



# **ITMS 8.5 Workspaces Deep Dive**



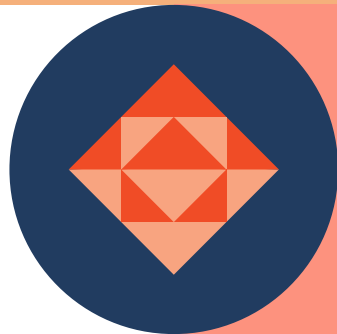
# ITMS 8.5 WORKSPACES



MODERNIZATION



PRODUCTIVITY



SIMPLICITY

# Modern UI Workspaces



## Optimized user experience

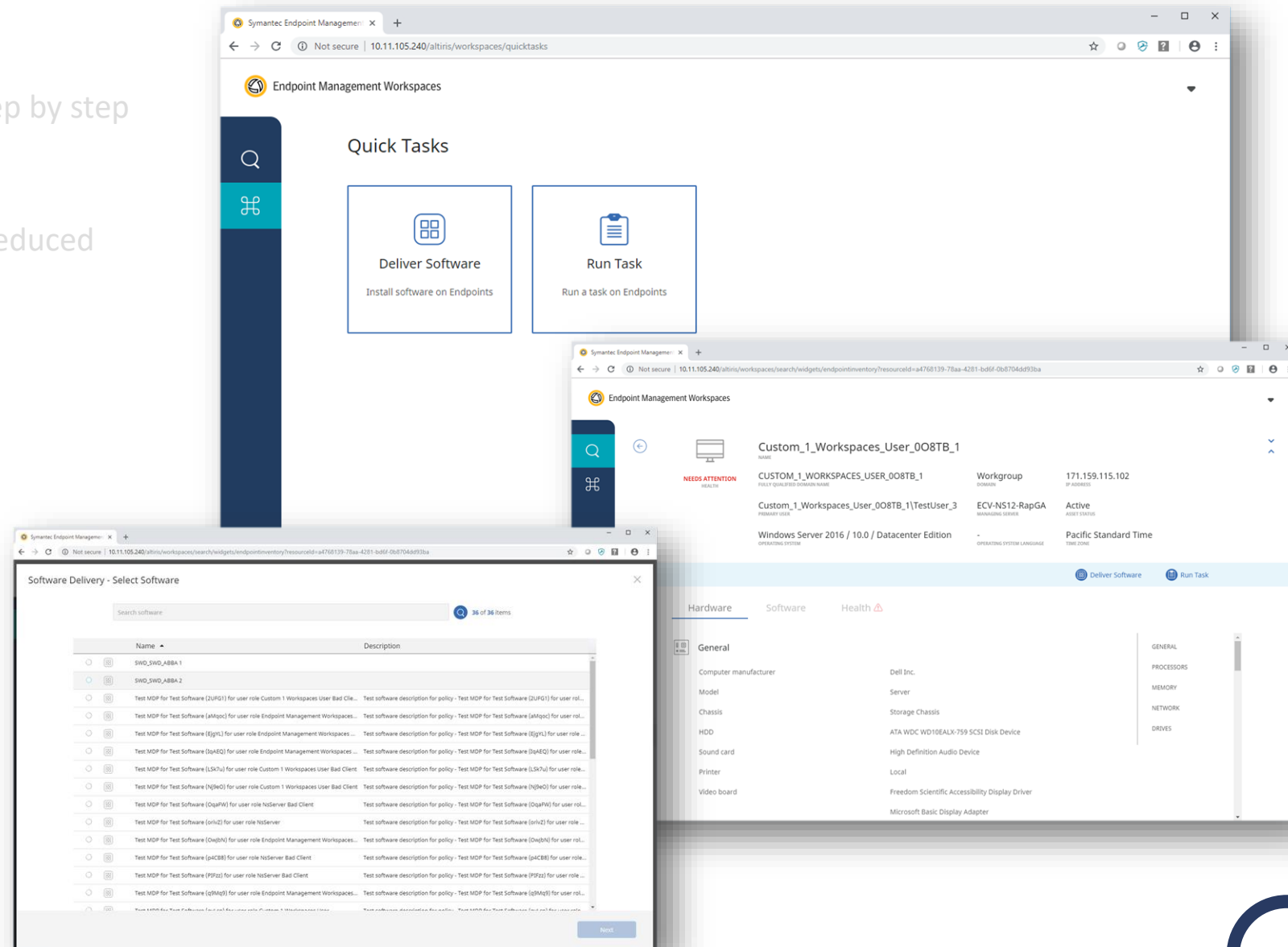
- Brand new additional UI experience with step by step flows for common frontline admin tasks
- Users only see what they need for their role
- Reduced number of screens and clicks has reduced task completion time by over 70%

## Easy to learn and use

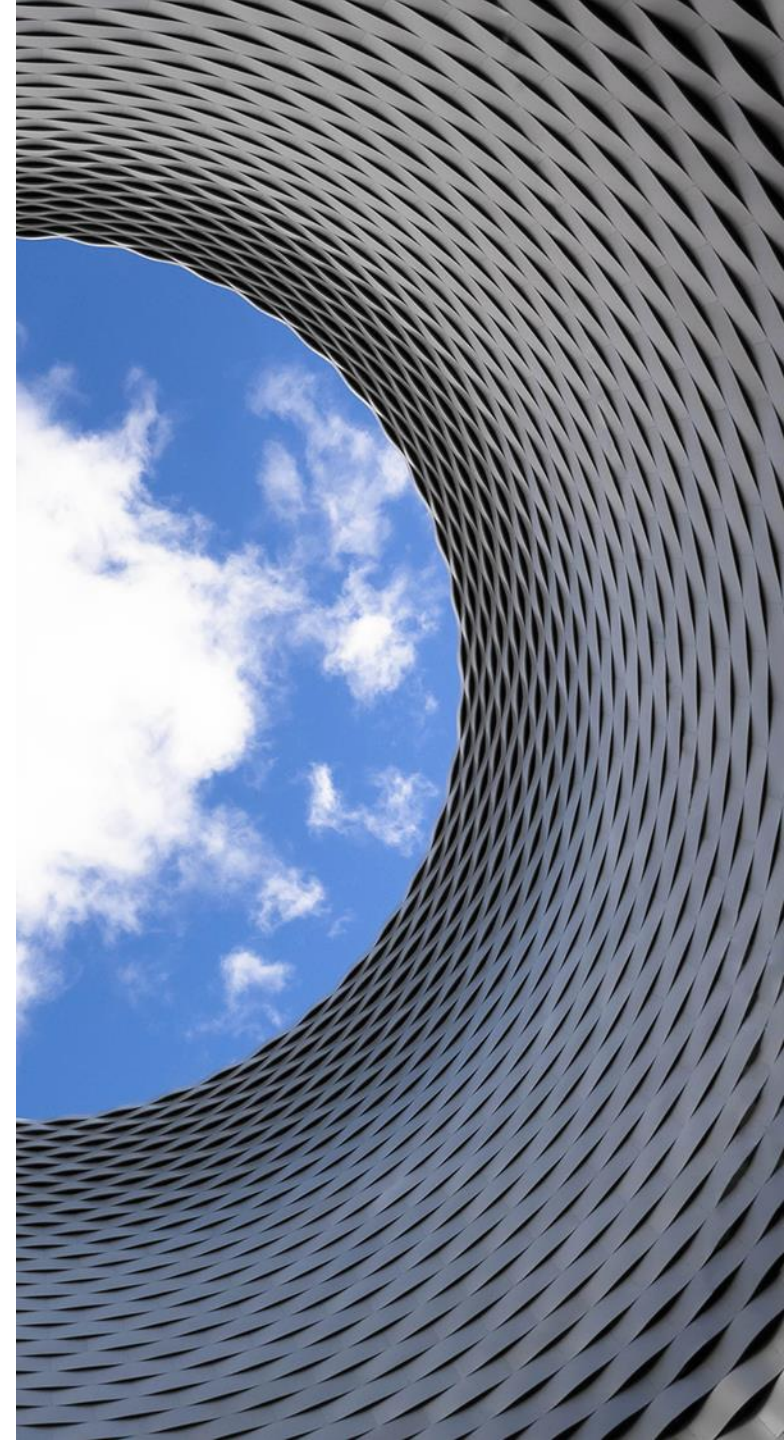
- Minimal if any training needed
- Designed to eliminate user mistakes
- Simple and fast searching in most screens

## Improved user flexibility and agility

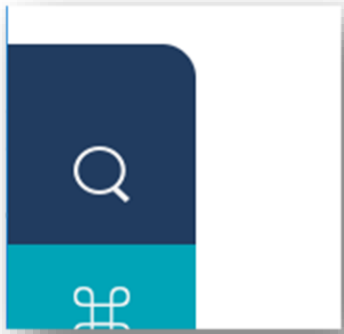
- Browser agnostic, no plugins required
- Access from any device, including Mac OS
- Obeys scoped resource permissions, users can only see what they have access to



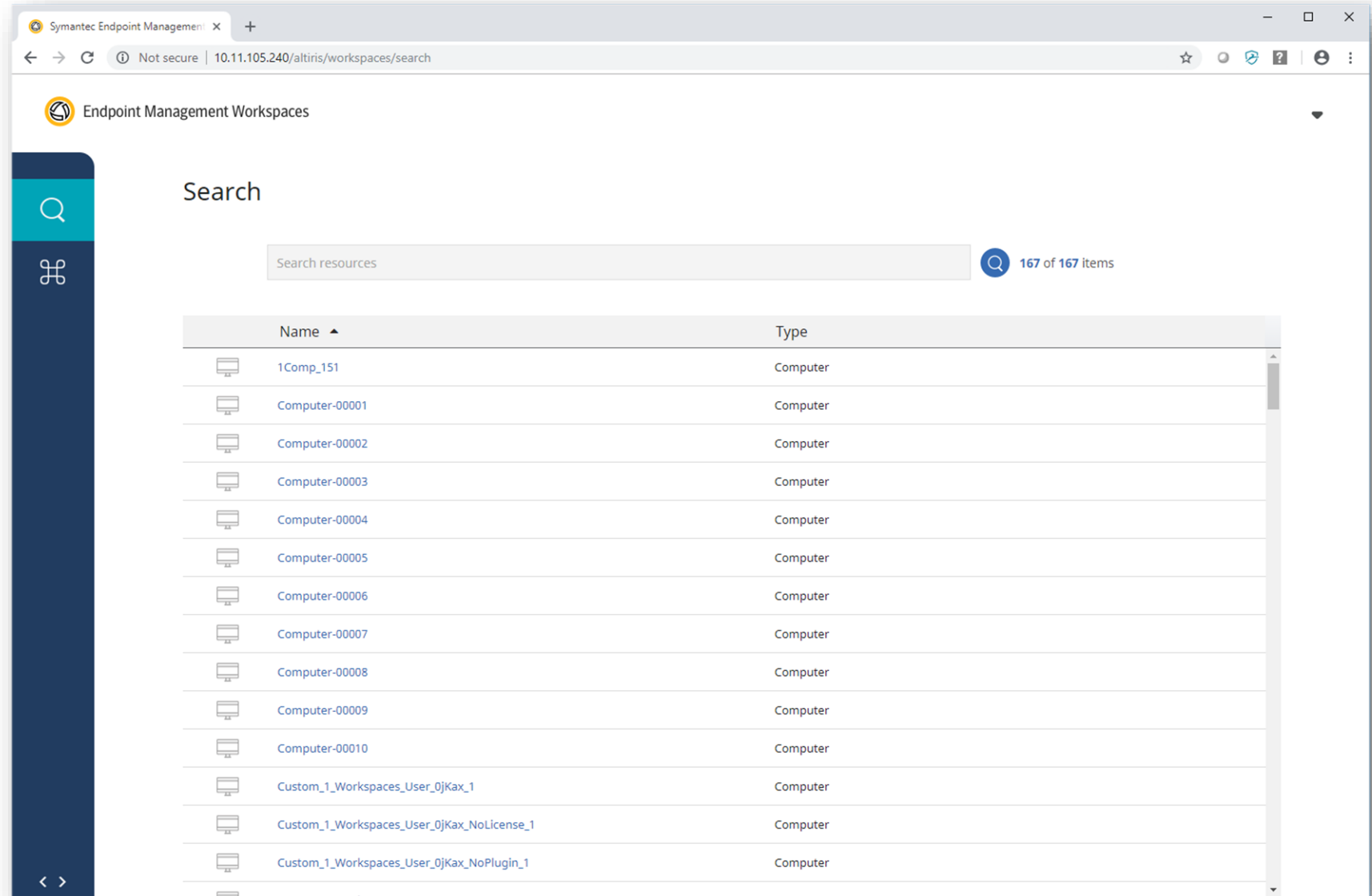
# Inventory



# Modern UI Workspaces - Search


















- Search easily found on the left bar
- Relaxed, easy to use search
- Fast results



Symantec Endpoint Management Workspaces

## Search

Search resources  167 of 167 items

Name	Type
 1Comp_151	Computer
 Computer-00001	Computer
 Computer-00002	Computer
 Computer-00003	Computer
 Computer-00004	Computer
 Computer-00005	Computer
 Computer-00006	Computer
 Computer-00007	Computer
 Computer-00008	Computer
 Computer-00009	Computer
 Computer-00010	Computer
 Custom_1_Workspaces_User_0jKax_1	Computer
 Custom_1_Workspaces_User_0jKax_NoLicense_1	Computer
 Custom_1_Workspaces_User_0jKax_NoPlugin_1	Computer

# Modern UI Workspaces - Inventory



The screenshot shows the Symantec Endpoint Management console. The top navigation bar includes a search icon, a back arrow, and a monitor icon with a red 'NEEDS ATTENTION' label. The main content area displays the following information:

NAME	Workgroup	IP ADDRESS
CUSTOM_1_WORKSPACES_USER_008TB_1	ECV-NS12-RapGA	171.159.115.102
CUSTOM_1_WORKSPACES_USER_008TB_1\TestUser_3	Active	ASSET STATUS
Windows Server 2016 / 10.0 / Datacenter Edition	Pacific Standard Time	TIME ZONE

Below the summary, there are two tabs: 'Hardware' and 'Software'. The 'Hardware' tab is selected, showing a list of hardware components and their details. The 'Software' tab is also visible. The 'Health' tab is marked with a red triangle. The right sidebar contains a list of quick links to various sections: GENERAL, PROCESSORS, MEMORY, NETWORK, and DRIVES. The bottom of the page features a navigation bar with a search icon, a back arrow, and a monitor icon with a red 'NEEDS ATTENTION' label.

Current agent health status clearly displayed under icon for easy reference (it's clickable too!)

Icon indicates device type

Basic inventory easily available at the top of the page

Deliver software or run a task on selected device easily using the actions bar

Hardware, Software, and agent health information available

Quick links to sections on the page

# Modern UI Workspaces – Software Inventory



The screenshot displays the Symantec Endpoint Management Workspaces interface. The top navigation bar includes a search icon, a workspace icon, and the workspace name "Custom\_1\_Workspaces\_User\_008TB\_1". Below this, a table lists system details: NAME, WORKSPACES\_USER\_008TB\_1, DOMAIN, Workgroup, 171.159.115.102, IP ADDRESS, spaces\_User\_008TB\_1\TestUser\_3, ECV-NS12-RapGA, Active, ASSET STATUS, 2016 / 10.0 / Datacenter Edition, OPERATING SYSTEM LANGUAGE, and Pacific Standard Time, TIME ZONE. Below the table are buttons for "Deliver Software" and "Run Task".

The main content area has three tabs: "Hardware", "Software", and "Health". The "Software" tab is active, showing a search bar with the text "Search software" and a magnifying glass icon. To the right of the search bar, it says "60 of 60 items". Below the search bar is a table with the following columns: Name, Company, Version, and Installation Date.

Name	Company	Version	Installation Date
WinZip 14.5 English	WinZip Computing, S.L.	14.5.9095	11/05/2011 00:00:00
Windows XP Service Pack 3	Microsoft	20080414.031525	20/03/2012 00:00:00
Windows Imaging Component 3.0.0.0	Microsoft	3.0.0.0	11/05/2011 00:00:00
Windows Genuine Advantage Validation Tool (KB892130)	Microsoft	1.7.0069.2	09/01/2012 00:00:00
Windows Genuine Advantage Validation Tool (KB892130)	Microsoft		09/01/2012 00:00:00
Winamp (remove only)			11/05/2011 00:00:00
VNC Free Edition 4.1.1	RealVNC Ltd.	4.1.1	11/05/2011 00:00:00
VMware Tools 9.4.5.1734305 English	VMware, Inc	9.4.5.1734305	05/06/2014 00:00:00
STAF 3.4.0.0		3.4.0.0	05/05/2011 00:00:00

Four callout boxes provide additional information:

- "See installed Software on the Software Tab" points to the "Software" tab.
- "Search for installed SW" points to the search bar.
- "Check the version and install date" points to the "Version" and "Installation Date" columns.



# Modern UI Workspaces – Agent Health Inventory



The screenshot displays the Symantec Endpoint Management Workspaces interface. The top navigation bar shows the workspace name 'Custom\_1\_Workspaces\_User\_008TB\_1'. Below this, a table lists various system details for the workspace, including its name, workgroup, IP address, managing server, asset status, operating system language, and time zone. A yellow callout bubble points to the 'Health' tab in the left sidebar, stating 'See agent health on the Health Tab'. The 'Health' tab is selected, showing a section for 'Overall Health' with a red warning icon. This section lists four items: 'Agent communication' (No connection for 5 days), 'Configuration requests' (No requests for 6 days), 'Basic inventory' (No basic inventory for 7 days), and 'Agent version' (Up-to-date). A second yellow callout bubble points to the 'Overall Health' section, stating 'See overall health status'. Below the 'Overall Health' section is a 'Plug-in Versions' section, which lists four agents and their versions: 'Altiris Client Task Agent' (8.5.3073), 'Altiris Client Task Scheduling Agent' (8.5.3073), 'Altiris Inventory Agent' (8.5.3041), and 'Inventory Rule Agent' (8.5.3073). A third yellow callout bubble points to this section, stating 'Check plugin versions, a common cause for agent issues'. The interface also includes a 'Deliver Software' button and a 'Run Task' button.

NAME	Workgroup	IP ADDRESS
Custom_1_Workspaces_User_008TB_1	171.159.115.102	
TestUser_3	ECV-NS12-RapGA	Active
Operating System Language	Pacific Standard Time	

**Overall Health**

- Agent communication: No connection for 5 days
- Configuration requests: No requests for 6 days
- Basic inventory: No basic inventory for 7 days
- Agent version: Up-to-date

**Plug-in Versions**

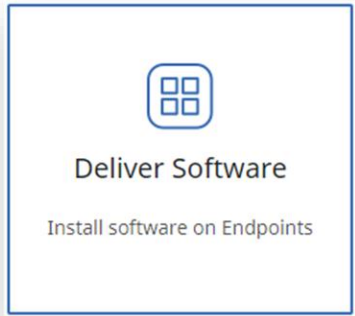
Agent Name	Version
Altiris Client Task Agent	8.5.3073
Altiris Client Task Scheduling Agent	8.5.3073
Altiris Inventory Agent	8.5.3041
Inventory Rule Agent	8.5.3073



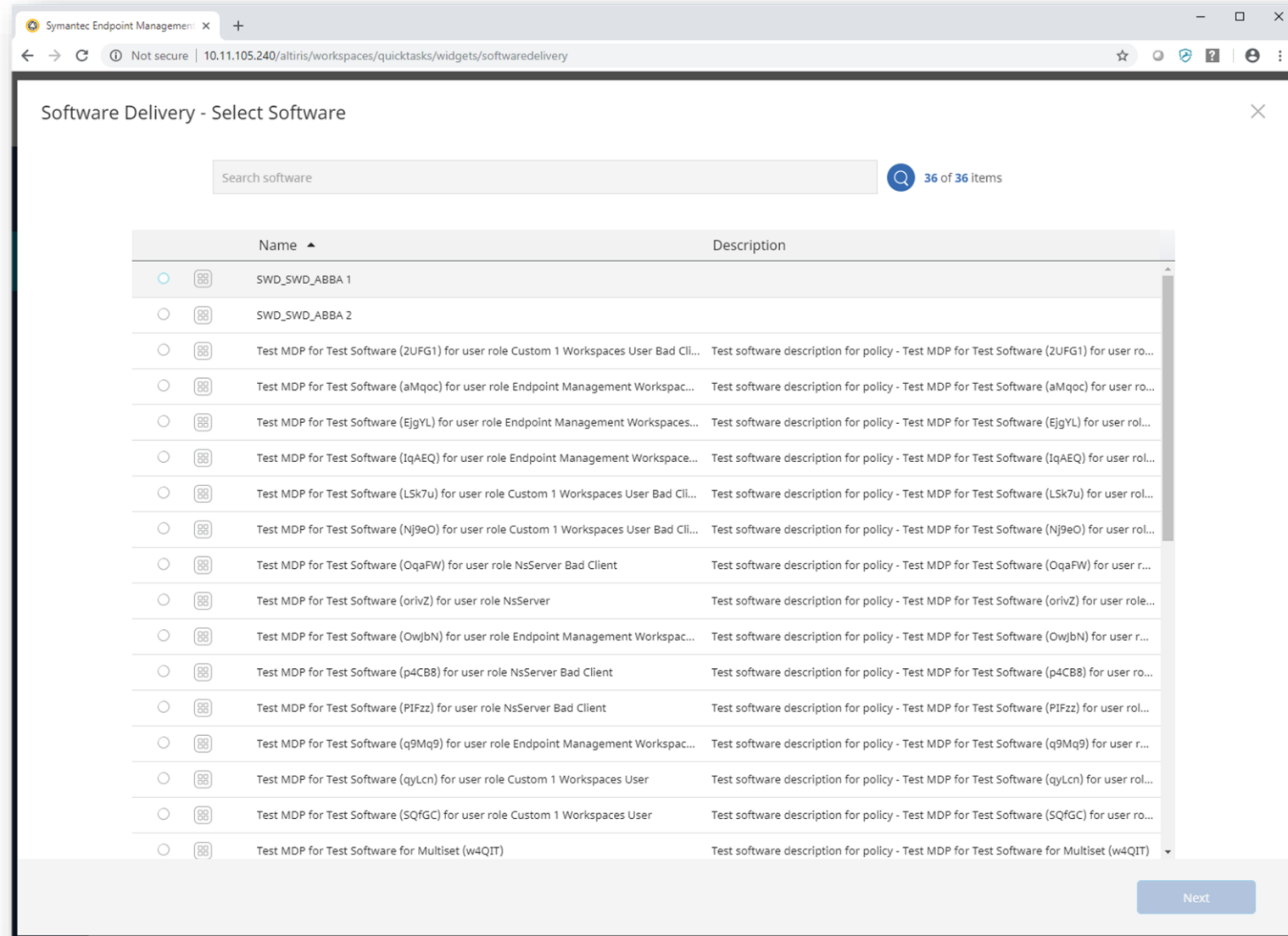
# Deploy Software & Run Task



# Modern UI Workspaces – Deploy Software



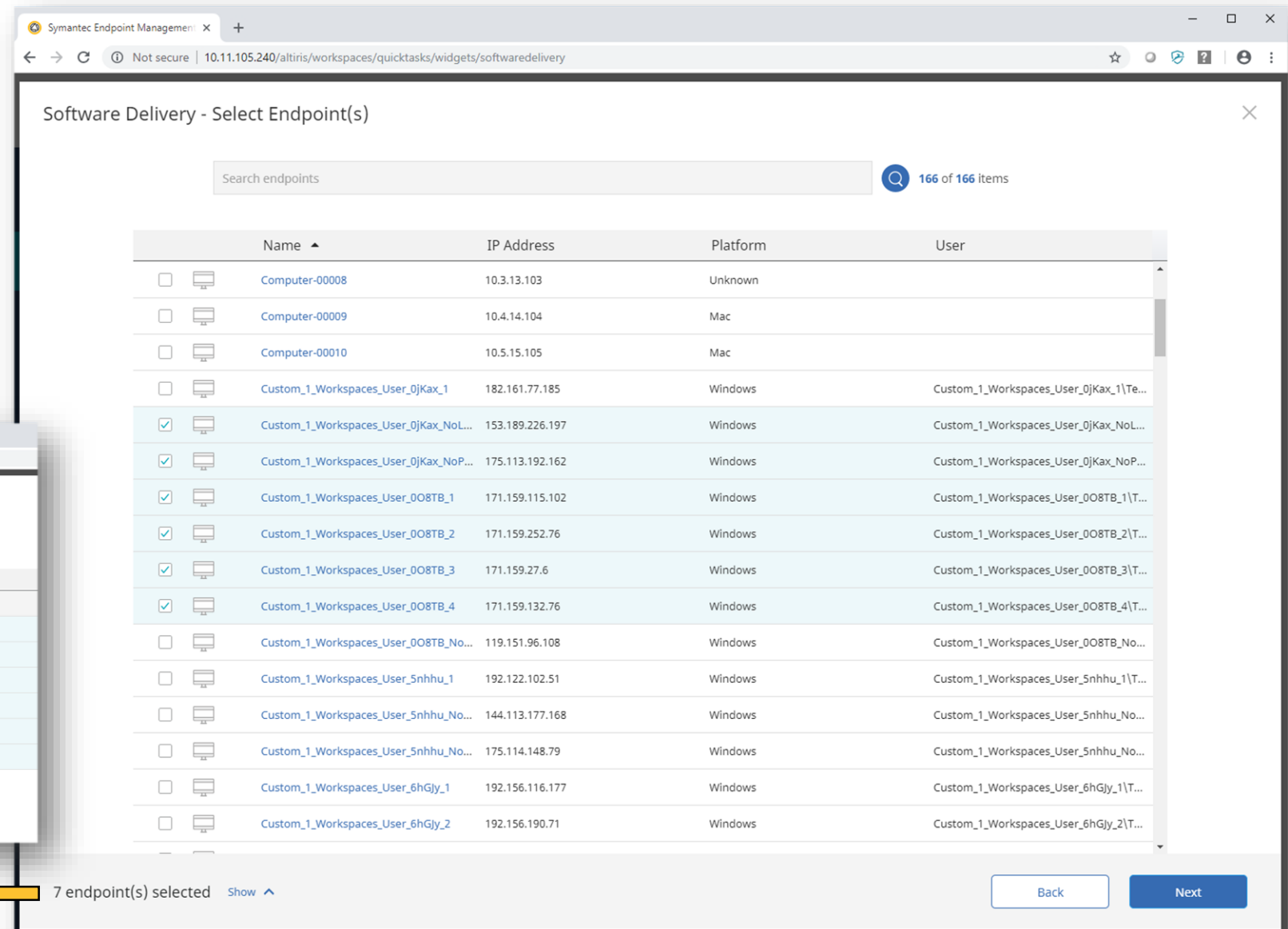
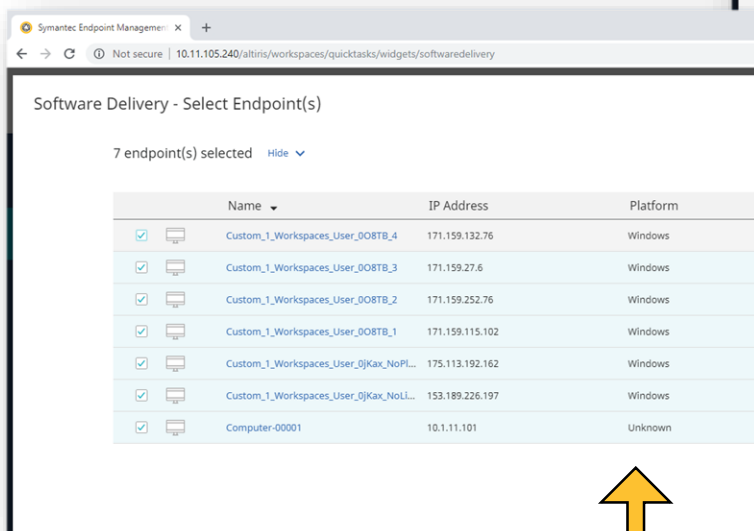
- First step is to select the software to deploy
- Users only see items administrators have granted permissions to
- Both SWD policies and SWD tasks can be added
- Simple, fast search helps to easily find software
- Important to maintain accurate descriptions



# Modern UI Workspaces – Deploy Software



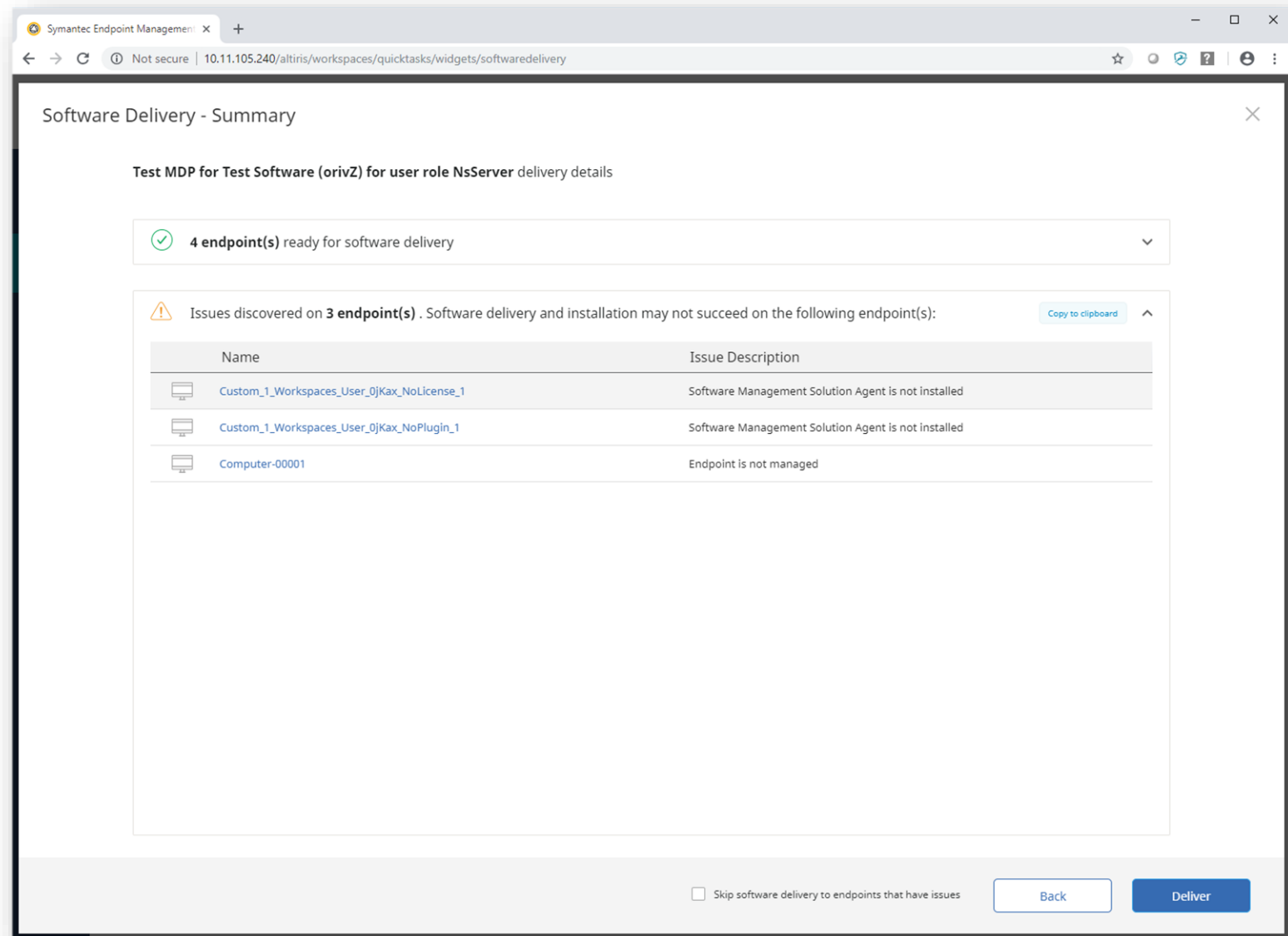
- Second step is to select the devices to deploy to
- Multiple devices can be selected
- Added devices build out into a 'cart' in the bottom left



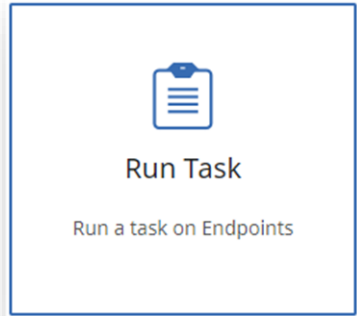
# Modern UI Workspaces – Deploy Software



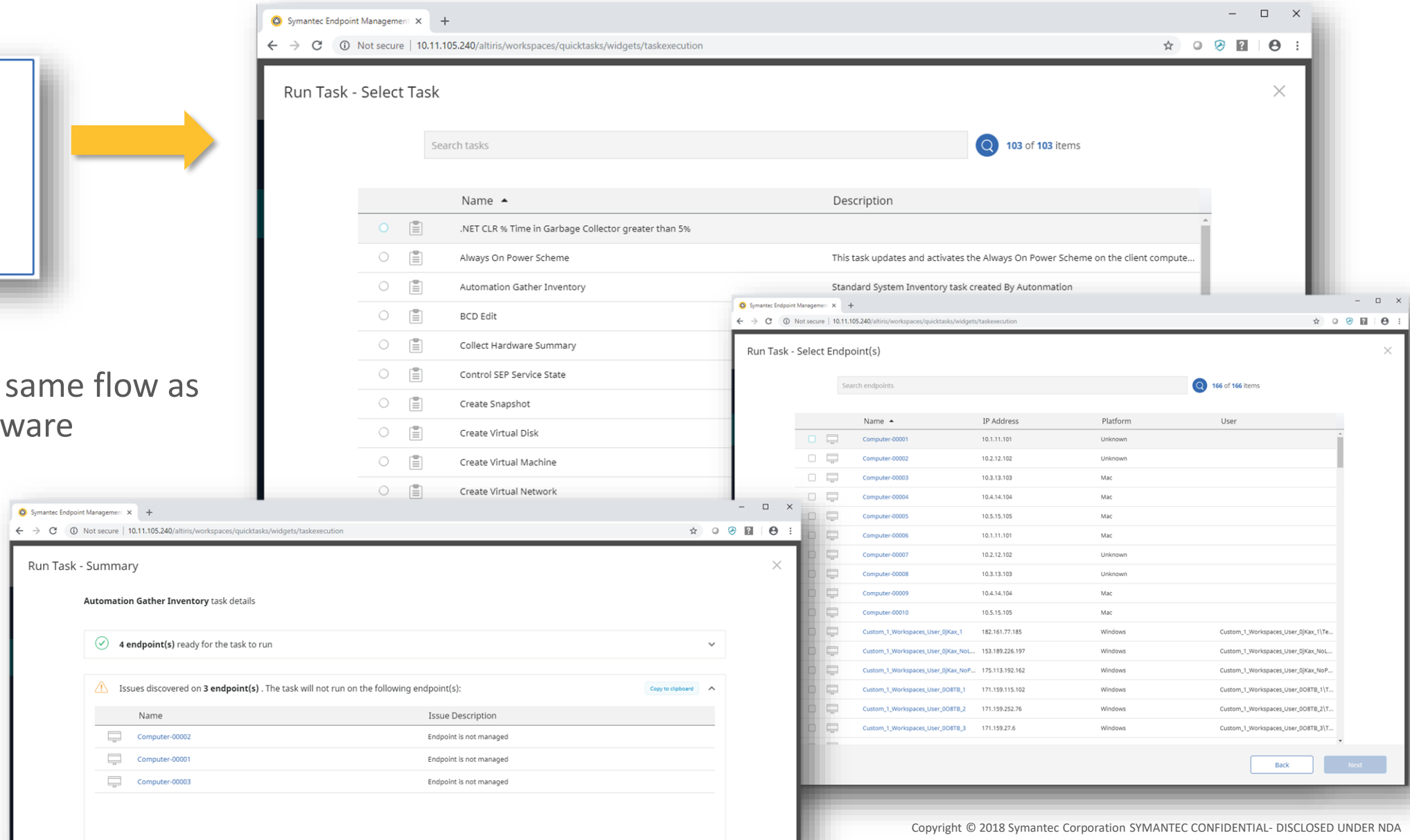
- Summary page allows technicians to verify their selections
- Any issues with agent status are also highlighted:
  - No SWD plugin
  - No license
  - Bad agent health
  - Not managed
- Selecting a device opens it's inventory page in a new window for troubleshooting
- Issue data can be copied to the clipboard for ticket logging/email escalation
- Technician can decide to continue or exclude devices with issues



# Modern UI Workspaces – Run Task



- Follows the same flow as Deliver Software



The screenshot displays the Symantec Endpoint Management interface, showing the 'Run Task - Select Task' and 'Run Task - Select Endpoint(s)' workflow.

**Run Task - Select Task**

Search tasks: 103 of 103 items

Name	Description
.NET CLR % Time in Garbage Collector greater than 5%	
Always On Power Scheme	This task updates and activates the Always On Power Scheme on the client compute...
Automation Gather Inventory	Standard System Inventory task created By Automation
BCD Edit	
Collect Hardware Summary	
Control SEP Service State	
Create Snapshot	
Create Virtual Disk	
Create Virtual Machine	
Create Virtual Network	

**Run Task - Select Endpoint(s)**

Search endpoints: 166 of 166 items

Name	IP Address	Platform	User
Computer-00001	10.1.11.101	Unknown	
Computer-00002	10.2.12.102	Unknown	
Computer-00003	10.3.13.103	Mac	
Computer-00004	10.4.14.104	Mac	
Computer-00005	10.5.15.105	Mac	
Computer-00006	10.1.11.101	Mac	
Computer-00007	10.2.12.102	Unknown	
Computer-00008	10.3.13.103	Unknown	
Computer-00009	10.4.14.104	Mac	
Computer-00010	10.5.15.105	Mac	
Custom_1_Workspaces_User_0jKax_1	182.161.77.185	Windows	Custom_1_Workspaces_User_0jKax_1Te...
Custom_1_Workspaces_User_0jKax_NoL...	153.189.226.197	Windows	Custom_1_Workspaces_User_0jKax_NoL...
Custom_1_Workspaces_User_0jKax_NoP...	175.113.192.162	Windows	Custom_1_Workspaces_User_0jKax_NoP...
Custom_1_Workspaces_User_008TB_1	171.159.115.102	Windows	Custom_1_Workspaces_User_008TB_1T...
Custom_1_Workspaces_User_008TB_2	171.159.252.76	Windows	Custom_1_Workspaces_User_008TB_2T...
Custom_1_Workspaces_User_008TB_3	171.159.27.6	Windows	Custom_1_Workspaces_User_008TB_3T...

**Run Task - Summary**

Automation Gather Inventory task details

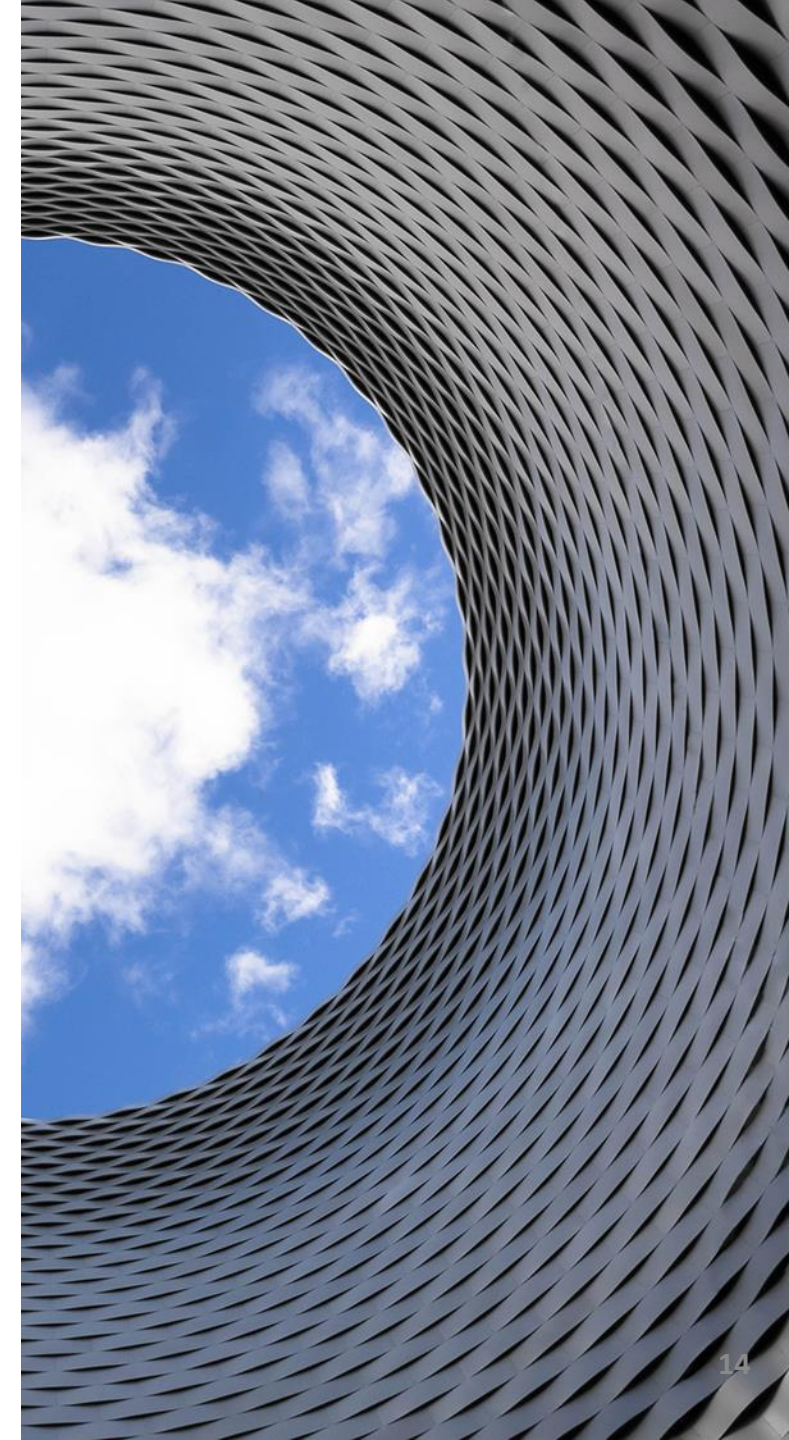
4 endpoint(s) ready for the task to run

Issues discovered on 3 endpoint(s). The task will not run on the following endpoint(s):

Name	Issue Description
Computer-00002	Endpoint is not managed
Computer-00001	Endpoint is not managed
Computer-00003	Endpoint is not managed



# Questions?





**Thank you!**

