OFFER THE WHOPPER:
PROVIDING MAC SUPPORT IN A WINDOWS WORLD

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Hashtag: #xw15
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hello.
FAST FACTS

Founded: 1949
Located in: Sydney

- 8 Faculties:
  - Art & Design
  - Arts & Social Sciences
  - Business School
  - Built Environment
  - Engineering
  - Law
  - Medicine
  - Science

- $215m invested in campus infrastructure across 123 projects

- 53,503 student enrolments
- 15,762 international students
- 19,911 commencing enrolments
- 268,808 alumni

- 1 UNIVERSITY COLLEGE - UNSW Canberra at the Australian Defence Force Academy

- 4,200 wireless stations on campus and tripling of network speed

- 47 Schools
- 132 Affiliated Institutes
- 18 Residential Colleges
Mac v Pcs

Mac
1,443

PC
8,450
Macs across Campus

![Graph showing Mac desktops and laptops by unit at UNSW](image-url)
Active Directory
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
Our Standard Operating Environment

A brief history
Our Standard Operating Environment

A brief history
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A brief history

Service Level Agreement

Agreement Overview

This Agreement represents a Service Level Agreement for...
discoveryd
discoveryd (1)
discoveryd (2)
discoveryd (3)
discoveryd (4)
COMPUTER UNDER MAINTENANCE
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 backup 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

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.
OS X Mavericks
"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 -
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

The best selling book by 37Signals
Macs across Campus
defaults write com.apple.finder AppleShowAllFiles YES
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 ...
ianlunn.co.uk/articles/quickly-showhide-hidden-files-mac-os-x-mavericks/
Shoutout to idiots who try to condescend the Genius Bar by putting quotes around "genius" but come in because they forgot their own password
The "I didn't make an appointment, but I need to be seen NOW!" starter pack
Thanks!

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