



Cardium Solutions
IT CONSULTANCY & SOLUTION PROVIDERS

CASE STUDY

Liverpool John Moores University

SMS Design and Deployment





Project Overview

This is a brief overview of the work undertaken to complete an SMS deployment at Liverpool John Moores University. The finer details can be discussed individually, or we can advise on individual cases separately as no two SMS deployments are identical.

Client Profile

Cardium Solutions provided this service between December 1998 and January 1999. At the time John Moores University were keen to use the features available in SMS 2.0. However as the release of the software at that time was unknown, and the stability of the product in question we advised that they implement SMS 1.2 as a stopgap solution. Once version 2.0 was available we would then migrate the SMS 1.2 system to SMS 2.0.

John Moores University asked Cardium solutions to assist them with the design and implementation of SMS into their Student and Staff NT infrastructure.

Project Objectives

The scope of this project was to design a reliable SMS infrastructure to support some 20,000 students and staff across 6 locations and deliver this into their existing NT domain infrastructure. Also the design should allow for a simple migration to SMS 2.0 sometime later in 1999. The primary goal was to provide reliable and silent software delivery to support the newly rolled out NT 4.0 workstation. This was in a tightly locked down environment as the University had to ensure that students who attempted to hack into the system did not compromise the workstation environment. Cardium solutions undertook this project in 4 phases:

Project Approach

Phase1

Scope and Design of the project involved the running of a full day, technical definition workshop (TDW, facilitated by Cardium) where detailed requirements were agreed and technical information was gathered. The information gathered included locations, number of users, number of workstations, operating systems (both server and client), network connectivity and bandwidth usage, number of simultaneous logons, network protocols, location of support staff. Following the technical workshop Cardium produced a detailed design for SMS (including a partial redesign of the NT Domain structure) together with a proposal for delivering this design and also software packages that should be distributed to prove the system and enable phased sign offs of the project.



Phase 2

Pilot build required that a pilot build and configuration would be undertaken to prove all aspects of the proposed design prior to the deployment. This phase highlighted issues to John Moores University with regard to domain authentication. The university have a network backbone that runs faster than their LAN infrastructure (100mb backbone, 10mb LAN). This could cause SMS 1.2 problems, as the workstations would appear to move from one SMS site to another SMS site, as authentication locally could not be guaranteed. This was overcome with the use of a service pack 4 utility -SETPRFDC. As the standard build of the NT4.0 workstation was still on going it was possible to incorporate these changes into the workstation build

Phase 3

Rollout (Undertaken by JMU) Following the successful pilot to three separate locations, John Moores University undertook the rollout using the standards and procedures developed with Cardium. Cardium advocate working closely with the customer, and provide mentoring at all times during the design and deployment. This allowed the IT staff at John Moores University to undertake the rollout of SMS 1.2 alongside the rollout of the new NT 4.0 workstation infrastructure thus keeping the costs of the SMS system down.

Phase 4

SMS V2 Proof of Concept is yet to be delivered and involves Cardium validating SMS 2.0 for use in the existing SMS 1.2 environment. As we have already deployed SMS 2.0 on behalf of another large VAR (a Greenfield solution to 4,000 desktops), we were well placed to advise John Moores University when to deploy SMS 2.0. Also the SMS 1.2 system has given them a fairly robust software distribution mechanism, and it is only now (with SMS 2.0 SP1 available) that they wish to deploy SMS 2.0. The migration testing will take place in November 1999.

Project Conclusion

Client Feedback

Post completion Cardium always undergo a project closedown meeting obtain feedback from the client, shown below is the clients comments;

Apologies for the delay in responding.....

*I asked our project team for comments - their opinion of Michael was
"wonderful"*

"very hard working"

"very capable"

"its a novel experience to find consultants who are pleasant, helpful and knowledgeable"

Of particular importance in gaining the initial "trust" of our team was that the consultants admitted if they didn't know something and were therefore believed when making a positive assertion.

The team was also very happy in the way they worked closely with us and made sure that appropriate knowledge/expertise was transferred to them.

From my own perspective I thought the project was extremely successful, we certainly could not have achieved the outcomes in any sort of sensible time-scale using only our own resources.

In addition to doing the SMS v2 proof of concept, we would be wish to continue to use your services in the future should an appropriate occasion arise.

*We would be happy to provide references for other potential clients of yours if required.
Thanks, Kevin*

Kevin Walsh

Technical Director

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Notes

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