



## HDI Motown Chapter Meeting Minutes

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**Topic:** End-Point Thin Client Computing

**Speaker:** Frank Petersmark and Jack Wilson of [Amerisure Mutual Insurance](#) along with Ellen Bourke and Joe Dylewski of [Alliance Technology Solutions](#)

**Date:** 2/12/2010

**Location:** ITT Technical Institute, Troy, MI

### Meeting Minutes:

- Welcome – Dan Wilson
  - Agenda – Presentation, Networking Game, Raffles, Second half of Presentation
  - Introductions

### Presentation:

- Strategic **Business** Virtualization – Amerisure Mutual Innovate by “Thinking Big”
  - Started as an idea – start to think about things differently
  - Comprehensively transform the organization and allow IT to become a competitive advantage beginning at the desktop.
  - Strategic Virtualization – Having access to all of your applications wherever.
  - History – there were layers of technology (Hardware, OS, Applications, Databases) – some of it goes away, but never completely. Every new technology gets layered on top of it.
  - History – had access limited to the office (no flexibility/mobility)
  - Strategic Roadmap – Moving from where they were at to where they wanted to be – virtual & simple infrastructure
  - **Fast Settlers not Pioneers** – they will not use any technology that someone else hasn’t been using for at least six months in production.
  - **Streamline** infrastructure – remove the layers of technology (“Southwest Airline” Model)
  - **Reset the Cultural Mindset** – this is not your personal computer. It is a business device, like the phone handset. Everyone has the same back screen, same screen savers, etc.
  - **Focusing IT on Business Delivery**—No technology for technology sake. Sometimes technology isn’t a solution. Sometimes manually is better (low frequency)
  - **Dramatic Transformation** – from 800 PCs and laptops. Now have 12 Citrix servers to maintain in central datacenter with Simple Wyse thin clients only to replace all PC desktops.
  - **Question:** Why Citrix over VMWare? – Server computing model is much more scalable and robust. Better licensing. Be careful what to pick, it needs to last. There are about 12 vendors out there, but some will go away because they won’t have enough market share. Citrix has been around a long time, scales well and easy to manage.

- **Transformation continued** – streamlined remote locations, they can now be physical or virtual. Only routers in remote locations, no servers in any remote locations. Can put up a new location in a couple days if needed. Single sign-on across the board. Total control over software through governance. Had 388 applications with little or no “ownership” – rationalized applications to 105 with assigned IT owners. A lot of applications were redundant (Had three or four flowcharting apps – now have just one).
- Timeline from virtualizing desktop, meeting, fax → Servers → image → notebooks, phone → next is datacenter, then “bring your own” (stipend to bring your own laptop)
- Tremendous ROI – much lower TCO, paid for by one “PC Refresh”
- Quality of Life Benefits – improved productivity through simple, intuitive remote access (bad weather, personal issues, telecommuting, flu outbreak, building shutdown)
- Position yourself for the future – AirTran offers WiFi on all flights now. Cellular technology (3G & 4G)
- Strong Security and Control – no viruses
  
- Networking Game – Find Someone Who...
  
- Presentation Part 2 – Alliance
  - Disaster Recovery
  - Security – Physical, Process, User
  - Application Development Life Cycle (Design, Build and/or Configure, Quality Assurance, Production)
  - Laptop Lockdown
  - Archival – benefit of centralized data is you can archive. Single instance store. Life-cycle Management.
  - Compliance
  - Power Consumption Reductions
  - In Conclusion (Develop a Complete, Long-term, strategic plan; calculate ROI on all aspects of the plan; prioritize projects; create roadmap; execute)
  
- HDI Chapter/National Updates – Janet
  - Upcoming Motown Meetings/Training
    - **Social Networking One Year Later**  
**Dates:** March 12, 2010 from 1PM to 4PM  
**Presenter:** Rich Ackerman, VP Programs/Marketing at Chicagoland HDI  
**Location:** Richo Global Services, Rochester Hills, MI
  
    - **The Value of SaaS for ITSM Solutions**  
**Dates:** April 9, 2010 from 1PM to 4PM

- **Presenter:** Vernon, L. Palango, ITSM Consulting & Training Practice Principal at InteQ Corporation
  - **Location:** New Horizon's in Livonia
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- Wisconsin's Tiletown Chapter Webinar –see our website
  - Thanks to our sponsors: ITT & CORT
  - HDI Motown Board Elections
    - Coming up in April
    - If you are interested, submit your nomination before the April 9<sup>th</sup>
  - Giving Back Program – HDI Bronze membership to people in transition – attend two consecutive meetings and get involved!
  - Local Chapter Sponsorship – Hosting, Refreshments, Speakers, Raffle Prizes – Contact Bob Sochacki
  - Microsoft | Learning + HDI – HDI Certification will be a requirement for MCTIP: Enterprise Desktop Support Technician 7.
  - Student Membership – Silver at the price of Bronze! See <http://www.thinkhdi.com/student>
  - HDI Spin Webinars – February 23<sup>rd</sup>. [www.thinkhdi.com](http://www.thinkhdi.com) – They are recorded and archived – just have to be silver or above membership.

#### **National Updates**

- HDI Student Membership – Silver membership offerings at the Bronze price (\$75 or 50% savings)
  - Upcoming National Conferences—HDI Annual Conference and Expo, March 16-19, 2010. Rosen Shingle Creek Hotel & Resort in Orlando, FL—details can be found at <http://www.thinkhdi.com> – Please let us know if you're attending.
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- Door Prizes
  - **Reminder:** Resources available on the Web including Archived Presentations--  
<http://hdimotown.com/>

**47 people in attendance**