# Agenda

01 **What is Evergreen IT?**

02 **How does it affect your organization?**

03 **How can Evergreen IT = Business value?**

04 **How do we sell it to our businesses?**

05 **What can you do now?**

06 **Q & A**

juriba

Evergreen IT Definition

"... **running services comprised of components that are always up to date**. Evergreen IT encompasses not only the services at the user level but all of the underlying infrastructures, whether on-site or outsourced. Many organizations believe that Evergreen IT holds promise for reducing the resources and energy they need to expend on providing the up-to-date and flexible services that their users are demanding."

- Hardware Lifecycle
- OS Lifecycle
- Apps Lifecycle
- Platform Lifecycle

Digital Workplace = Evergreen IT Management
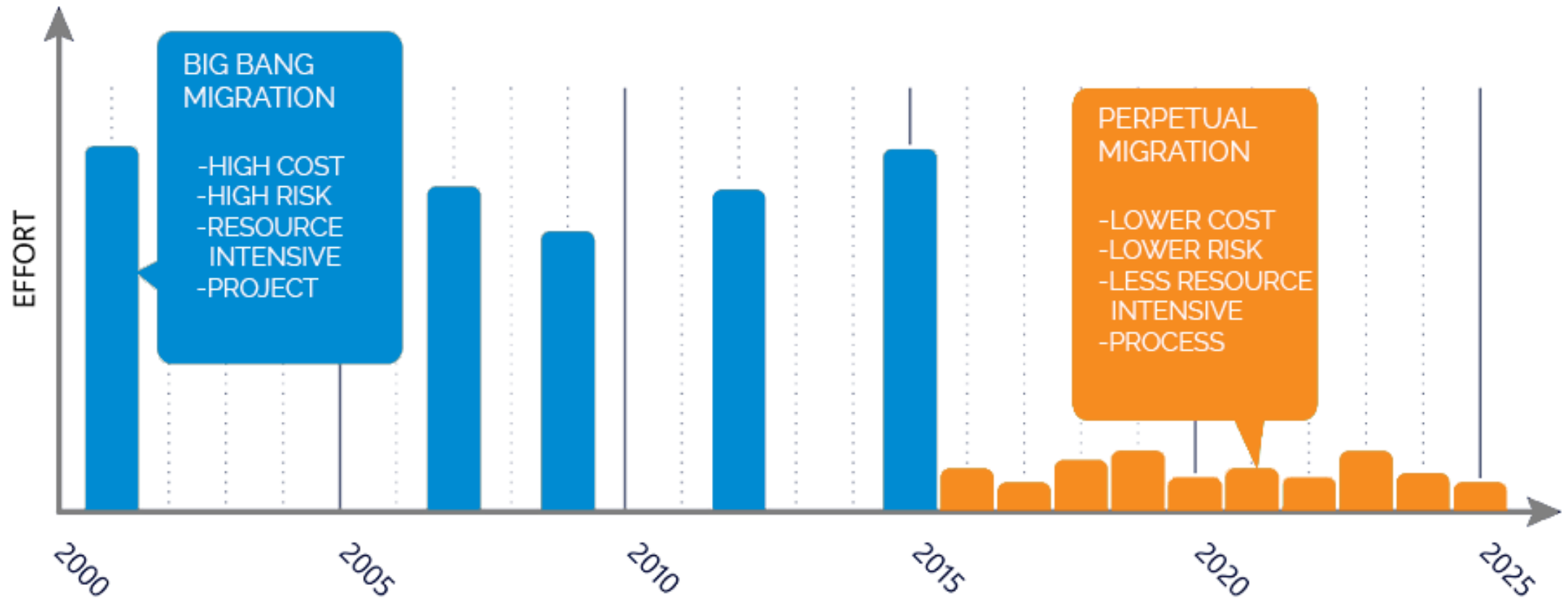
The Old World
- Previous IT migrations were 'Big Bang' projects
- Lack of ongoing technology lifecycle management
- OS Lifecycle 8-10 years / Office Lifecycle 5-7 years
- Projects established as one-time events

The New World
- Complex, hybrid IT environments are the norm
- Microsoft is driving perpetual change velocity
- Technology lifecycles are reducing
- OS / App / HW lifecycle automation is critical

We need to tell the Evergreen IT story…

Why Should Your Executive Care About Evergreen IT?

Challenge #1 – Reducing time spent on routing tasks and working across multiple systems
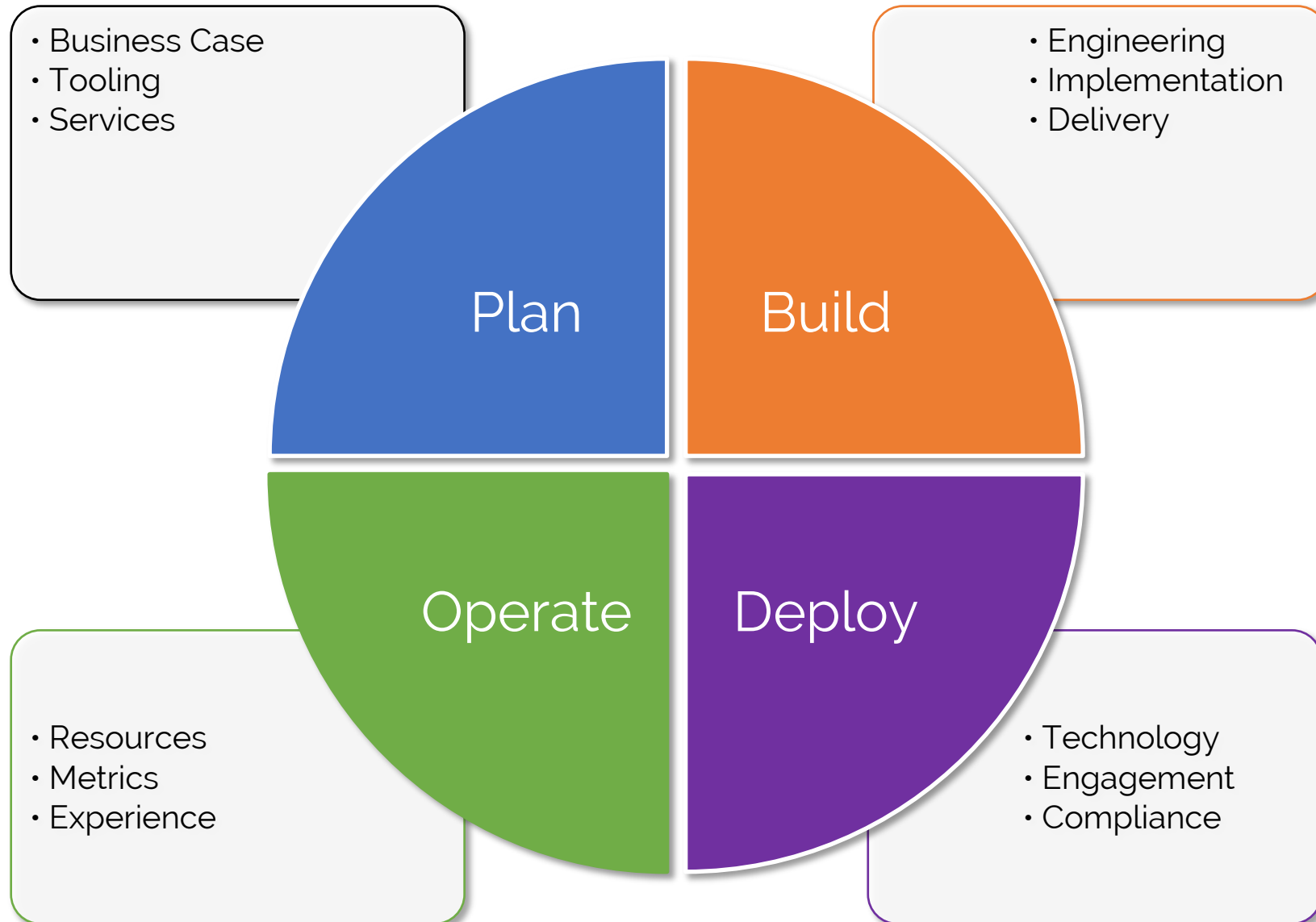
Challenge #2 – Improving both IT, compliance and limiting exposure to risk

Challenge #3 – Ensuring maximum end-user uptime and productivity

Challenge #4 – Minimizing hardware, software and other IT costs

• Business Revenue   • Cost Efficiency   • Risk Mitigation

Juriba's Evergreen IT Framework

- Business Case
- Tooling
- Services

- Engineering
- Implementation
- Delivery

Plan

Build

Operate

Deploy

- Resources
- Metrics
- Experience

- Technology
- Engagement
- Compliance

Evergreen IT Management Costs

juriba

Market Data:
Gartner quoting $43 - $77 per PC per annum
to manage WaaS. Estimate ~$90 - $150
per PC for full device lifecycle management

Traditional

Accelerated

Savings Opportunity

Savings Opportunity

Chart axis values: 250, 200, 150, 100, 50, 0

X-axis labels: Staffing Team, Decide Tooling, Discovery, Rationalization, Assessment, Target State Identify, Command & Control, End-User Engagement, Deploy Orchestration, Reporting

The Old World
- Dedicated budgets for project work
- Project teams with specific roles and responsibilities
- Project frameworks for delivery and PMO
- Non-strategic or repeatable processes

The New World
- No specific budget for lifecycle management
- BAU teams given responsibility to manage updates
- No project methodology / tooling in place
- Automation is critical to perform project tasks

To Communicate IT's Value Leaders Must Know What Business Executives Care Most About!

Business Value Of Evergreen IT Management

Always Up To Date = Tighter Security

IT As-A-Service = Minimal Shadow IT

Increased Compliance = Lower Risk

Automation = Lower Cost & Time

Fewer IT Issues = Greater Productivity

Reduced Security Risk
Lower risk of security breach
Products kept to N-x lifecycle for latest features

Reduced Service Cost
Better IT control
Hybrid mix of business agility and IT management

Risk Mitigation
Knowing where you are, immediately
Knowing what to do when the next big thing hits

Repeatability
Common and consistent change methodology
Simple tasks automated to reduce time and cost

Understanding User Experience
Building user experience engine
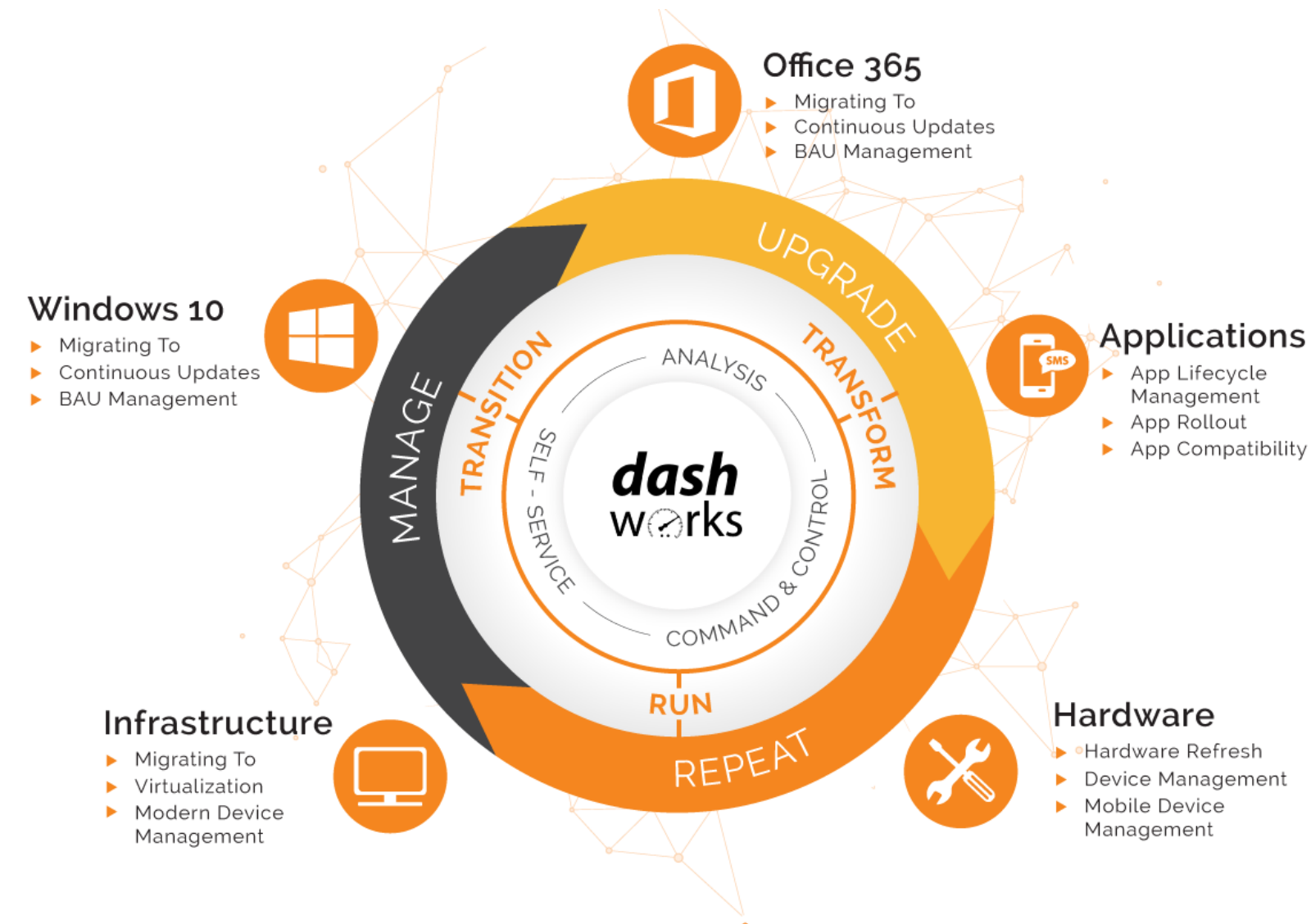Better and consistent end user engagement

The Journey To Evergreen IT

- Large enterprises are investigating Windows 11 whilst many adopters of Windows 10 are stuck on old, unsupported versions

- Evergreen IT is a fast emerging, substantial new market evolution. Only now, in 2022 is it becoming a hot topic for service integrators, software companies and hardware vendors

- Evergreen IT will transform customer and internal IT relationships – more sticky and recurring revenues with ongoing upsell opportunities

- Increasing numbers of Service Integrators are working with Juriba on their Evergreen IT managed services offering

- The volume of change and disruption is becoming a serious issue for most organizations. Collision detection, cost, risk and end user experience are common symptoms of poorly managed Evergreen IT estates

- Automated application testing and packaging tools coming to market to drive efficiency and accelerate both project and BAU initiatives.

The Journey

2015-2023 Transformation
- Windows 11
- Office 365
- Virtualization
- MDM

2020-2022 End User Experience
- Performance
- Automation
- Pro-active IT
- Self-Service

2021+ Evergreen IT
- Windows Servicing
- Device Lifecycle
- Apps Lifecycle
- Platform Lifecycle

juriba

Evergreen IT Use Case Scenarios

Office 365
▸ Migrating To
▸ Continuous Updates
▸ BAU Management

Windows 10
▸ Migrating To
▸ Continuous Updates
▸ BAU Management

Applications
▸ App Lifecycle Management
▸ App Rollout
▸ App Compatibility

Infrastructure
▸ Migrating To
▸ Virtualization
▸ Modern Device Management

Hardware
▸ Hardware Refresh
▸ Device Management
▸ Mobile Device Management

Use Cases

- Windows 10 -> 11 Migration
- Windows 10/11 Servicing Upgrades
- Hardware Refresh
- Application Packaging / Testing
- MDM Transformation (InTune, MSIX)
- Mobile Device Refresh
- Application Upgrades (e.g. MS Office)
- New Application Rollouts (e.g. Teams, Yammer, Productivity Tools)
- Virtualization Projects
- S/W & H/W Asset Lifecycle Management
- Software Usage Re-Certification
- Mergers & Acquisitions
- BAU Reporting

juriba

How Are Your Delivery Teams Managing Today?

1. **Hardware lifecycle / DaaS**
2. **Software lifecycle**
3. **OS lifecycle**
4. **Platform lifecycle**
5. **BAU change initiatives**

...and what is it costing you?

juriba

Juriba's Evergreen IT Maturity Model

L5 - Mature

L4 - Proactive

L3 - Repeatable

L2 - Engage

L1 - Reactive

	L1 - Reactive	L2 - Engage	L3 - Repeatable	L4 - Proactive	L5 - Mature
	Most aspects of lifecycle management happen reactively and manually with teams of resource	Lifecycle is managed through systems with some end user engagement but the processes are still manual	Lifecycle is managed in repeatable ways through a combination of systems and well-understood processes. There are standards across the organisation for how Evergreen IT initiatives are managed. End-user engagement is automated.	Lifecycle management is pro-actively initiated by systems or automated exception lists. The processes are repeatable and end-user engagement is automated. IT teams are still responsible for the co-ordination and scheduling of rollouts and readiness tasks are managed manually. The organisation is able to understand workload and progress.	Lifecycle management is almost entirely automated. Hardware refreshes are triggered automatically. OS updates are deployed in waves once automated testing is complete. Applications are held at N-1 with fast and simple execution of rollout plans. Platforms are automatically chosen for users based on their role personas and usage profile. The IT estate is fully understood, managed and exceptions remediated quickly.
H/W	Many devices past end of life and usefulness. End-users contacted manually	Many devices past end of life and usefulness. End-users engaged proactively but processes manual	A strong refresh process is in place with end user engagement on a manual basis.	Devices are flagged for refresh automatically and end users engaged in a semi-automated process	Devices are flagged for refresh automatically and the process is automated with full end user comms
Apps	Application sprawl is prevalent. Applications are not kept in support or maintenance cycles	Application sprawl prevalent but application owners documented. App Management is manual.	Applications are managed with invesntory and application owners. Updates are reactive but managed	Applications are automatically flagged as end of life and processes defined for updating / retiring	Applications are automatically managed with automated packaging / testing / deployment for N-1
Platform O/S	Operating systems are unsupported and at risk of security attack	Operating systems are often behind N-1 because of a lack of process to manage the device upgrades	Operating systems are managed in waves that are understood with manual application testing	Operating systems are flagged automatically for update and placed into deployment rings	Operating systems are automatically updated once automated app smoke testing is complete – velocity driven
	Platforms are old and not updated. Organisation is not taking advantage of new technologies	Platforms are managed but generally behind the latest versions and upgraded only when required	Platforms are updated regularly as new releases are made. Each one is a separate project.	Platforms get updated as the new releases come out. IT is testing ahead of the release.	Platforms are chosen automatically and users moved based on persona and profile. Systems always at N-0.

juriba

What Can You Do Now To Begin Your Evergreen IT Journey?

Change the way you think about managing end user IT. This is a cultural change.

Define your Evergreen IT strategy and get business buy-in

Budget and create a function in BAU with responsibility for managing Evergreen IT. Create a roles and responsibilities matrix to show who needs to do what and when to remain in cycle

Define your end to end timelines and workflow for each Evergreen IT service

Put tooling in place to support your repeatable process
Continual Assessment (Discovery/Inventory/Applications/Hardware/Lifecycle)
End To End Process Support (Who, What, Where & When)
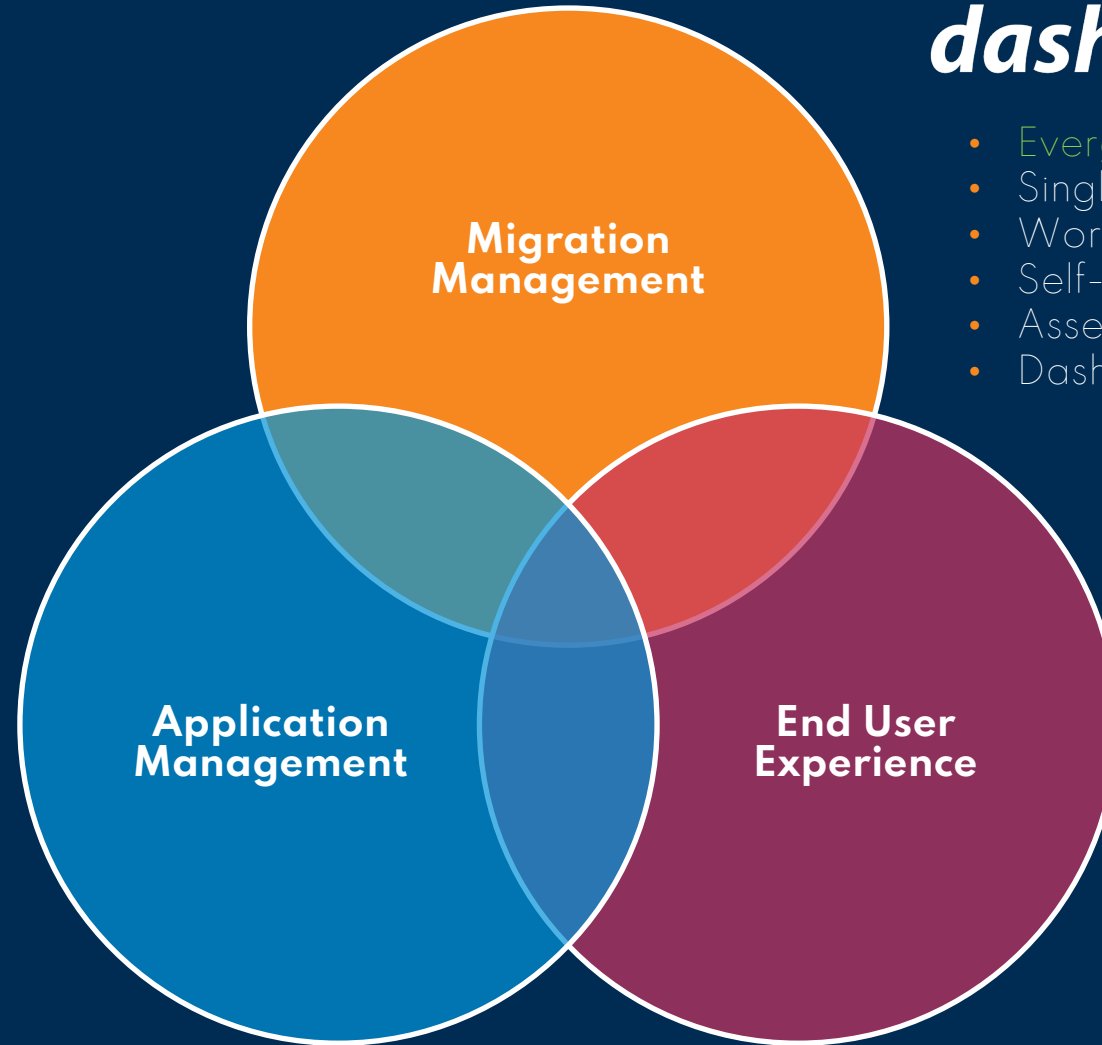Application Testing & Remediation Workflow
Self-Service Deployment (Capacity Constrained)

- People
- Process
- Technology

juriba

Juriba's **Evergreen IT** Automation Platform

On-premise or Cloud

dashw⊙rks

- Evergreen IT Air Traffic Control
- Single Pane of Glass Reporting
- Workflow Automation & Orchestration
- Self-Service Scheduling
- Asset Readiness Tracking
- Dashboards & Insights

Migration Management

Application Management

End User Experience

app **M**

- Application Smoke Testing
- Application Packaging
- Automated Workflow
- Functional App Testing
- Multi-Format Re-Packaging

UXM

- Agent-based Collectors
- End User Experience Scoring
- Performance Monitoring
- Application Analytics
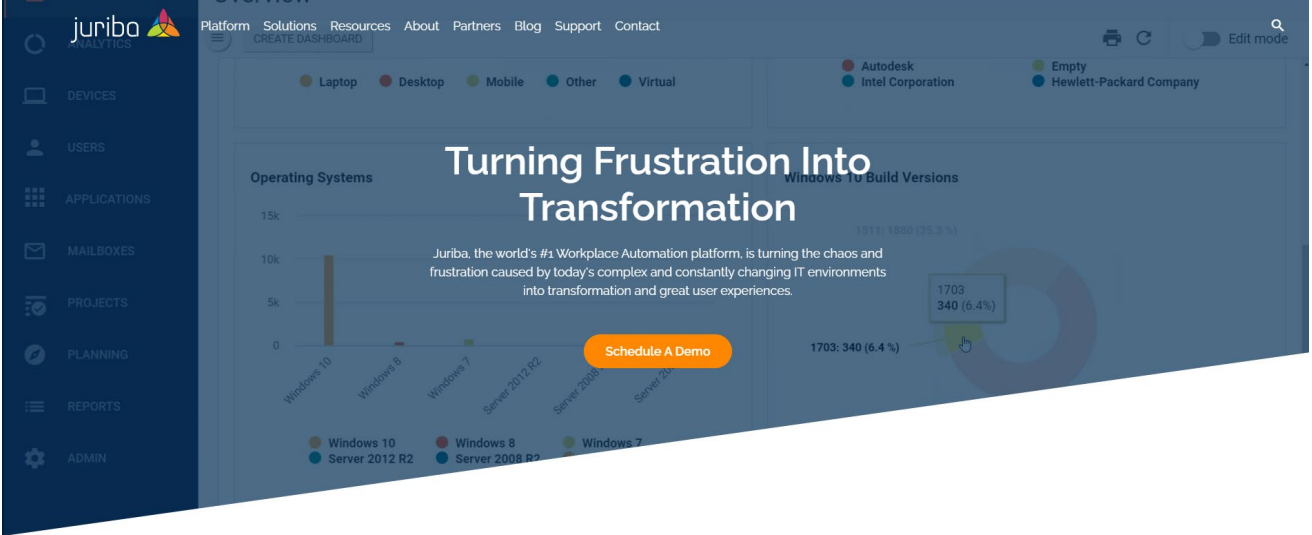- Synthetic App Testing
- Real-time Reporting

Modules Available Standalone As Required

juriba

What To Do Next?

Visit the Juriba booth to see how Evergreen IT can be managed more effectively in your organisation

Look out for Juriba's Evergreen IT 360 Assessment (summer 2022) on the web site.

Read the Evergreen IT best practices on the web site

www.juriba.com