



OFFER THE WHOPPER: PROVIDING MAC SUPPORT IN A WINDOWS WORLD

Peter Wells
UNSW Australia



Hashtag : **#xw15**

Please leave comments on this talk at auc.edu.au/xworld/sessions



hello.



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FAST FACTS

Founded

1949

Located in

Sydney

53,503

STUDENT
ENROLMENTS

15,762

INTERNATIONAL
STUDENTS

6,117

STAFF

8 Faculties

Art & Design
Arts & Social Sciences
Business School
Built Environment
Engineering
Law
Medicine
Science

19,911

COMMENCING
ENROLMENTS

268,808

ALUMNI

**1 UNIVERSITY
COLLEGE -
UNSW**

Canberra at the
Australian
Defence Force
Academy

\$215m

invested in campus infrastructure
across 123 projects

4,200

wireless stations on campus and
tripling of network speed

47

Schools

132

Affiliated
Institutes

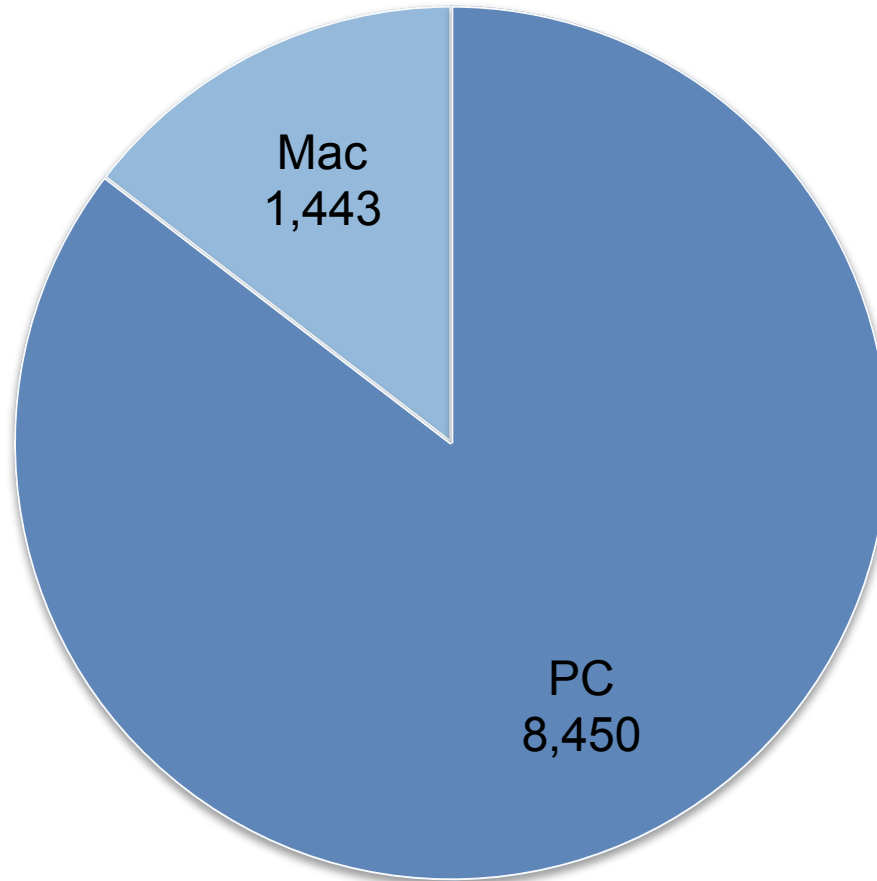
18

Residential
Colleges

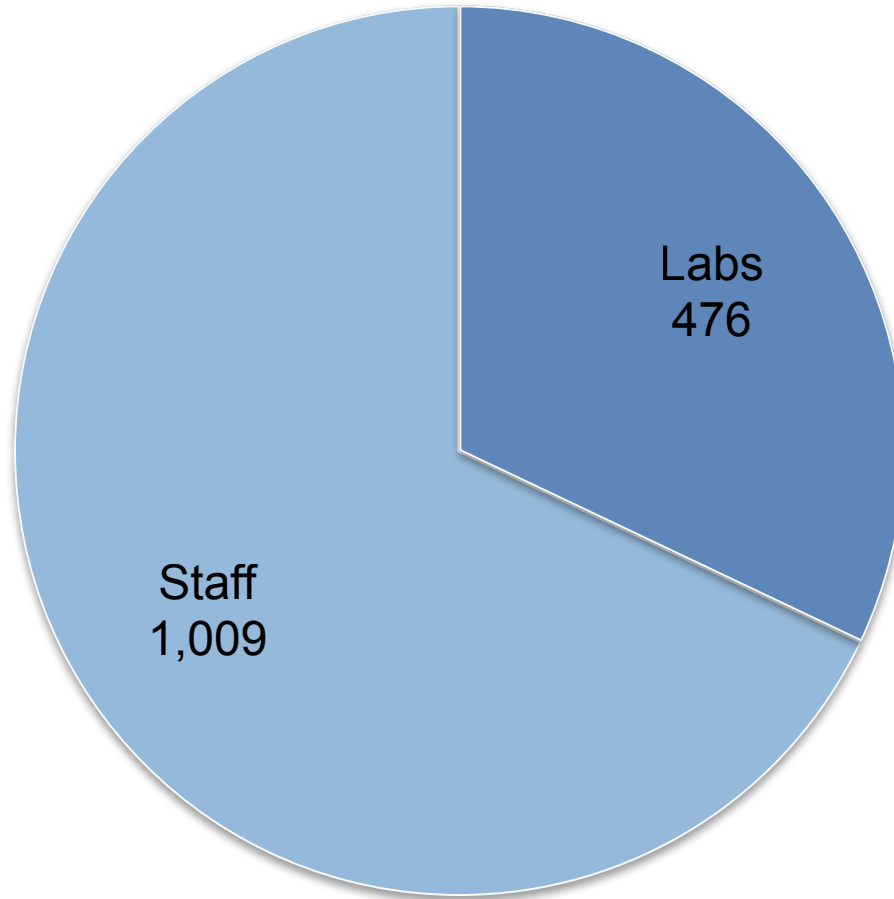


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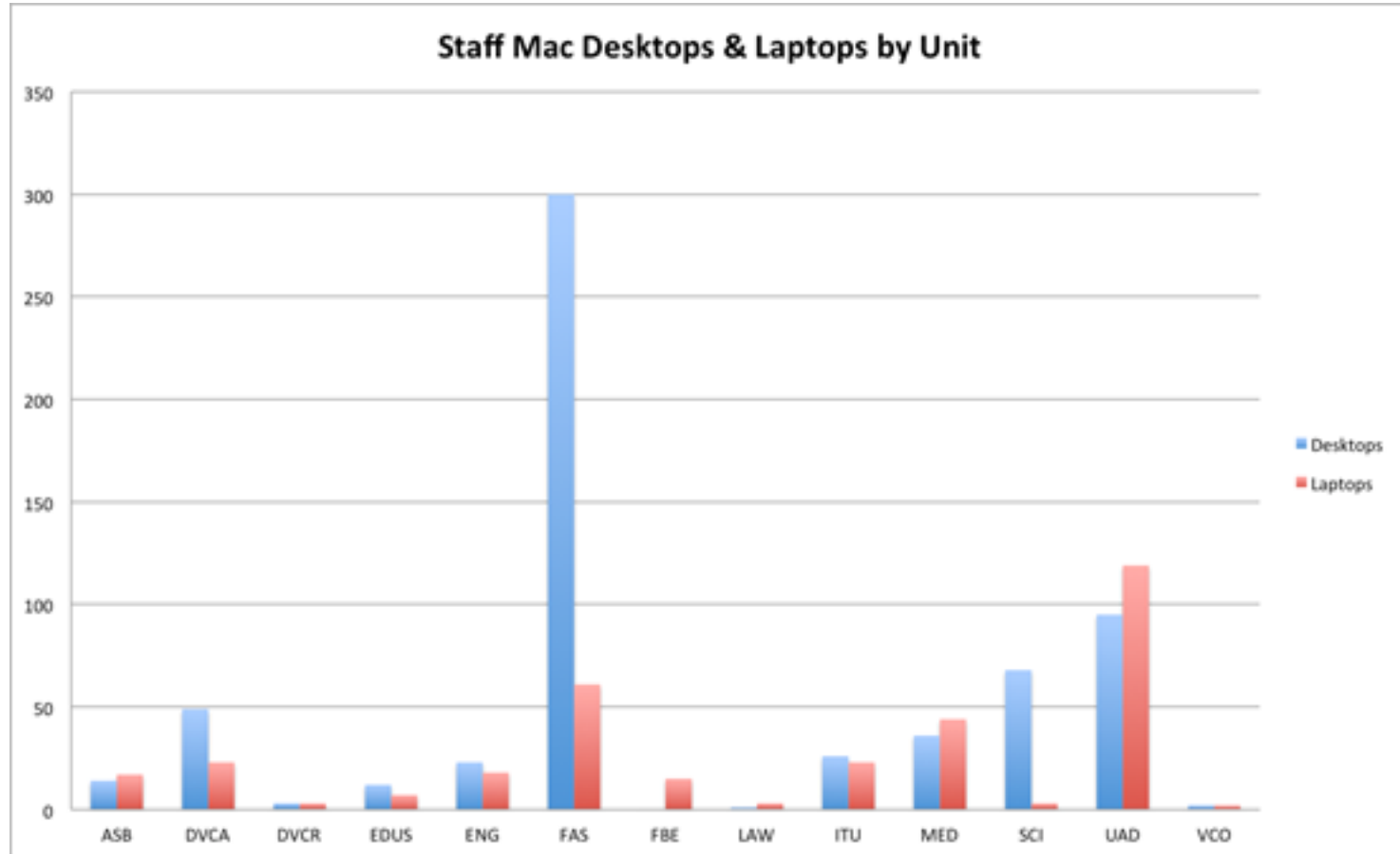
Mac v Pcs



Staff v Labs



Macs across Campus





Microsoft

Active Directory



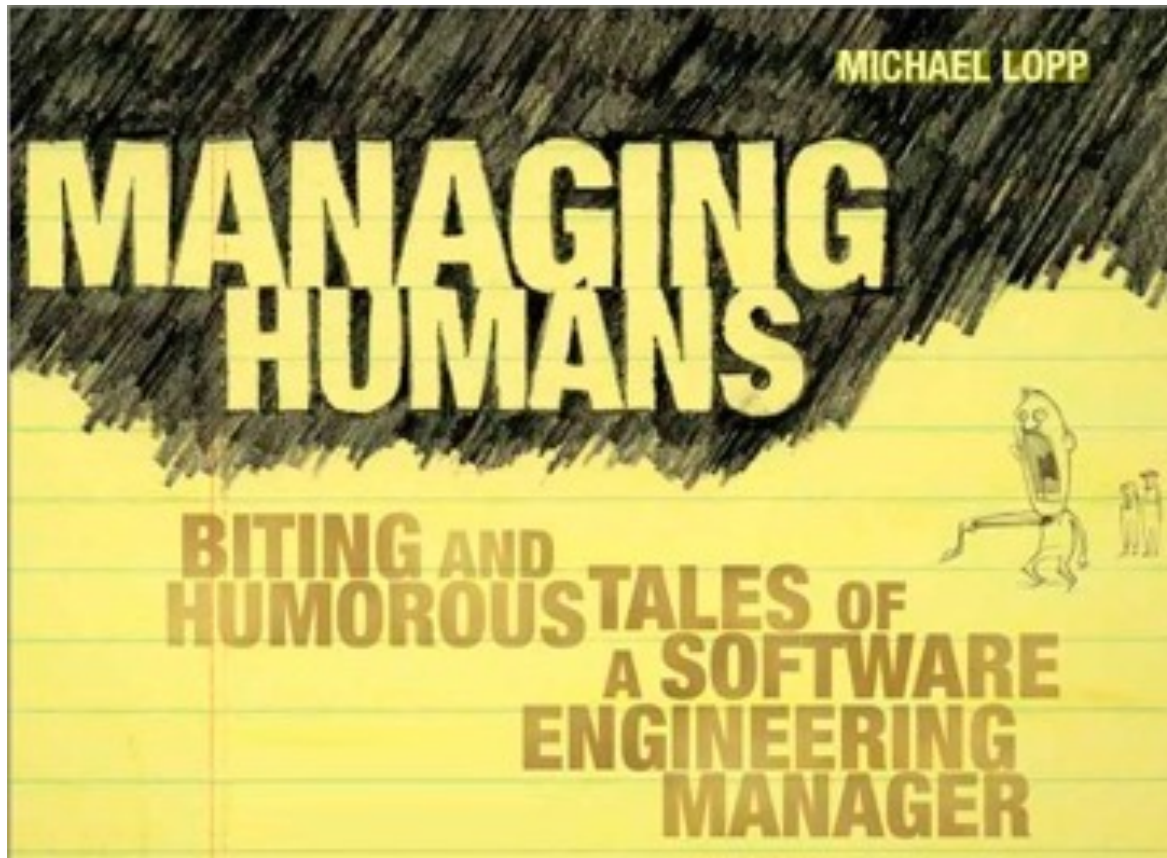
Apple
Certified





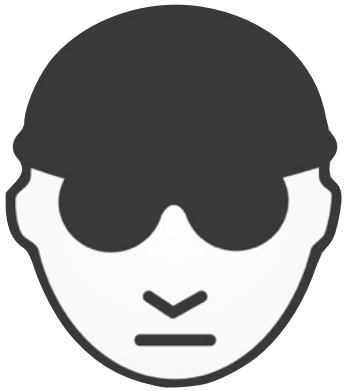


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Managing Humans

Michael Lopp



*"One of the things I've
always found is that you've
got to start with the
customer experience and
work backwards to the*

Steve





Our Standard Operating Environment

A brief history





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Our Standard Operating Environment

A brief history



Our Standard Operating Environment

A brief history





Our Standard Operating Environment

A brief history



Service Level Agreement

. Agreement Overview

This Agreement represents a Service Level Agreement
_____ for
duct or se





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discoveryd

discoveryd (1)

discoveryd (2)

discoveryd (3)

discoveryd (4)



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COMPUTER UNDER MAINTENANCE



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Local Accounts with Crashplan PROe



Power Users



Local Homes

Moving your Desktop, Documents and other important files back to your Mac to provide the fastest, most reliable user experience possible.



No Limits

Staff user accounts will no longer have limits on their size. Most of you won't notice the difference, but this will make all accounts more stable.



The Power of Your Mac

Using local homes means your Mac can take full advantage of new technologies like SSD drives.



CrashPlan Pro E



Continual background backup, even over wifi and home networks. Users will also be able to make a second back up to a USB drive.

GateKeeper



Built in to every Mac, Gatekeeper will protect end users from Malware and spyware

Autosave And Versions



Mountain Lion Autosaves all changes to a document and can restore any of these changes as needed.

Power Users

Install Printers, App Store apps, and 3rd Party software without and Admin account. Compatible with OS X's built in GateKeeper software to keep your computer safe.



App Store

Power Users will have access to all their own App Store apps, as well as Apps Provided by the University.



200 More Features

Mountain Lion is one of the most advanced Operating Systems in the world. We want you to take full advantage of it.



Dictation

Mountain Lion has dictation built in for easy note taking. As a system wide feature, it can be used to write an email or a lecture.



Microsoft Office 2011

Of course, all Macs will include the latest version of Microsoft Office as well - including Word, PowerPoint and Outlook

By Mac Users, For Mac Users



We love our Macs, So if you have questions or would like tips on using your Mac, just ask.

Mountain Lion User Guide

A guide to the newest features of OS X

Never Stand Still

Creating the best Mac experience for the university is a challenge. Our goal is to build a system that is safe and secure, while constantly backing up all of your data.

Over the last few months we've been listening to the concerns of our Mac users, and testing new ways to improve our services.

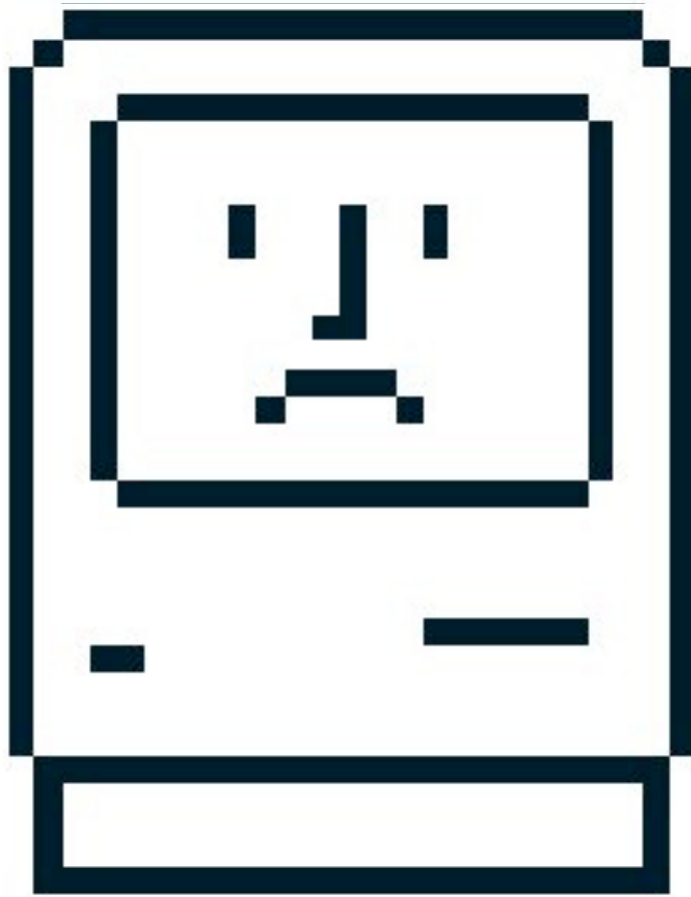
With the introduction of Mountain Lion, we've rebuilt our Apple IT infrastructure from the ground up.

We're moving your Home Directory (your Desktop, Documents, etc) from our servers back to your Mac. This will give you the fastest and most reliable day to day experience possible.

We're introducing the award winning CrashPlan PROe to run silently and continuously in the background, to back up all your files without slowing you down. CrashPlan is trusted by Google, Adobe and Harvard University, amongst others.

We're also introducing a new group of users for the Mac - Power Users. Power Users will have the ability to install programs themselves, without needing an admin password.







00:00:15

Installing software...



Please don't turn off or sleep your computer

Name

Password

Please call x51333 for all IT Enquiries. This computer is the property of UNSW and should be used in accordance with UNSW's Acceptable Use Policy, available at <http://www.gs.unsw.edu.au/policy/documents/ictpolicy.pdf>



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OS X Mavericks



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Inbox (3 messages, 2 unread)

Search

Mailboxes VIPs Sent Flagged

Sort by Date

Paul Zemanek 9:41 AM
Not a cat video—a mountain lion video
This is why I keep my dog on leash when we hike in this park. And, a shepherd dog, just starts barking a...

Kelly Westover 9:41 AM
The birthday girl
Two of my favorite foods! Wish I could be there to celebrate with you. Tell everyone hi for me.

Peter McCullough 9:41 AM
Kickstart sign-ups
You know it was coming. Registration is now open. New players, rookie players, and screaming cheerleaders...

Tyson Edwards Yesterday
Photographer portfolios
Come meet and greet and see what's new from some great shooters. There will be drinks and snacks—far...

Rusty Gascoiter Yesterday
Craft beer and doom metal
Not to be missed. A curated craft beer tasting where each sample is paired with a doom metal song.

Sue Zellman Yesterday
Working from home
I'm on email, on the phone, and online. It's just like I'm at work, but I'm not there, and neither is my contagio...

Bill Vance Yesterday
For sale: My vintage motorcycle
If you thought riding in a convertible was fun, wait till you try this. And you can because I'm bringing it in for...

Caren Albert Yesterday
New product, blue abnormed

Kelly Westover
June 2, 2014 at 9:41 AM
To: Brian Ingram

heathceramics.com

COOK & DINE • DECORATE • LIVE & PLAY • TILE & BUILD • DISCOVER

Our classic Coupe dinnerware
Colors galore, endless combinations
Create your collection now

Heath Registry David Petersen File David Muller Software Made in Calif. since '48

Search

To: Matthew Raiff Details

You three gonna make it back for dinner?

Right after dark. We're out out on the coast, making for that big fat orange sunset. Looks like Tommy's enjoying himself!

Beautiful all around.

We saw whale squids and a California condor. Thought I found a gannet, but I was incorrect. Now they call them sea sties.

The student becomes the teacher. And vice versa.

iMessage



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June 2, 2014 at 9:41 AM
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The birthday girl

MacBook Air



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"The best software has a vision. The best software takes sides. When someone uses software, they're not just looking for features, they're looking for an approach. They're looking for a vision. Decide what your vision is and run

Getting Real -



*The best selling
book by
37signals*

Getting Real

*The smarter, faster, easier way to build a
successful web application*

Introduction chapter 1

- What is Getting Real?**
A smaller, faster, better way to build software
- About 37signals**
Our small team creates simple, focused software
- Caveats, disclaimers, and other preemptive strikes**
Responses to some complaints we hear

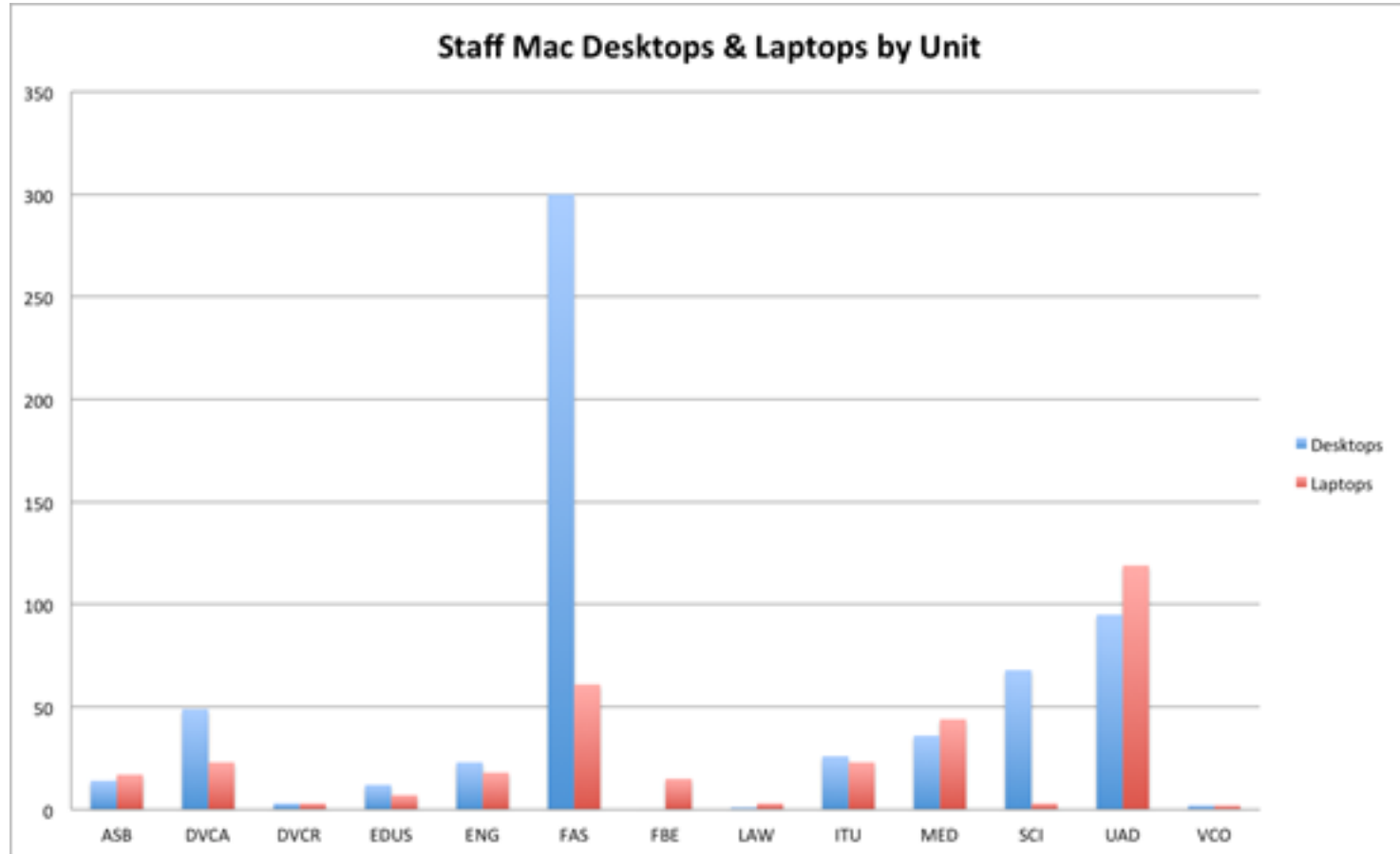
The Starting Line chapter 2

- Build Less**
Underdo your competition
- What's Your Problem?**
Build software for yourself
- Fund Yourself**
Outside money is plan B
- Fix Time and Budget, Flex Scope**
Launch on time and on budget
- Have an Enemy**
Pick a fight



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Macs across Campus





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AirDrop







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defaults write com.apple.finder AppleShowAllFiles YES

show hidden files mac



Web

Videos

Images

Shopping

Maps

More ▾

Search tools

About 19,200,000 results (0.36 seconds)

The long way to show hidden Mac OS X files is as follows:

1. Open Terminal found in Finder > Applications > Utilities.
2. In Terminal, paste the following: defaults write com.apple.finder AppleShowAllFiles YES.
3. Press return.
4. Hold 'alt' on your keyboard, then right click on the Finder icon in the dock and click Relaunch.

[Quickly Show/Hide Hidden Files on Mac OS X Mavericks ...](http://ianlunn.co.uk/articles/quickly-showhide-hidden-files-mac-os-x-mavericks/)
ianlunn.co.uk/articles/quickly-showhide-hidden-files-mac-os-x-mavericks/

Feedback



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That Apple Guy
@swappopotamus



Following

Shoutout to idiots who try to condescend the Genius Bar by putting quotes around "genius" but come in because they forgot their own password

RETWEETS

12

FAVORITES

49



11:44 AM - 1 Jun 2015



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That Apple Guy
@swappopotamus



Following

The "I didn't make an appointment, but I need to be seen NOW!" starter pack



RETWEETS
16

FAVORITES
54





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Thanks!

@peterwells

<http://j.mp/xworldwhopper>

p.wells@unsw.edu.au