Improving IT administration productivity

End-users take IT administration for granted these days and they want IT admin support to help them share information, collaborate on documents and access systems across different devices.

And, of course, as IT professionals you want to deliver services that help improve productivity for the organisation as a whole. But, is this at the cost of your IT admin productivity?

We’ve prepared a checklist to help you reduce the administrative overhead from today’s demanding IT environments, and increase your team’s productivity.

Checklist Summary

1. Manage the relationship between users, devices, applications and data.
2. Use accurate information to manage devices.
3. Ensure compliant devices access the right systems.
4. Share information safely inside and outside the organisation.
5. Manage access to applications without risk.
6. Choose the right resource to improve productivity.

Manage the relationship between users, devices, applications and data.

Improving user and IT productivity involves managing the relationship between people, devices, applications and data. It also means making information securely available inside and outside your organisation. Doing this without a major administrative overhead is a big challenge and can affect compliance.

Microsoft Enterprise Mobility Services (EMS) help you manage these relationships. Azure AD Premium enables mobility and collaboration across the organisation and beyond. Microsoft InTune helps you manage policies, compliance, pass codes, encryption etc. across all devices – not just mobile. Azure Rights Management Services ensure that information is shared securely.

Use accurate information to manage devices.

Multiple devices and operating systems can make life difficult for IT administrators – especially when it comes to compliance. That’s when accurate information about mobile and on-premises devices is essential, and the most accurate information comes from the device itself.

Azure AD Premium gives a single source of truth, and the flexibility to selectively target policies to a particular OS or groups of users. These can be basic password policies to advanced measures for corporate devices.
3. **Ensure compliant devices access the right systems.**

When users need access to systems like email from mobile devices, compliance is essential. This simply means that the device is registered and meets the policies that are relevant to that type of device.

It is important to think about the policies and the conditional access or compliance requirements around these. For example, enabling Single Sign On (SSO) for cloud applications and Multifactor Authentication (MFA) for all workloads. Enabling users to reset their own password in Azure AD immediately increases IT admin productivity by pushing it right back to the domain, enabling an end-to-end self-service.

4. **Share information safely inside and outside the organisation.**

Previously, once a document was emailed it was gone and, with it, the sender’s control. Now, Azure Rights Management Services makes it easy for the sender to control what happens to the sent document. By installing a simple application, the sender can allocate access rights to different recipients and track the progress of their document around the world.

Sharing internal applications, like a SharePoint intranet, externally, can be done through an application proxy. Authenticated external people are securely logged and see the intranet as an application. This not only enables collaboration, it saves valuable IT administration time.

5. **Manage access to applications without risk.**

While self-service makes it simple for users to add new applications, IT must make sure this doesn’t compromise security or take up too much IT resource. Azure AD seamlessly sends or revokes access details without IT intervention. This applies to integrated tools like CRM systems, as well as cloud applications. Users choose their applications and Azure AD automatically verifies their access rights.

6. **Choose the right resource to improve productivity.**

Improving IT administration productivity involves looking at what applications need to be rolled out, and what information users are sharing outside the organisation. Microsoft Enterprise Mobility Services empowers people to be more productive. Its seamless tier of security enables them to do what they need to do and share what they need to share.