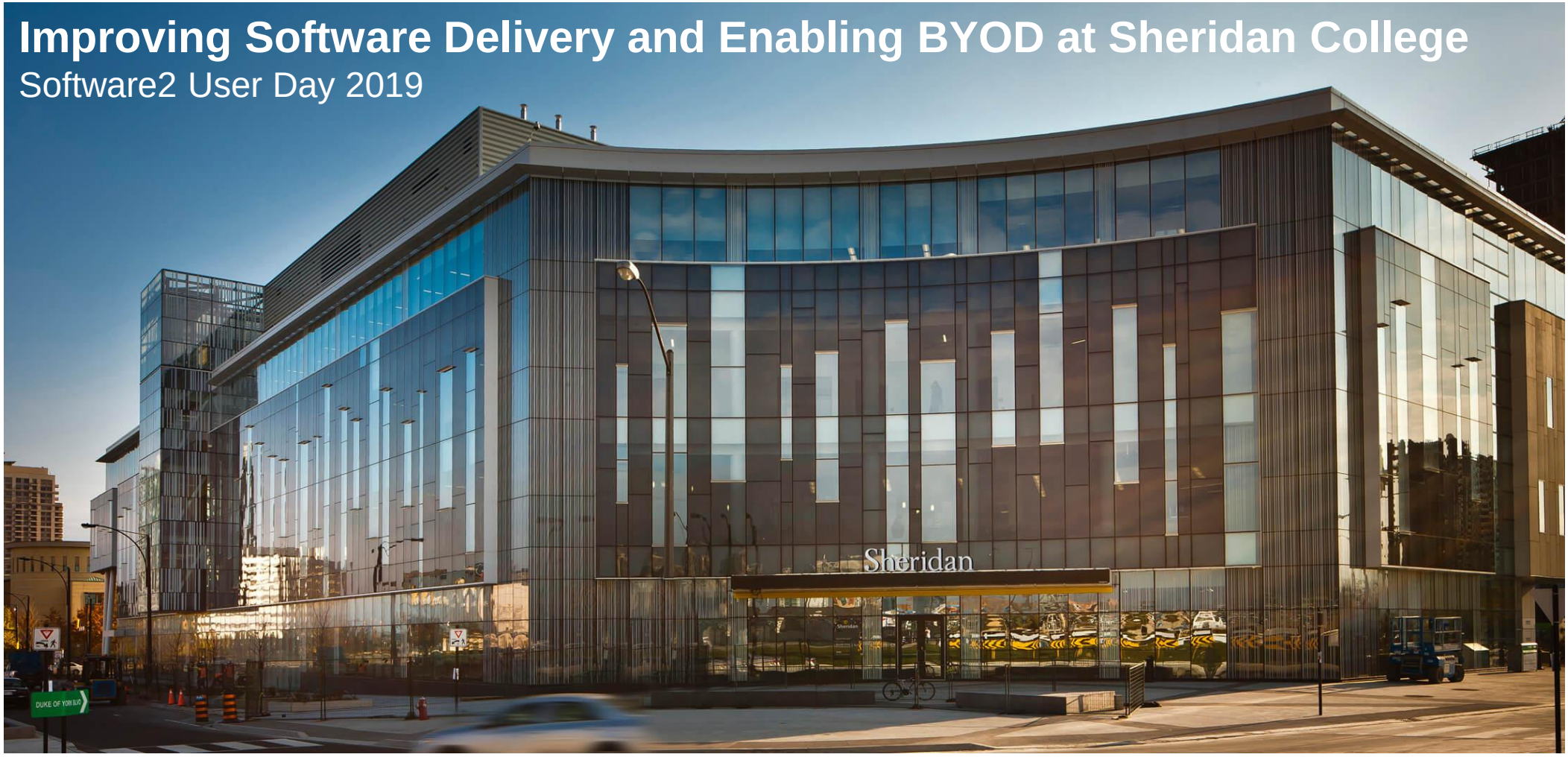
Sheridan

James Duncan

Information and Communications Technology Director

Improving Software Delivery and Enabling BYOD at Sheridan College

Software2 User Day 2019



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sheridancollege.ca

SHERIDAN

at a glance

23,000
Full-time students

3,800
Part-time students

17,000
Continuing and professional studies students

3,700
Full and part-time employees

https://www.sheridancollege.ca/about/at-a-glance

END USER COMPUTING

managed environment at a glance

1,800
Windows Desktops

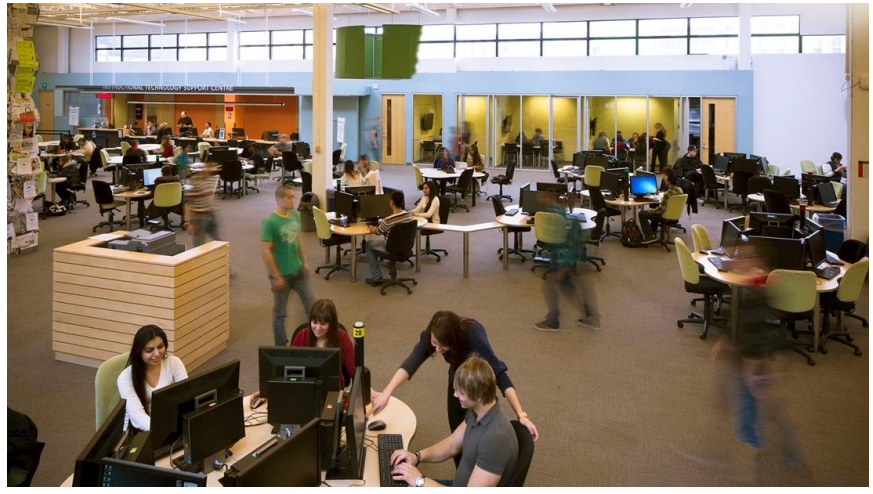
1,000
Academic

800
Administrative

1,700
Windows Laptops for Faculty and Staff

800
VDI Zero Clients

90
College-supported applications



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BYOD

‘Mobile Computing’

- 'Mobile’ programs require laptops as an integrated part of curriculum
- Sheridan was a leader in this space when it was introduced in 1998
- At the outset of the initiative, machines were owned by the College and leased to the student
- Over time, this evolved to a ‘BYOD’ model where students are provided the required specs and they procure their own devices

9,000
Students in
Mobile Programs

51 programs across **5** Faculties

80 / 20
Ratio of Windows to MacOS Mobile Programs

Anywhere, any device, any time
access to applications and resources

MOBILE BYOD

Advantages & Disadvantages

Advantages for the student

+ Greater choice in the device that they use
+ Student owns the device

Disadvantages for support and experience

- Lack of a known and consistent environment
- Complexity in managing software licenses
- Software deployment challenges across varying platforms and operating systems
- Hardware purchases in year 1 may have difficulty meeting system requirements of curriculum in year 3 or 4

The end result, while net positive, presented some ongoing challenges in providing a consistent user experience to our mobile computing students

BYOD CHALLENGES

Enter VDI – Use Cases

1. Mobile Computing
   Provide a consistent EUC environment for programs with complex software requirements; reduce restrictive hardware requirements

2. Distance Education
   Increase our ability to deliver courses with challenges software requirements remotely

3. Academic Computing
   Increase operational support efficiencies

4. Administrative Computing
   Efficiencies for ‘task workers’ and clients that require high degree of mobility

VMware Horizon View

Infrastructure on 2 campuses
Cisco UCS / NetApp, later VMware VSAN based

1,600

Supported concurrent users at peak

800

Zero Clients (Admin & Academic)

10

Desktop Pools for all use cases

VDI ENVIRONMENT

Opportunities

1. **Mobile Computing**
   Provide a consistent EUC environment for programs with complex software requirements; reduce restrictive hardware requirements

2. **Distance Education**
   Increase our ability to deliver courses with challenges software requirements remotely

3. **Academic Computing**
   Increase operational support efficiencies

4. **Administrative Computing**
   Efficiencies for ‘task workers’ and clients that require high degree of mobility

Room for Improvement

- High overall Total Cost of Ownership
- Complex to support
- User experience not ideal: students need applications, not a second desktop
- User must be online to access environment

VDI ENVIRONMENT

Opportunities

1. Mobile Computing
   Provide a consistent EUC environment for programs with complex software requirements; reduce restrictive hardware requirements

2. Distance Education
   Increase our ability to deliver courses with challenges software requirements remotely

3. Academic Computing
   Increase operational support efficiencies

4. Administrative Computing
   Efficiencies for ‘task workers’ and clients that require high degree of mobility

Room for (continual) improvement

- Custom pools with software specific to different groups
- Similar issues w/ physical lab machines – dedicated images, creates hard scheduling constraints

SOFTWARE DELIVERY SYSTEM

Project Goals

1. Deliver a familiar ‘app store’ experience to students, faculty and staff
2. Consolidate disparate portals for software access
3. Reduce TCO of Desktop Virtualization infrastructure where possible
4. Migrate away from specialized labs
5. Increase reporting capabilities on software utilization support right-sizing licensing renewals
6. Robust application packaging system
7. Provide groundwork for cross-platform application access (e.g. Windows apps on MacOS)

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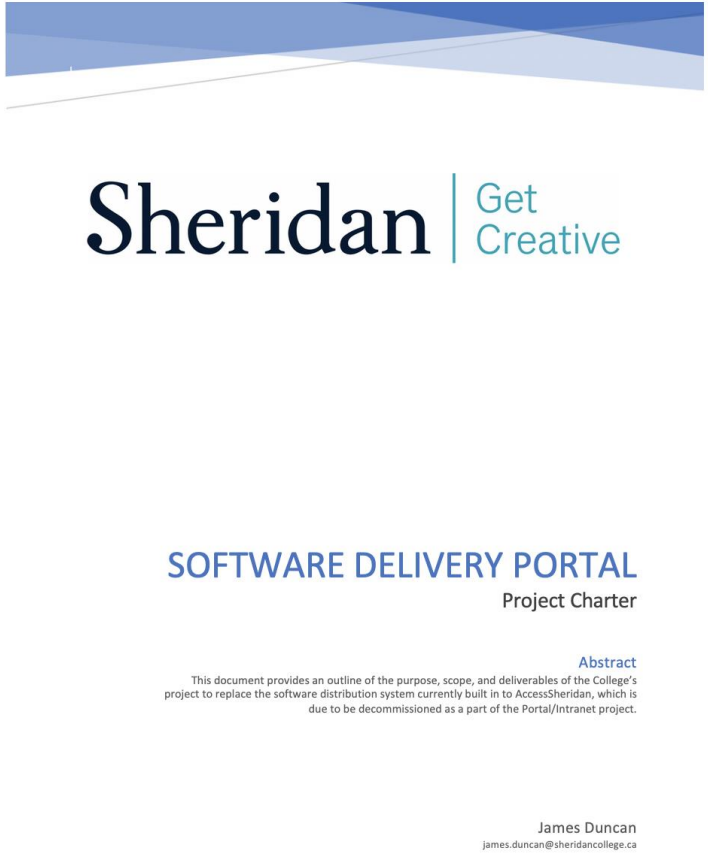

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SOFTWARE DELIVERY PORTAL

Project Charter

Abstract

This document provides an outline of the purpose, scope, and deliverables of the College’s project to replace the software distribution system currently built in to AccessSheridan, which is due to be decommissioned as a part of the Portal/Intranet project.

James Duncan
james.duncan@sheridancollege.ca

PROJECT OVERVIEW

Scope and Timelines

Project Scope

- Administrative applications on managed desktops and laptops
- Academic applications on managed (e.g. lab) desktops
- (Some) academic applications on BYOD
- Administrative and academic applications in VDI

Timeline

- Developed RFP: Dec. 2017 to Jan. 2018
- Awarded RFP: March 2018
- Project kick-off w/ Software2: April, 2018
- Project Execution: April to August, 2018
  - Build prod and QA environments
  - Training and documentation
  - Package development and testing
  - Communications
- Go-Live: September, 2018

SOFTWARE DELIVERY SYSTEM

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7. Provide groundwork for cross-platform application access (e.g. Windows apps on MacOS)

- Reduced BYOD/Mobile usage of VDI by 50% (and counting) – released capacity to be used for other, more relevant VDI use cases
- We did not need to expand the VDI environment further as originally planned - this budget partially funded the AppsAnywhere investment
- Opportunity to downsize infrastructure at next refresh interval

SOFTWARE DELIVERY SYSTEM

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- *Still in progress* – some specialized labs still in existence, e.g. unique software pushed through SCCM task sequence

SOFTWARE DELIVERY SYSTEM

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- *Upcoming*– will be leveraging increased analytics capabilities in v2.7 https://www.software2.com/resource-centre/appsanywhere-2-7-analytics-and-app-lists
- Will help our software asset management team make data-driven decisions around how to size renewals
- Expect to see ongoing savings by reducing some of our licensing and by pooling some licensing procured across different business units / faculties

SOFTWARE DELIVERY SYSTEM

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SHERIDAN COLLEGE

The IT Team

- At Sheridan Apps Anywhere packaging and infrastructure is maintained by the Information Technology department (Consisting of approximately 80 full time), within that department there are several subgroups maintaining different aspects of IT
- We are members of the Computing Systems group under James Duncan (7 full time), maintaining servers, load balancing, DNS, VDI, storage, SAN, mail, images, printing and application deployment of which 3 are dedicated to application management (Pawel Basiak, Vicken Awakian, and Dave Moulton)

SHERIDAN APPSANYWHERE

Architecture

Running on VMWare

- 4 Portal Servers
- 2 Admin Servers
- 4 Paging Servers
- 1 SQL Server

Roughly 2.5 Terabytes of dedicated Storage, 52 GB of memory and 48 CPUs

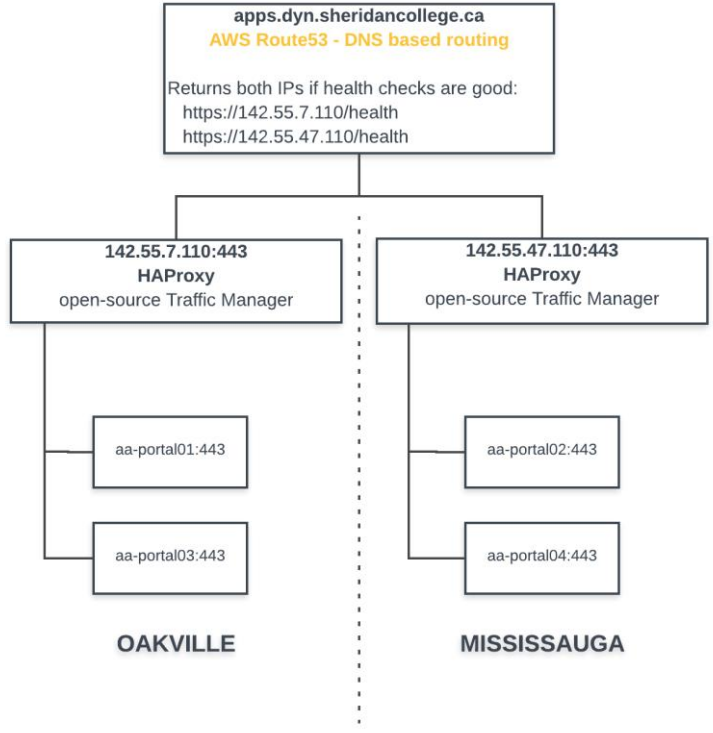
Sized for 20,000 end users.

AppsAnywhere 2.6.0 in production, 1.33 Client for both Windows/Mac and 9.1.5 CloudPaging Player

Currently Windows 1709 is our standard version, moving to 1903+ in the New Year

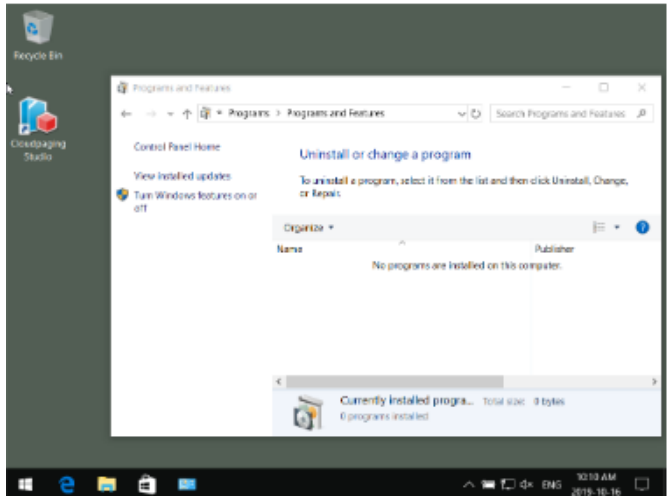
```
$ nslookup apps.sheridancollege.ca

apps.sheridancollege.ca   canonical name = apps.dyn.sheridancollege.ca.
Name:  apps.dyn.sheridancollege.ca
Address: 142.55.7.110
Name:  apps.dyn.sheridancollege.ca
Address: 142.55.47.110
```



SHERIDAN APPSANYWHERE

Packaging



VMware virtual appliance (OVA)

- Bare windows 10 1709, no software installed, and most services deactivated i.e. windows defender, OS updates etc. using Software 2's packaging tool.
- The OVA Includes setup files for Cloud Paging Studio, player and the software packaging tool.
- Used extensively when building new capture machines, easily imported into VMWare.
- Snapshots utilized extensively

SHERIDAN APPSANYWHERE

Central Repository for Projects

Shares on a server

- The repository includes all projects the team is in the midst of packaging or completed as a reference for other members of the team.
- Packages in the infancy stage of testing, are unzipped and made available to the ITS team to assist with QA
- Larger and or difficult packages are released in QA and tested.
- For efficiency shortcuts are included to QA and Production cloud paged apps repositories.
- We utilize an internal wiki to upload recipes for custom applications.

SHERIDAN APPSANYWHERE

QA Environment

- Used for testing AppsAnywhere Major releases and new features
- Helpful for testing application upgrades, patches, rules and or various delivery methods
- Accessible by the software requestor or anyone required to test
- We found CMtrace useful when examining log files.

SHERIDAN APPSANYWHERE

Software Life Cycle

- All software and licensing is handled by our Asset Management group within IT.
- Cases are assigned to our group, containing all the relevant information such as licensing, target audience, date required and environment.
- The IT AM group is responsible for the information relating to the application i.e. descriptions, rules, categorizing and managing AD memberships
- Currently we provision applications based on AD membership, a new group is created for each application deployed. Allows for granularity of permissions i.e. utilizing dynamically created class groups to release software.

SHERIDAN APPSANYWHERE

Facts

Most Popular Applications launched in our environment

Automation Studio, Circuit Design, Clockwork, AVIMark, Labview.

Most Used Applications (amount of time running on the machine)

3DS Max, 7-ZIP, Air Media, AutoCAD, Automation Studio.

5 Largest Applications Cloud Paged

Lumion, Labview, Revit, Solidworks, Matlab.

Q&A

For more information:

Case Study: https://www.software2.com/customers/sheridan-college-joins-the-student-bring-your-own-device-revolution
Webinar Recording: https://vimeo.com/350709744
Sheridan Resource Page: https://it.sheridancollege.ca/service-catalogue/software/appsanywhere.html

James Duncan
Director, Information and Communication Technology
james.duncan@sheridancollege.ca

Pawel Basiak, Dave Moulton
System Administrators
computing-systems@sheridancollege.ca

Microsoft

Microsoft Azure Overview

Rob Burzese
National Azure Lead – Higher Education

Azure : Reliable infrastructure for your migrated workloads

On-demand global scale

54
regions

150
VM size options

Comprehensive resilience: Availability sets, Availability zones, Region pairs

Best for Microsoft workloads

Best hybrid cloud experience for Windows Server

Run SQL in Azure VMs most cost-effectively

Comprehensive protection for hybrid environments

Linux, Open Source, and Red Hat

~50%
of Azure VMs run Linux

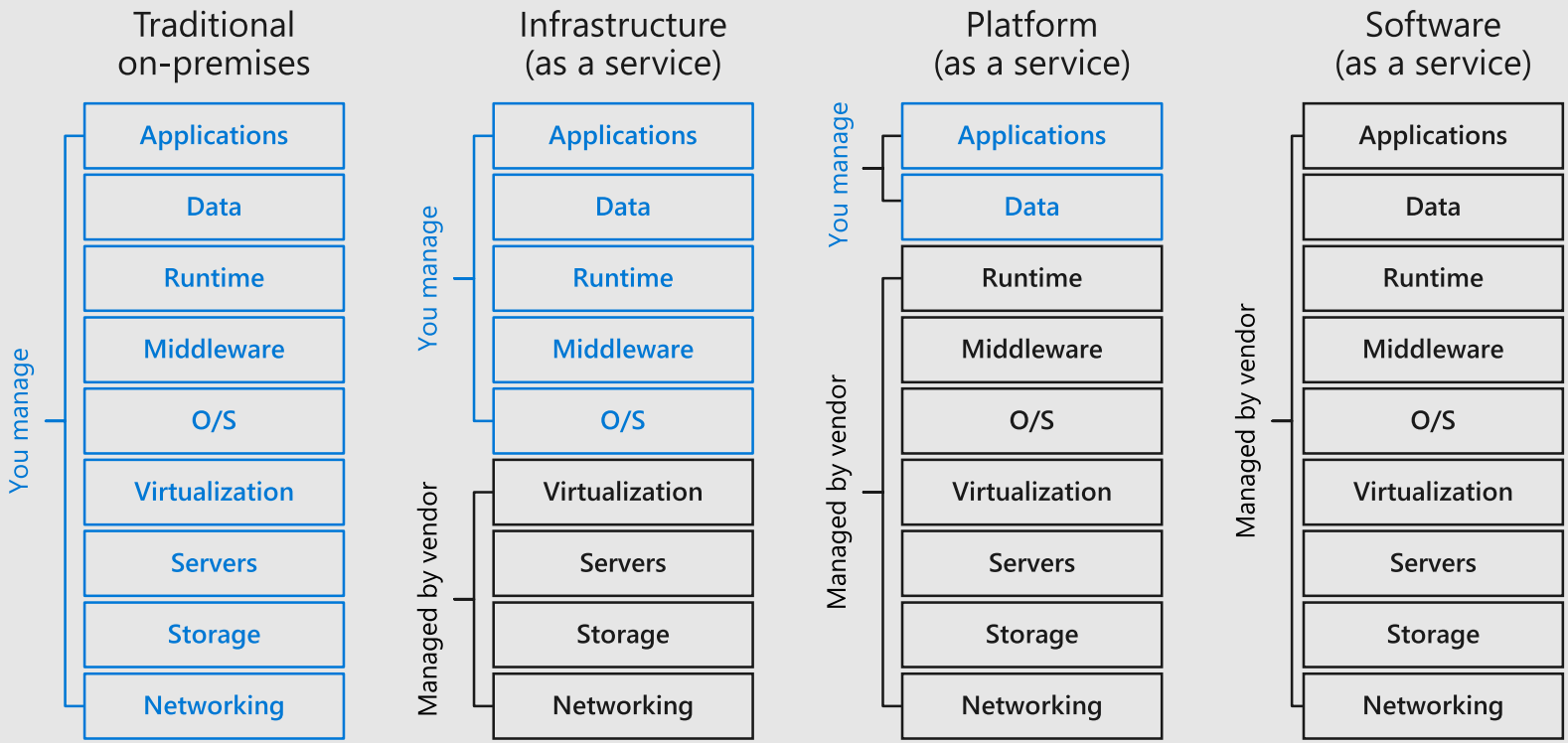
1.4x
growth of Linux

Co-located support with Red Hat

Purpose-built infrastructure

SAP
vmware
ORACLE
NetApp
CRAY

Azure overview – IaaS / PaaS



Azure

Microsoft Dynamics 365

amazon

Office 365

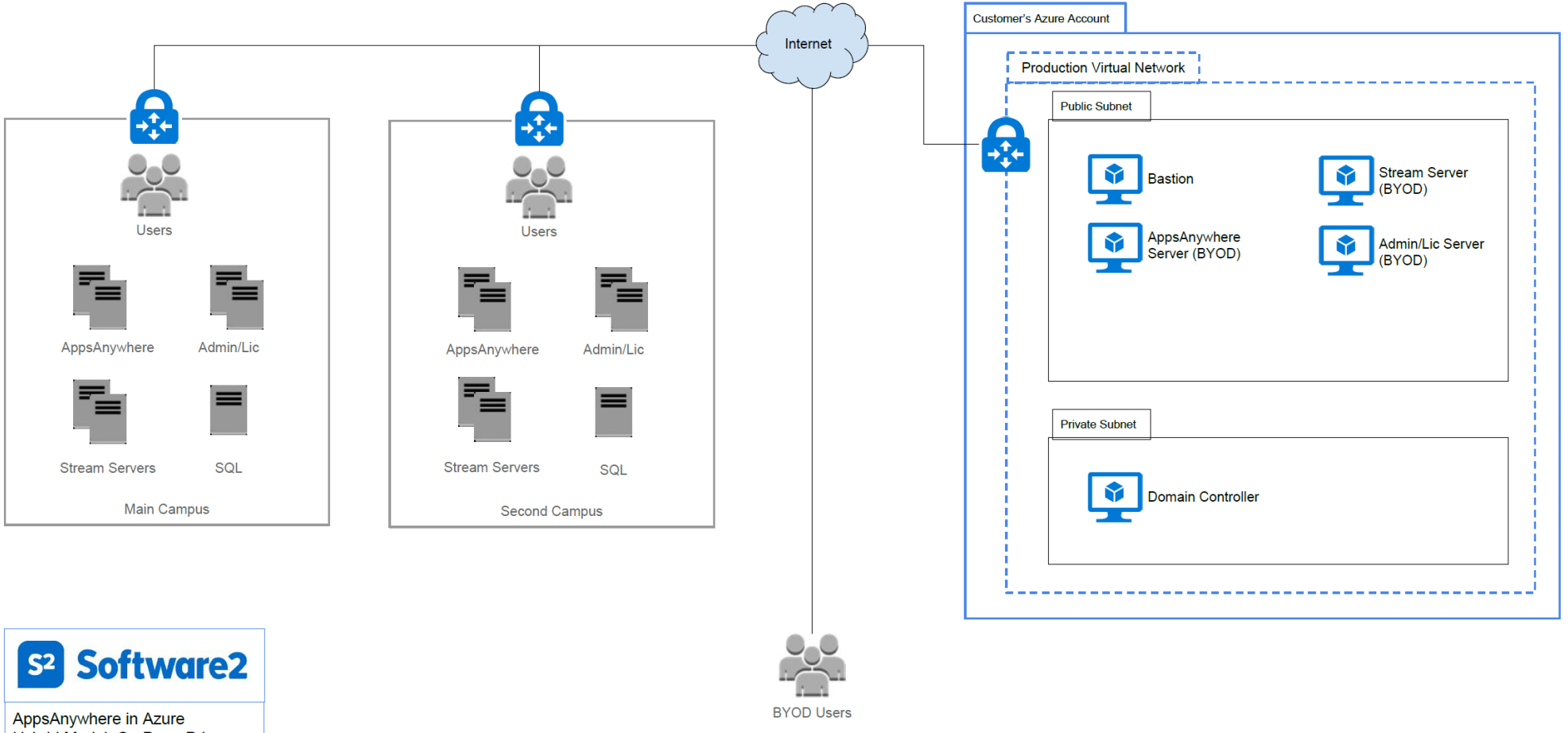
Google app engine

SAP SuccessFactors

salesforce

salesforce

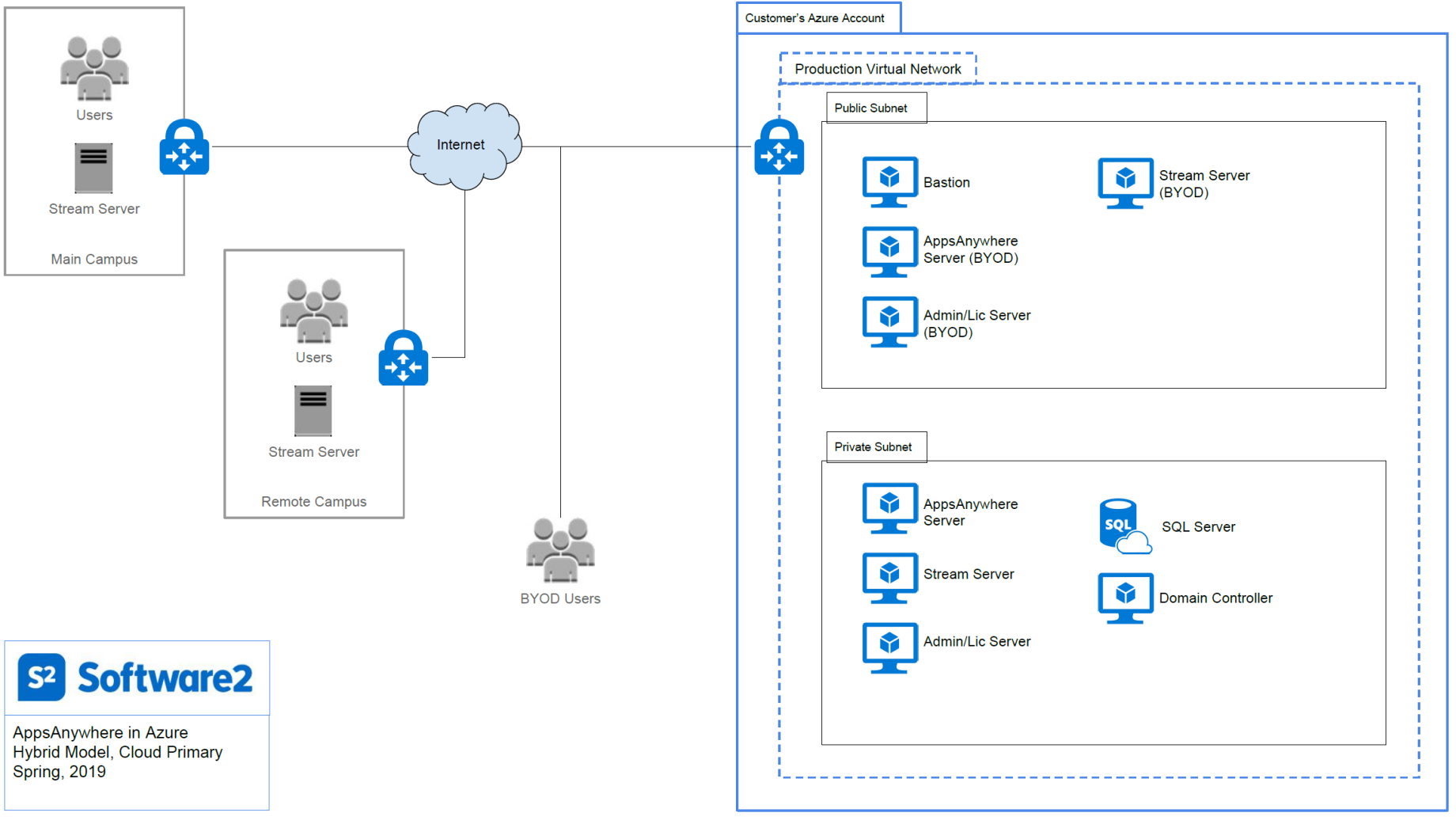
Azure AppsAnywhere Hybrid – On prem primary



Software2

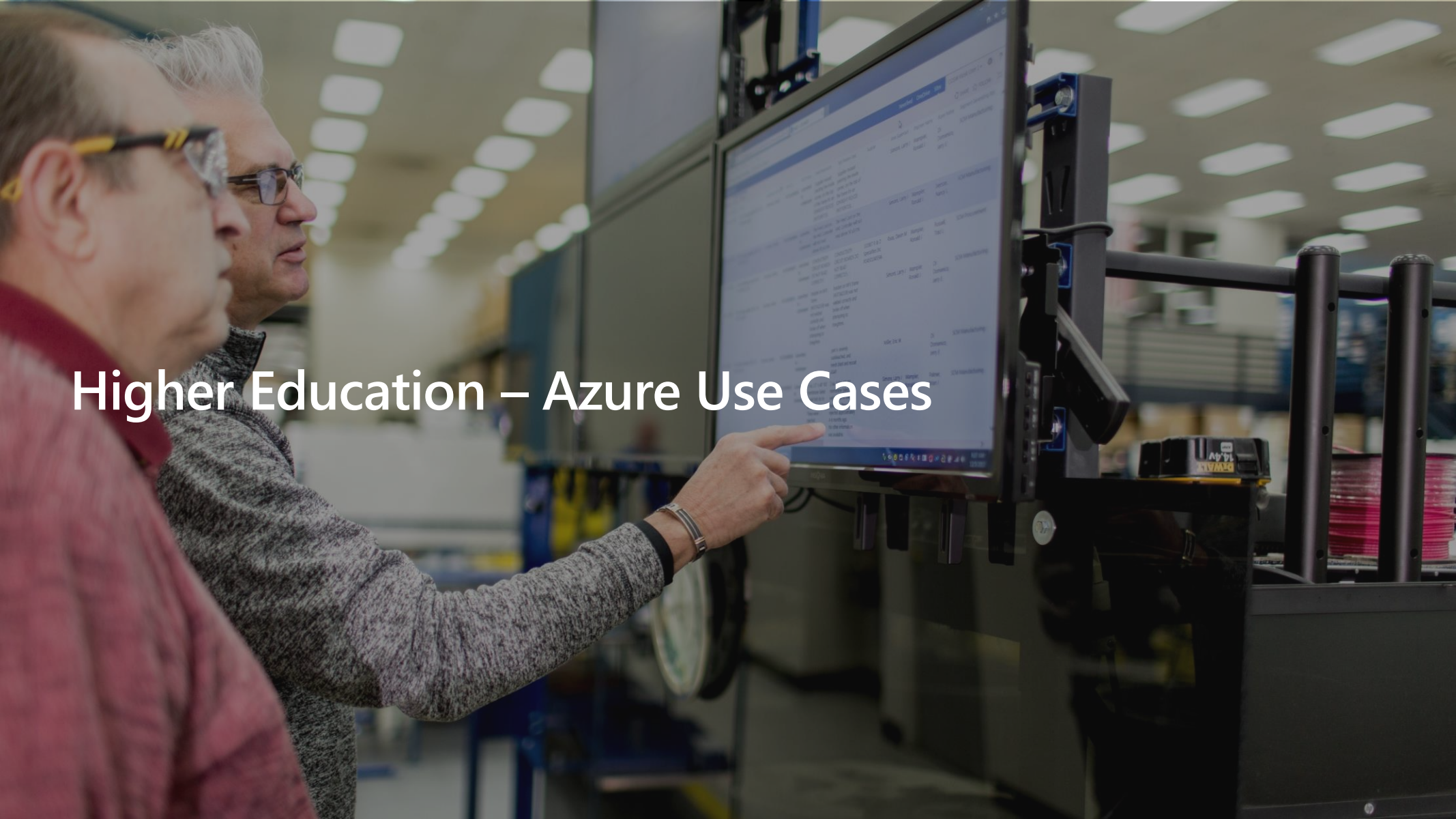
AppsAnywhere in Azure
Hybrid Model, On Prem Primary
Spring, 2019

Azure AppsAnywhere Hybrid – Cloud primary



Software2

AppsAnywhere in Azure
Hybrid Model, Cloud Primary
Spring, 2019



Higher Education – Azure Use Cases

Azure Higher ED Use Cases

Classroom Labs

Azure Lab Services

Self service virtual lab environment – Faculty and students

Azure WVD as a Service

Windows 10 multi-session support.

Available with M365 A3 licenses – with student-use benefit for access on any device.

Extended security updates for Windows 7 in WVD

Research as a Service

Hybrid Cloud Burst

Enabling cloud burst capabilities to enhance capacity to existing on-prem HPC environments

Jupyter Hub Service

Piloting Azure AKS dynamic auto-scaling service to support cloud base Jupyter notebooks for researchers.

Azure DevOPS

DevTest Labs

a great experience for developers with integrated security and automated management to save money.

leverage MSDN licensing for low-cost shared dev/test services.

Education customers save with **ultra-low cost MSDN subscriptions** that cover Microsoft licenses for development and testing.

Low-code/no-code apps via **PowerApps/Flow**

Azure for Windows

Use **on-premises Windows Server and SQL Server licenses in Azure** with one click.

Save 33-50% on IaaS VM costs and SQL PaaS offers.

Education customers save the most (lowest Windows Server and SQL Server costs).

Reserved Instances/SQL Reserved Capacity increases savings even more (another 20-30%)

B-series VMs (burstable) add low-cost IaaS option that aligns to Education scenarios.

Azure for IT OPS

No charge for data egress from Azure (that's exclusive to education customers).

Azure Cost Management: Built in tools to manage/predict costs and optimize/save money.

Partnership with RedHat – integrated support for RedHat solutions on Azure.

Partnership with Oracle – interoperability between **Oracle Databases in OCI, Azure**. Move to cloud with optimized Oracle licensing and best-in-class Azure services.

Partnership with VMware - Dell Technologies and Microsoft will deliver a fully native VMware based cloud infrastructure solution on Microsoft Azure.

How Microsoft can help

Let's have a deeper discussion about your journey to Azure.

- Datacenter Migration
- Windows Server on Azure
- Linux on Azure
- SAP on Azure
- Azure Stack
- Transactional Apps
- Security and Management
- Business Continuity Disaster Recovery
- High-performance Computing
- Application Modernization
- DevOps
- AI Apps and Agents

Keep up to date on your Azure skills as you migrate

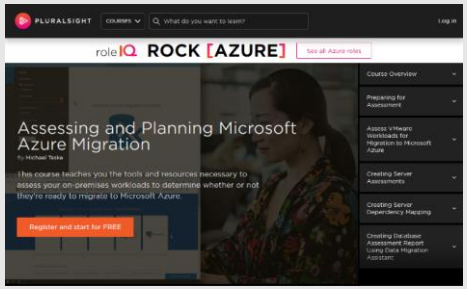
Microsoft.com/Learn

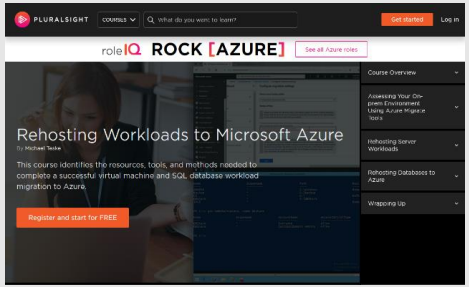
Build skills quickly

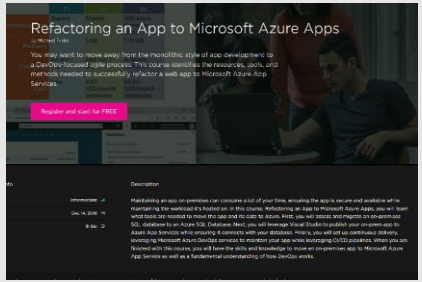
Measure Azure skill proficiency

Role based certification & training

Free migration course
aka.ms/migrationresources







EMPOWER EVERY STUDENT ON THE PLANET TO **ACHIEVE MORE**

Welcome to
The Foresters Arms
Lunch
Software2
Software2

CURIOSITY CREATES

A BETTER WORLD

Losing Control and Loving It: Our Journey to AppsAnywhere

Presented By

Paul Hiles, Stephen Hunt, and Graydon Smith.

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WHO WE ARE

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CURIOSITY CREATES

Paul Hiles
Manager, Support Services

Stephen Hunt
Senior Director, IT & Facilities

Graydon Smith
Manager, Systems & Development

THE PAST SEEMS SO FAR AWAY

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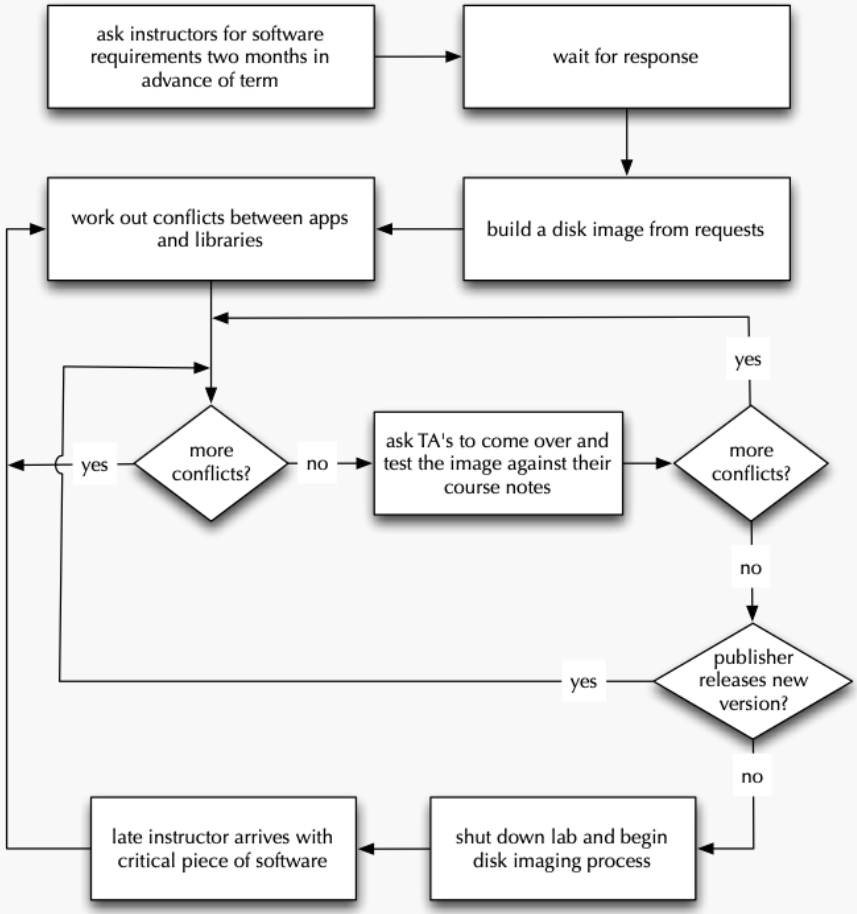
In the beginning... labs of physical computers

- On-site maintenance requirements
- Engineering software + many programs = VERY large images
- Frequent rip+replace to keep resources on par with software needs
- You had to be in the room to use the software
- And the dreaded "disk imaging cycle of pain"...

THE PAST SEEMS SO FAR AWAY



THE PAST SEEMS SO FAR AWAY

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But labs had advantages as well.

- Lots of CPU's / memory / hard drive space to utilize
- Students didn't HAVE to bring a laptop

THE PAST SEEMS SO FAR AWAY

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So, onto virtual desktops.

- Improve ability to respond to requests for software adds/updates
- Reduce conflicts between software
- Eliminate time spent imaging drives
- Ability to access remotely
- Reduced lifecycle costs
- Nearly eliminated desktop support in 24x7 labs

THE PAST SEEMS SO FAR AWAY

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BUT...

- Performance challenges
- Network pressure
- Perception
- Students want to use "their computer" - BYOD
- Department Heads want to reduce the space taken up by computer labs
- New active learning classrooms typically have no computers in them at all, and rely primarily on WiFi

SO HERE WE ARE

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Virtual Software Distribution

- Take advantage of all those CPU cycles being brought to campus each year (although not publicly)
- Allow users of non-Windows computers to participate fully
- License management with flexibility
- Lose control again, but in a controlled manner
- Mimic the familiar "app store" model

THE LAST SIX MONTHS

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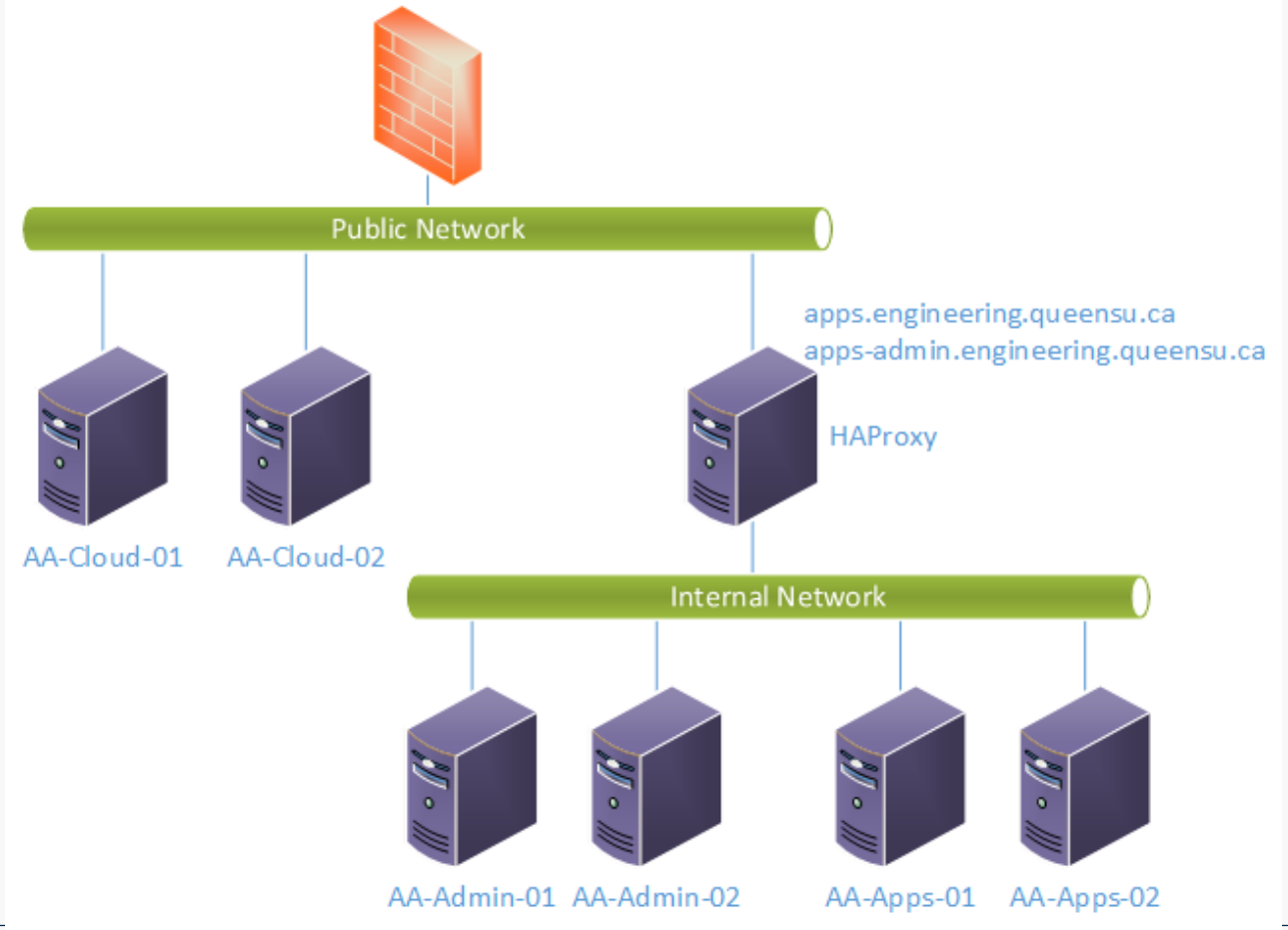
Drinking from the Software2 firehose

		App Count
Apr 15	Implementation Kick-off Meeting	0
Apr 29	Pre-Installation Call	0
Jun 3-5	Installation and On-Site Training	0
Jun 6	Begin VDI and RDS Connection testing	
Jul 16	Official App Request Process	
Jul 24	Software2 Best Practices Workshop	
Aug 8	Parallels	
Sep 5	Term Starts	
Oct 8	The Real Parallels	
Today		

On-Site Installation June 3



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VDI and RDS Configuration

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Need Non-Windows Device Support

Horizon VDI

- Not what was expected
- Licensing

Native RDS

- Works
- Authentication issues
- Not overly flexible
- Licensing

Not making much progress

THE LAST SIX MONTHS

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Application Request Process

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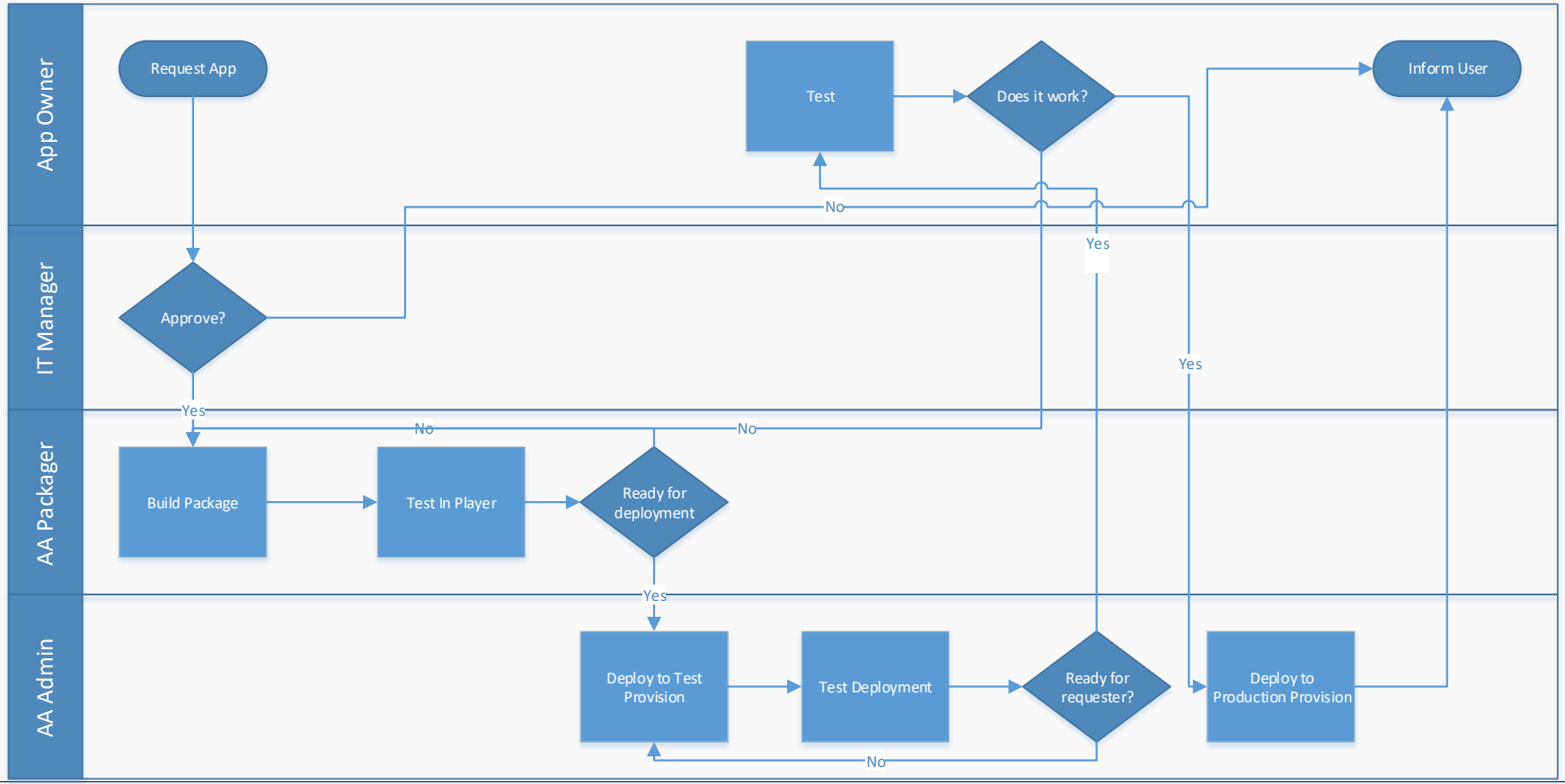

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Parallels

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Horizon VDI

- Not what was expected
- Licensing

Native RDS

- Works
- Authentication issues
- Not overly flexible
- Licensing

Parallels

- Easy
- Flexible
- Possibilities elsewhere

Trial Parallels Install

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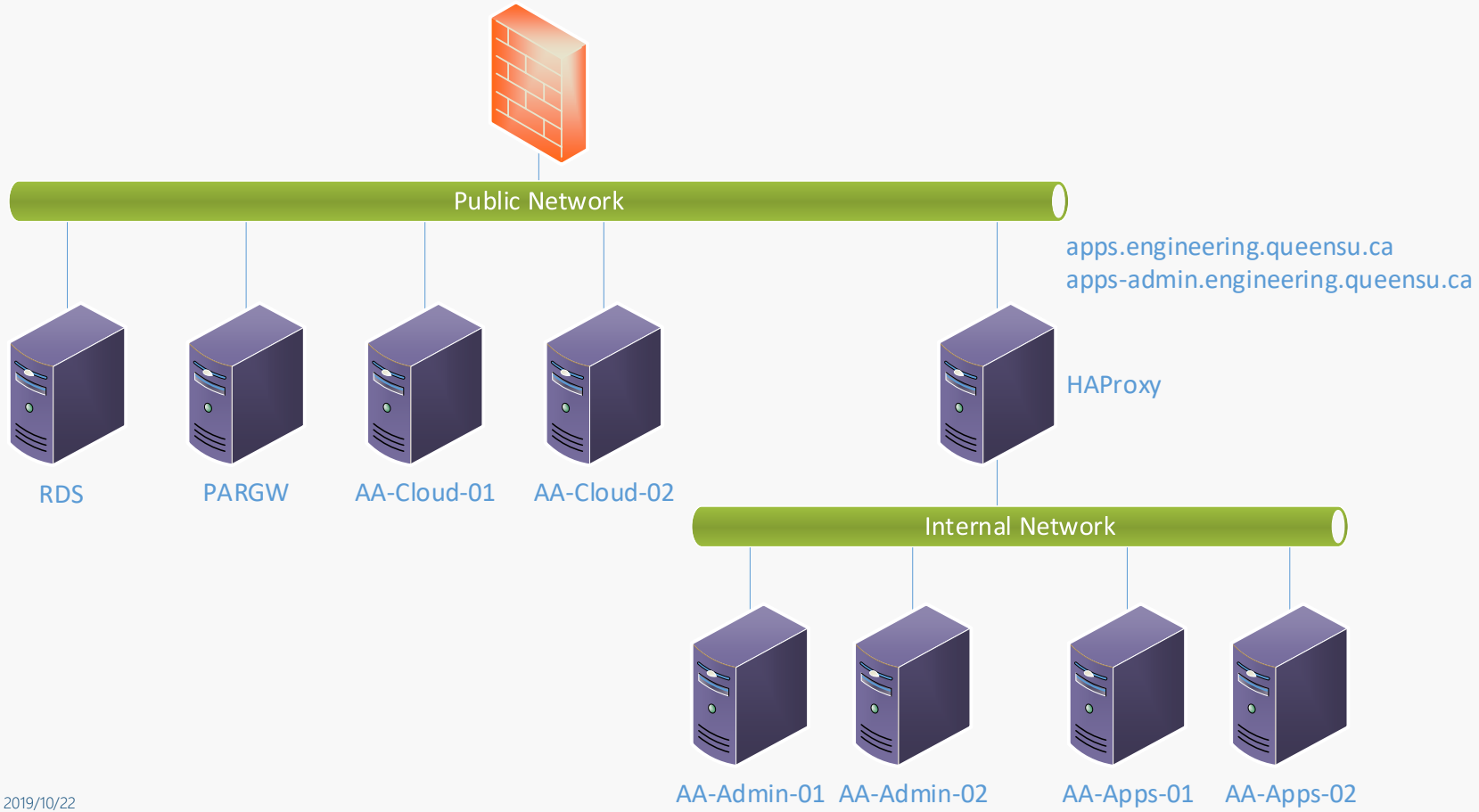

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Term Starts

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App-a-palooza

- August 8 to September 5
- All hands on deck

Game day

- September 5
- APSC 143 Codelite
- 3 sections of 250 students
- 500 MB package
- Wifi only classroom

Parallels Scaling

- Still running a trial

Start of Term App Count

97

THE LAST SIX MONTHS

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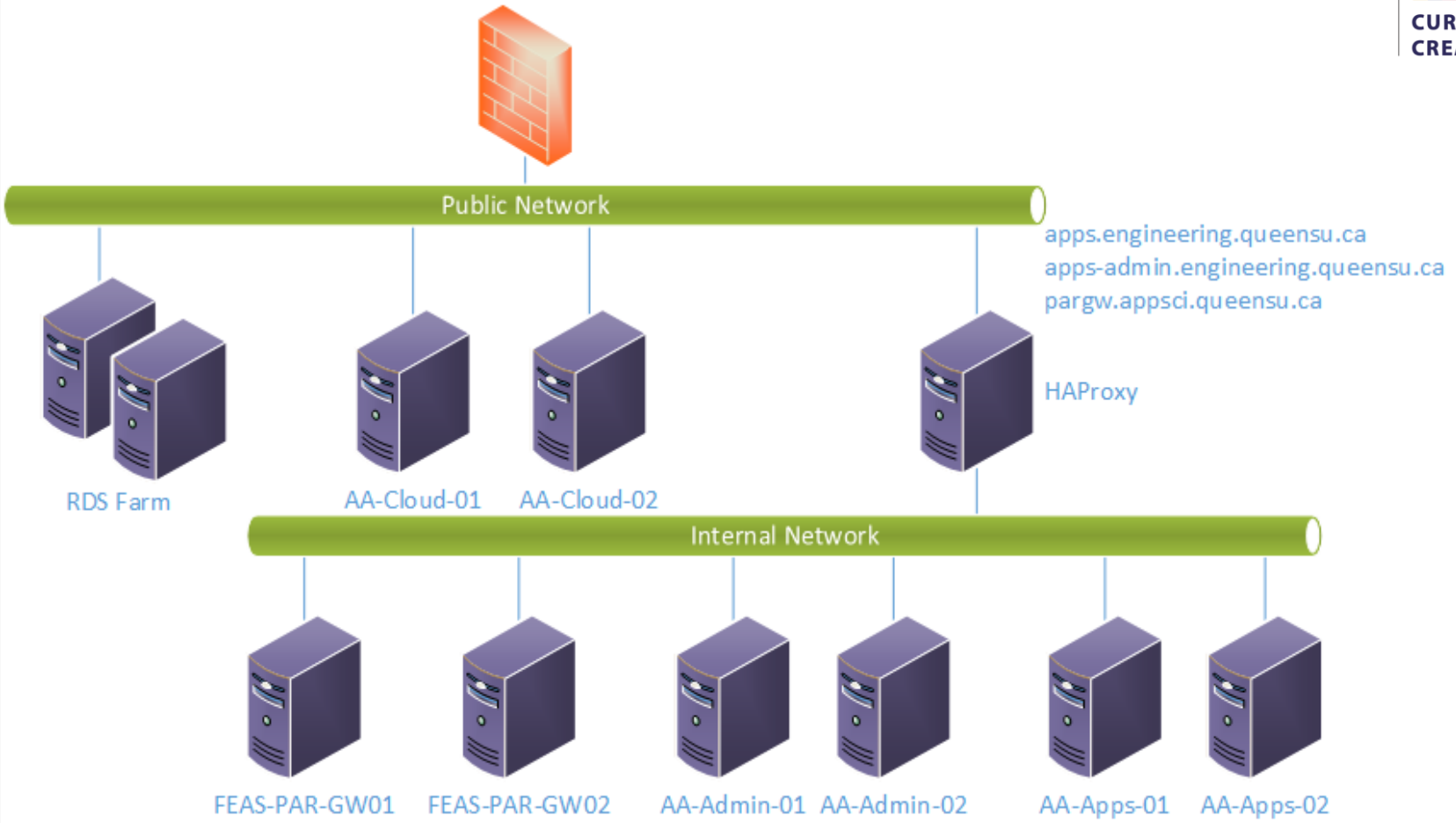
Today		

Real Parallels Install



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Today		114

THANK YOU

See where curiosity can lead you at
engineering.queensu.ca/curiositycreates

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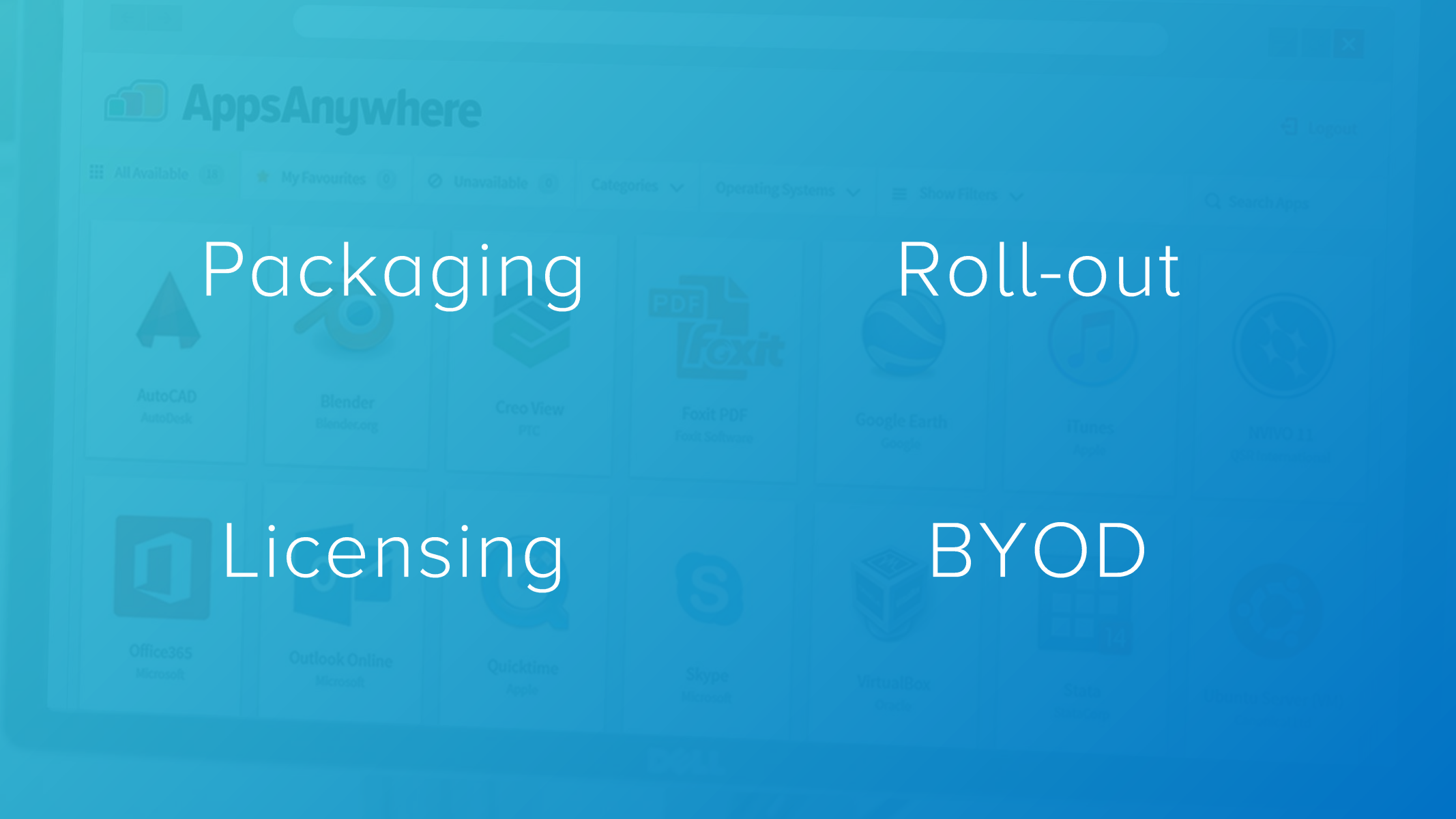
Pause for
feedback

Breakout sessions


Packaging
Roll-out
Licensing
BYOD

Open forum

Questions and answers

Software2 and Customers

Thank you!

Sheridan College

22nd October 2019