

Teck



Deploying Windows 7 in a Complex World A Real-Time Case Study

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About Teck



- **Canada's largest diversified mining, mineral processing and metallurgical company.**
- **Headquartered in Vancouver.**
- **World's leader in the production of copper, metallurgical coal and zinc, molybdenum and specialty metals.**
- **Holds interests in several oil sands development assets.**



The Complex World



- **Interests in 13 mines in Canada, USA, Chile and Peru**
- **One metallurgical complex in Canada.**
- **Expertise in:**

exploration	development
smelting	refining
safety	recycling / research
environmental protection	product stewardship
- **Actively exploring throughout the Americas, Asia Pacific, Europe and Africa.**

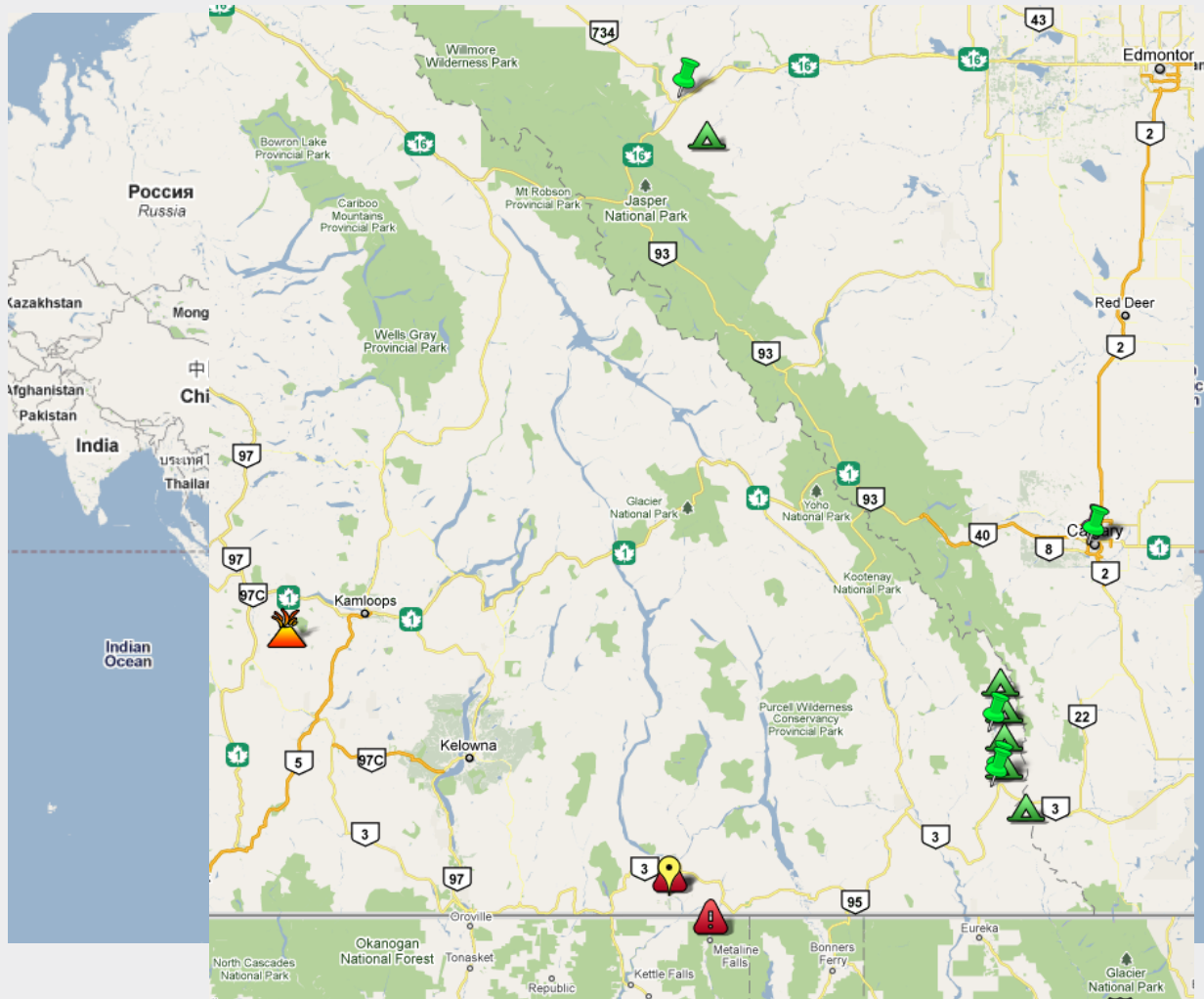
The Complex World



Teck Operating Divisions

Teck Copper	Teck Coal	Teck Zinc	Teck Energy	Teck Gold	Other Commodities/ Business	
Highland Valley Antamina Quebrada Blanca Andacollo	Elkview Fording Line Creek Coal Mountain Cardinal River Greenhills	Trail Red Dog Pend Oreille Lennard Shelf Duck Pond				Operations
Galore Creek Andacollo Hypogene QB Hypogene	Australia	Sa Dena Hes Kudz Ze Kayah Cirque San Nicolas PTC	Fort Hills		CESL Santa Fe	Development Projects
Carrapateena Namibia Chile	Dominion Block	Noatak Ireland China Australia Argentina	Lease 14 Lease 311 Other Leases	Fronteer (Turkey) Alaska Nevada	Mesaba Nautilus Derby Brazil Nickel	Exploration Projects

The Complex World



The Complex World - IT



Pre-2010

- Each business unit operated independently
- Different hardware, processes, applications and OS versions
- Language and culture barriers
- IS Teams reported both to CIO and site General Managers

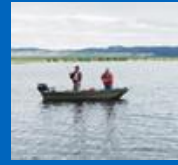
Now

- More centralized organization – Distributed Teams
- General policies developed for enterprise
- Single Hardware vendor



Questions to be answered

1. What do you need to know about Windows 7 and Office 2010?
2. How long can you run your current versions of Windows and Office?
3. How should you plan your migration?
Big Bang vs Phased by Business App vs Site by Site
4. Customer Deployment?
Zero Touch vs Low Touch vs Manual Hands On



Why move to Windows 7?

Because you have to!

Windows XP Support from Microsoft ends April 2014

Why move to Office 2010?

Significant improvements to Outlook – Exchange 2010 for maximum functionality

Simultaneous collaboration – SharePoint 2010 required

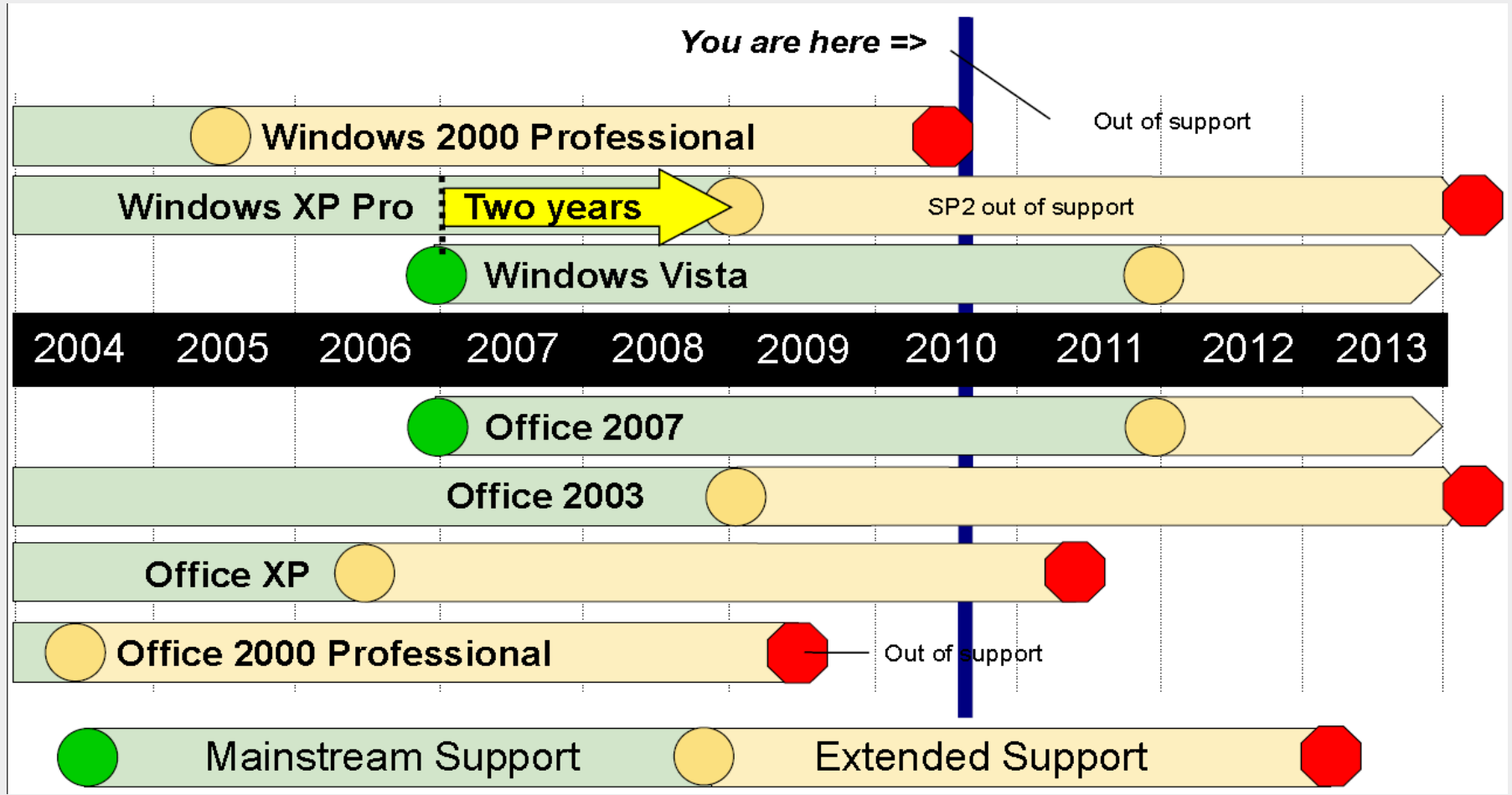
Office Web Apps

Office 2003 end of support April 2014

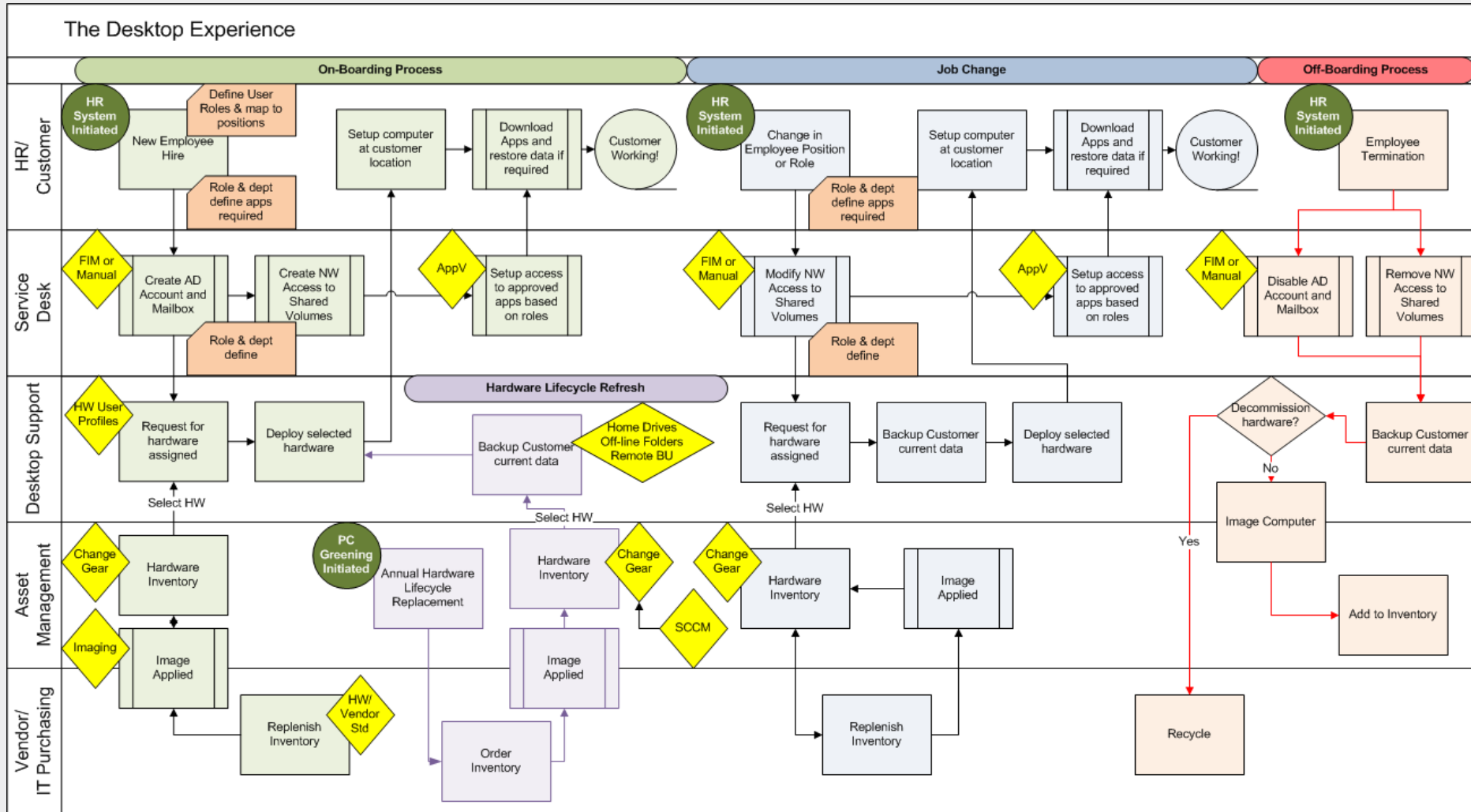
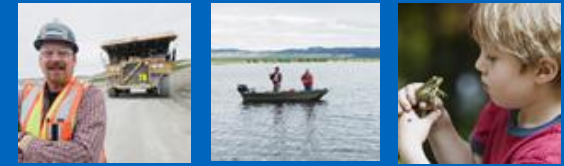
Vision and Planning



Microsoft Product Lifecycle



Vision and Planning



The Team Roles



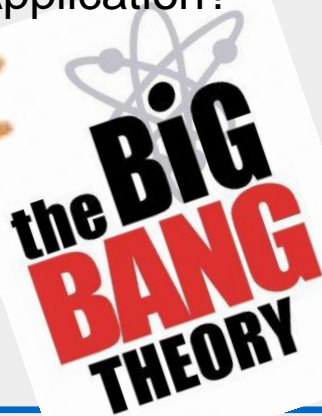
- **Project Sponsor**
- **Project Manager**
- **Business Analyst**
- **Windows 7 and Hardware Analyst**
- **Application Deployment Specialist**
- **Image Support Resource**
- **Project Deployment Lead**
- **Project Deployment Tech**
- **Site Deployment Lead**
- **Site Deployment Tech**

Strategy

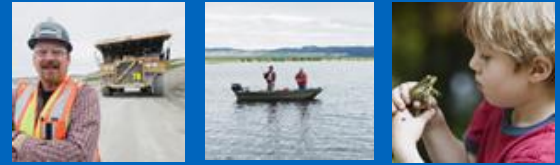


What to do and How?

- Combine Hardware Refresh?
- Windows 7 32 bit or 64 bit?
- Office 2007 or Office 2010?
- SCCM Image or Ghost Image?
- AppV vs Thin App vs CD Install?
- Site by Site deployment vs Big Bang vs
by Business Application?



Strategy

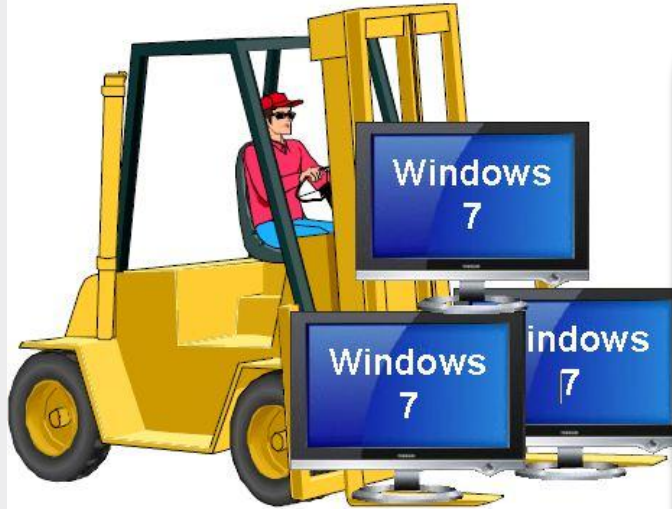


Question

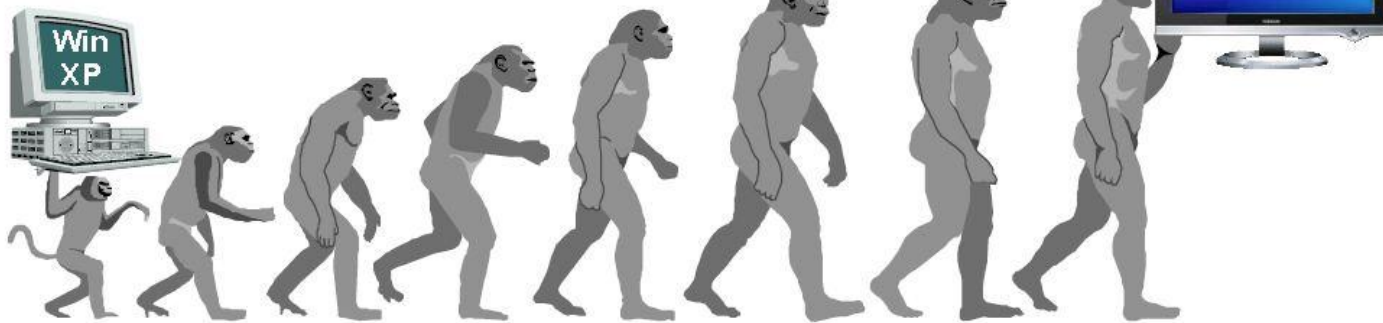
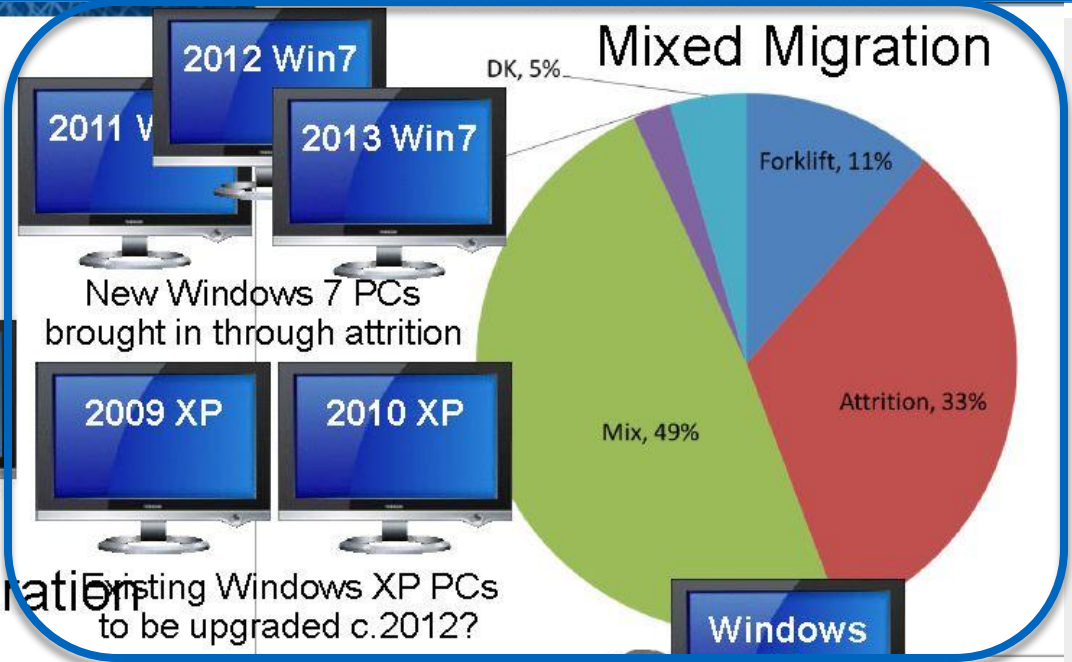
Our Answer

Hardware	→	Replace non-compatible with Windows 7
Win 7 32 or 64	→	64 bit Preferred
Office 2007 or 2010	→	Both
Image	→	SCCM Deployment
App Deployment	→	AppV where possible
Implementation	→	Site Based

Strategy



One Year: "Forklift" Migration to Windows 7



Three to Five Years: Infrastructure "Evolution" to Windows 7.

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Break Time



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Phases and Steps



4 Phases

1. Discovery
2. Pre-Deployment
Readiness
3. Deployment and Training
4. Post Deployment

7 Steps

1. Site Discovery
2. User Discovery
3. Software and Hardware
Certification
4. Site Readiness
5. System Deployment
6. User Training
7. Post Deployment



Discovery



Step 1. Site Discovery - determines which site servers will be used during deployment . Process include making these server communicate with the central server.

- **Review Plan and schedule Staffing for each site**
- **Determine SCCM Requirements and site servers**
- **Prepare Operating System Build**
- **Active Directory Review**



Discovery



Step 2. User Discovery – determines information specific to users like application installed, peripherals & drivers, user profile. Information is use during testing and user deployment.

- **Hardware and Software Analysis**
- **Discover Drivers**
- **Discover Applications**
- **Deployment Testing**

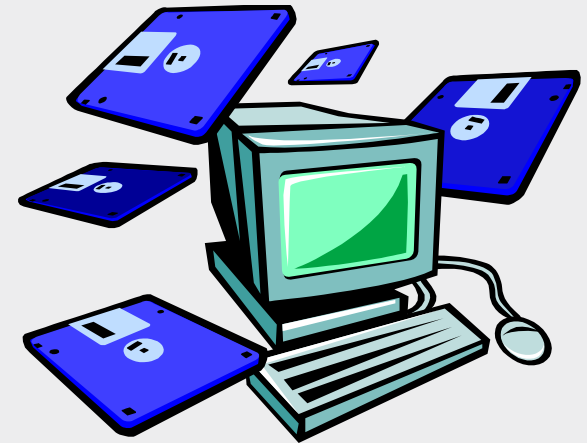


Pre-Deployment Readiness



Step 3. Software and Hardware Certification - completes the packaging of all the application and hardware drivers as the result of user discovery.

- **SCCM System Readiness**
- **Complete hardware certification and drivers**
- **Complete Software certification**



Pre-Deployment Readiness



Step 4. Site Readiness - completes user communication (deployment schedule and site strategy), user training and complete Site Pre-deployment Checklist.

- **Determine Site Specific deployment Strategy**
- **Coordinate User Training**
- **Analyse Hardware data for deploying**
- **Overall Deployment Schedule and coordination of activities**



Deployment (by Computer)



Step 5. Deployment - covers overall deployment schedule and coordination of activities with the site lead and deployment lead. This step covers the actual deployment and acceptance from user that the computer has been tested and is functioning properly.

- **Review Plan with Site lead and Site Tech**
- **Deploy computer/Windows 7**
- **Ensure system starts up successfully**
- **User Sign Off**



Training



Step 6. User Training - covers overall training schedule and coordination of training activities with the site lead and deployment lead.

- **Determine deployment**
- **Complete User Training**
- **Survey users on training**



Post Deployment



Step 7. Post Deployment - This step covers the project warranty and hand-off to the operational support.

- **Notify site of project warranty**
- **Review deployment successes and failures**
- **Site handoff to operational support**



Thank You



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References

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