accenture NHS

NHSmail Intune Service

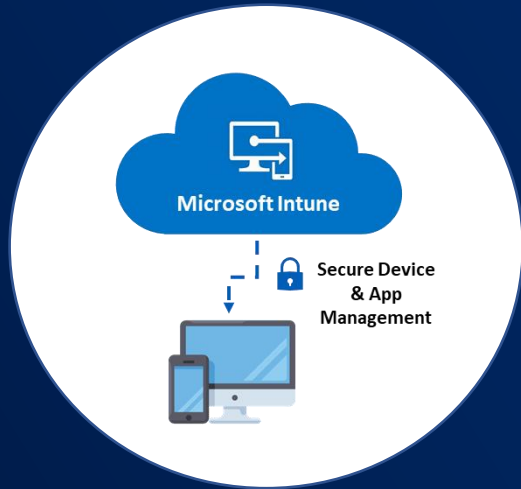# HoloLens 2 Deep Dive

Agenda

HoloLens 2 Deep Dive

HoloLens 2 Deep Dive

Microsoft Intune

Secure Device & App Management

Overview & Objectives

Overview

- As a result of organisations having the opportunity to purchase EMS E3 and AADP2 licenses, **Intune for Mobile Device Management (MDM) capabilities** have been enabled, in a way that supports the shared NHSmail tenant multi-organisation model.

- The NHSmail Intune Service is a **supported live service** with the onboarding of organisations proceeding in a **phased manner.**

- An **upskilling series will be running each month** to provide onboarding organisations with the knowledge to be able to begin rolling out NHSmail Intune across their device estates.

- This session will focus on providing an **overview on the NHSmail Intune solution for HoloLens 2 devices** and a detailed insight into **enrolling and managing** HoloLens 2 devices.

Objectives of this session

- Provide an **overview to the NHSmail Intune solution** for HoloLens 2.

- Provide details on **HoloLens 2 enrolment and management**.

- Explain **Dynamics 365 Remote Assist** for HoloLens 2.

- Answer any questions specific to HoloLens 2 on NHSmail Intune.
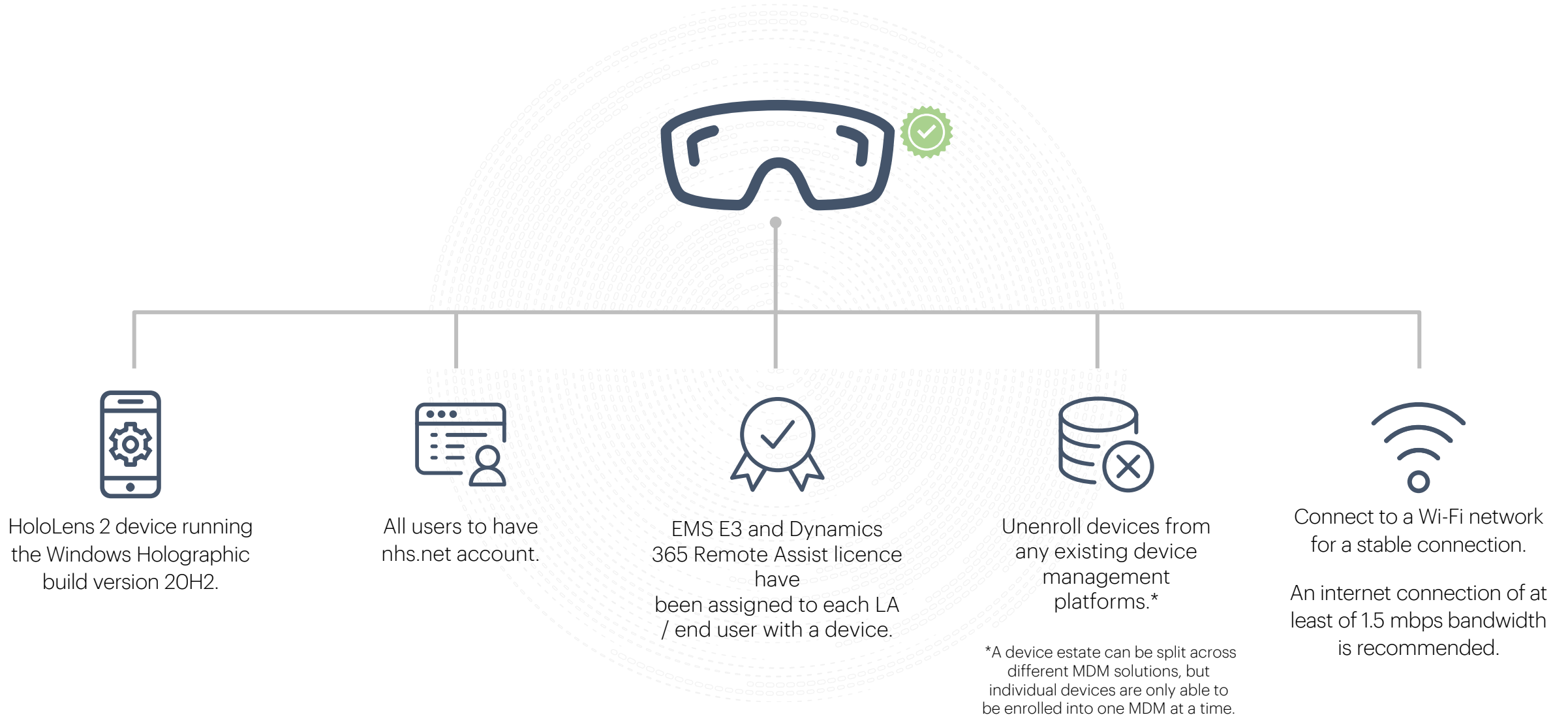
HoloLens 2 Deep Dive | NHSmail Intune Solution

Organisations are able to enrol HoloLens 2 devices onto NHSmail Intune once onboarded. The below details where HoloLens 2 sits within the broader solution

- The NHSmail Intune solution builds upon existing infrastructure to provide a seamless experience for LAs and end users.

- The solution leverages existing NHSmail Azure capabilities, including Azure AD (AAD), Intune and Microsoft Defender for Endpoint (MDE).

- NHSmail Intune offers **centralised device management of technology platforms** (Windows 10, Apple iOS/iPadOS, HoloLens 2 and Android OS).

- The solution offers **devolve powers and rights** between NHS Digital and individual orgs.

- A 'standardised NHSmail baseline' is defined globally across the NHSmail Intune platform. This refers to a set of standardised apps, settings and policies configured and deployed for each technology platform. **For Windows 10** there is a centralised Security Baseline policy which is enforced to all Windows 10 'Cloud' devices enrolled into Intune. There are also "pencilled-in", customise-able baselines available for all device types.

- Although centrally managed, an **Intune Role Based Access Control (RBAC) model enables LAs to maintain control** over their organisation's devices.

- The NHSmail Intune service will provide a **Hybrid Infrastructure solution** to **enable organisations to Co-Manage devices** with SCCM and Intune as well as connect on-premises **Certificate Issuing** services for VPNs, Wifi, etc.
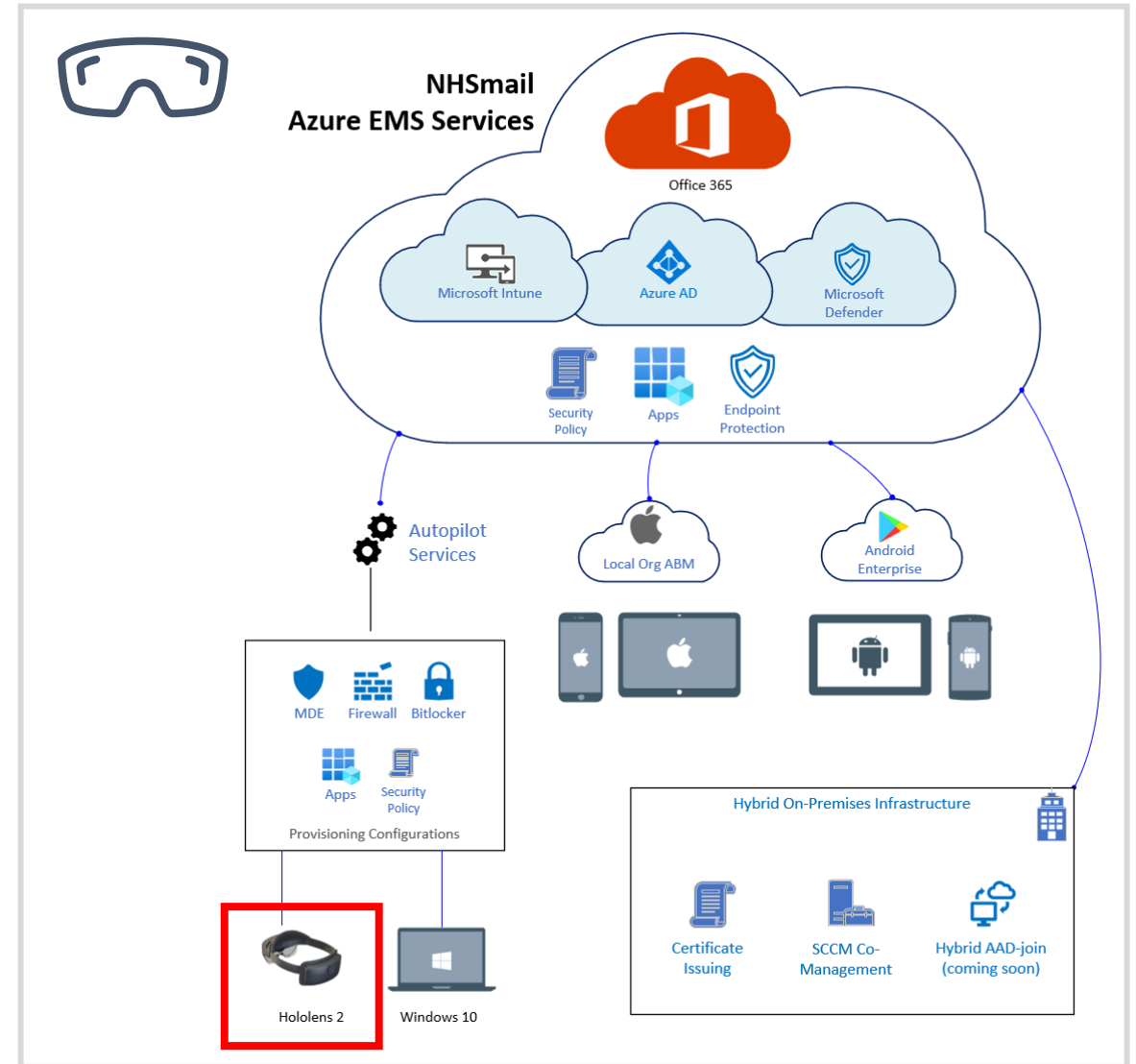
HoloLens 2 Deep Dive | Device & Software Reqs.

Key requirements to check prior to enrolling any HoloLens 2 devices onto NHSmail Intune, in order to ensure a successful enrolment

HoloLens 2 device running the Windows Holographic build version 20H2.

All users to have nhs.net account.

EMS E3 and Dynamics 365 Remote Assist licence have been assigned to each LA / end user with a device.

Unenroll devices from any existing device management platforms.*

*A device estate can be split across different MDM solutions, but individual devices are only able to be enrolled into one MDM at a time.

Connect to a Wi-Fi network for a stable connection.

An internet connection of at least of 1.5 mbps bandwidth is recommended.

HoloLens 2 Deep Dive | Device Enrolment

At a high-level, there are 2 steps to complete in order to enrol a HoloLens 2 device into Intune

1. OBTAIN HOLOLENS 2 HARDWARE HASHES

Firstly, LA will need to obtain the hardware hash for the HoloLens 2 device which they intend to enrol onto NHSmail Intune. This involves extracting a .zip file from the HoloLens 2 device. The .zip file contain the hardware hash and the diagnostic logs.

2. REGISTER HOLOLENS 2 ON INTUNE

Next, the LA will need to import the hardware hash into the Intune Portal. At this point, the Group Tag should also be added using the format *ODS_HoloLens2*. Once applied, the Group Tag allows the device to be added automatically to the corresponding device group.

Full enrolment steps are outlined in the Operations Guide for Local Administrators and Onboarding Managers.

Naming Standards

HoloLens 2 devices are subject to the same naming device, policy and Group requirements as other devices and all naming standards should be followed as outlined in the Operations Guide for LAs and Onboarding Managers.
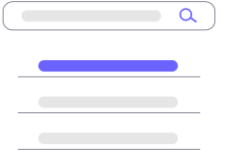
Enrolment Times

The time needed for a HoloLens 2 enrolment to complete will likely vary between organisations. Wi-Fi strength and reliability is a key factor, so we would advise completing enrolment with a strong reliable Wi-Fi connection if possible.
If an LA is facing issues with the enrolment after referring to the Operations Guide for LAs and Onboarding Managers, please raise an incident ticket with Helpdesk Self-Service.

HoloLens 2 Deep Dive | Intune Policies

List of policies that are automatically created for HoloLens 2 devices when an organisation is technically onboarded to NHSmail Intune

During the technical onboarding process, **4 policies are automatically created** and applied for HoloLens 2 on NHSmail Intune:

DEVICE RESTRICTIONS
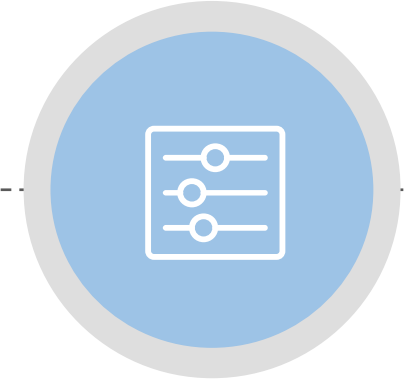
2 DEVICE RESTRICTION POLICIES

- System Time Modification
- Manual Unenrolment
- Developer Unlock
- Microsoft Account
- Geolocation
- Allow Pop-ups (Edge)
- Allow Password Manager (Edge)
- Send Do-not-track Headers (Edge)
- Password When Device Return From Idle State

SHARED MULTI-USER DEVICES

1 SHARED MULTI-USER DEVICE

- Account Management and Account Deletion

CUSTOM DEVICE SETTINGS

1 CUSTOM DEVICE SETTING

- UK time zone

Reminder: Any deviation from the pencilled-in baseline settings and configuration should be done with consideration and prior testing. Organisations are solely responsible for changes made by their LAs that have been provided with Intune RBAC permissions.
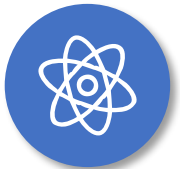
HoloLens 2 Deep Dive | End User Experience

End users should use the HoloLens 2 Quick Start End User Guide & FAQS to assist in setting up their device

Once a HoloLens 2 device has been enrolled to Intune, end users should use the HoloLens 2 Quick Start End User Guide to set up the device prior to using the device to complete day-to-day tasks.

1. INTERNET CONNECTION

- End users will need to connect their HoloLens 2 to internet access and allow the device to complete the Autopilot experience automatically.
- The HoloLens 2 waits for 10 seconds to detect Autopilot after detecting an internet connection.
- If no Autopilot profile is detected the device will require a reboot so another attempt can be made to detect Autopilot and proceed with the end user enrolment.
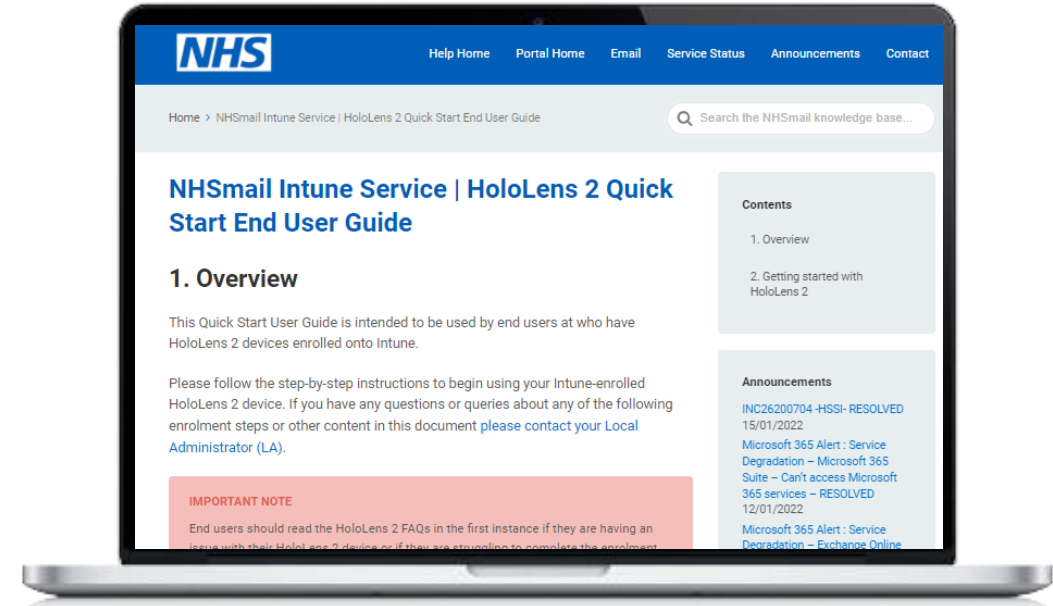
2. OUT OF BOX EXPERIENCE

- The device will then automatically start the OOBE (Out of Box Experience) as the HoloLens 2 device detects network connectivity.
- End users do not need to interact with OOBE until prompted for their nhs.net credentials.

3. DYNAMICS 365 REMOTE ASSIST

- When enrolled, end users will be able to login to Dynamics 365 Remote Assist application with their nhs.net credentials.
- LAs should ensure the Dynamics 365 Remote Assist licence is assigned for each end user using the Dynamics 365 Remote Assist application.
- If end users do not have the Dynamics 365 Remote Assist licence assigned, end users will be unable to access the application and instructed to contact their organisations Local Administrator.

NHS
Help Home   Portal Home   Email   Service Status   Announcements   Contact

Home > NHSmail Intune Service | HoloLens 2 Quick Start End User Guide

NHSmail Intune Service | HoloLens 2 Quick Start End User Guide

1. Overview

This Quick Start User Guide is intended to be used by end users at who have HoloLens 2 devices enrolled onto Intune.

Please follow the step-by-step instructions to begin using your Intune-enrolled HoloLens 2 device. If you have any questions or queries about any of the following enrolment steps or other content in this document please contact your Local Administrator (LA).

IMPORTANT NOTE
End users should read the HoloLens 2 FAQs in the first instance if they are having an issue with their HoloLens 2 device or if they are struggling to complete the enrolment

Contents
1. Overview
2. Getting started with HoloLens 2

Announcements
INC26200704 -HSSI- RESOLVED 15/01/2022
Microsoft 365 Alert : Service Degradation – Microsoft 365 Suite – Can't access Microsoft 365 services – RESOLVED 12/01/2022
Microsoft 365 Alert : Service Degradation – Exchange Online

Account Registration

LAs should be aware that the first account that registers on the HoloLens during the Autopilot process becomes the device owner. The only difference between this user and other users is that the device owner can delete other accounts if needed.

HoloLens 2 Deep Dive | Device Management

Device management allows LAs to manage their HoloLens 2 devices in the Intune portal with their RBAC permissions
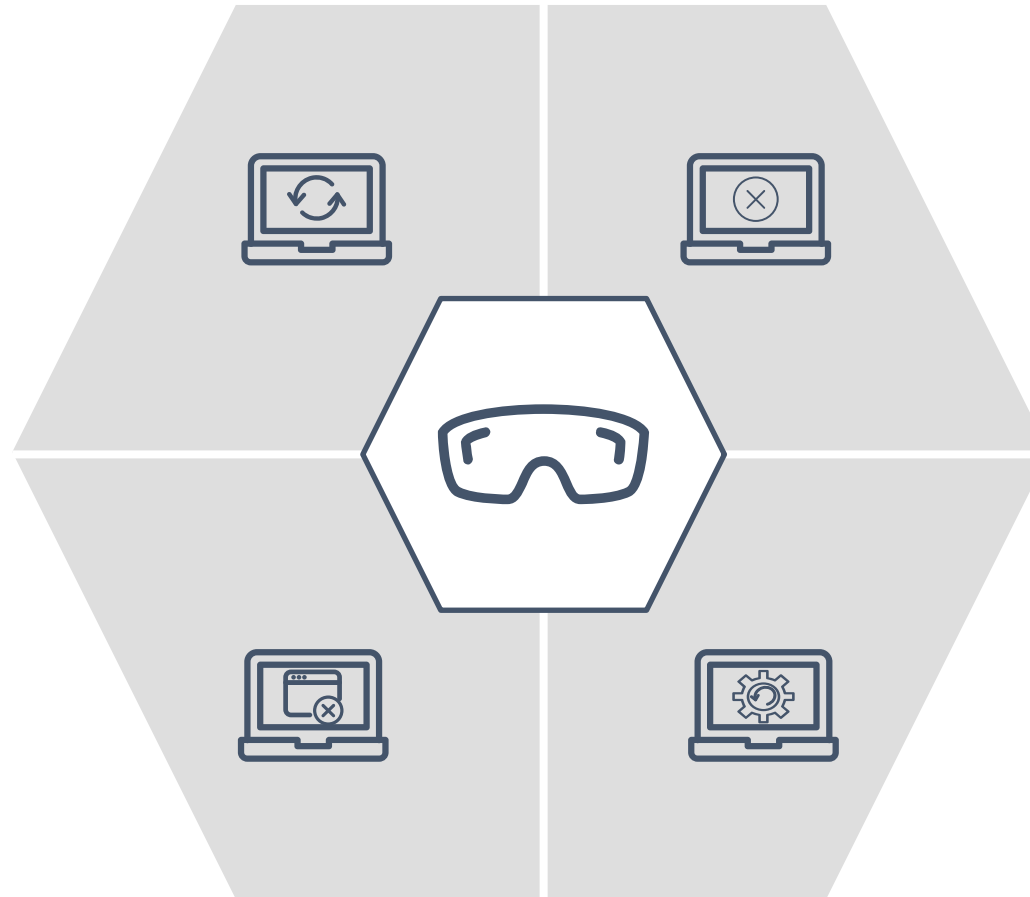
With delegated RBAC controls, LAs have the permissions to manage their device estate. Device management features and methods for HoloLens 2 devices are fully explained in the Operations Guide for Local Administrators and Onboarding Managers. Below are examples of some of the delegated features LAs can utilise when managing HoloLens 2 devices on NHSmail Intune.

Action a sync from Intune to HoloLens 2

A sync can be actioned from the Intune portal to ensure all policies, configurations and applications have applied to the HoloLens 2 device.

Deleting the Intune Device Object

LAs can delete a HoloLens 2 device, by selecting the HoloLens 2 device they want to delete under the Windows devices page on the Intune Portal.

Removing the device from AutoPilot Enrolment

LAs can remove the HoloLens 2 from AutoPilot enrolment under tenant administration on Intune by selecting the HoloLens 2 device under the Windows devices page on the Intune Portal.

Reset HoloLens 2

If a HoloLens 2 device was enrolled with an Azure AD account or Autopilot, it cannot be unenrolled from Intune.

To remove HoloLens from Azure AD or re-join it to a different to Azure AD tenant, the HoloLens device must be reset or reflash.

HoloLens 2 Deep Dive | Dynamics 365 Remote Assist

Dynamics 365 Remote Assist is a remote collaborator which can support with clinical or non-clinical activities
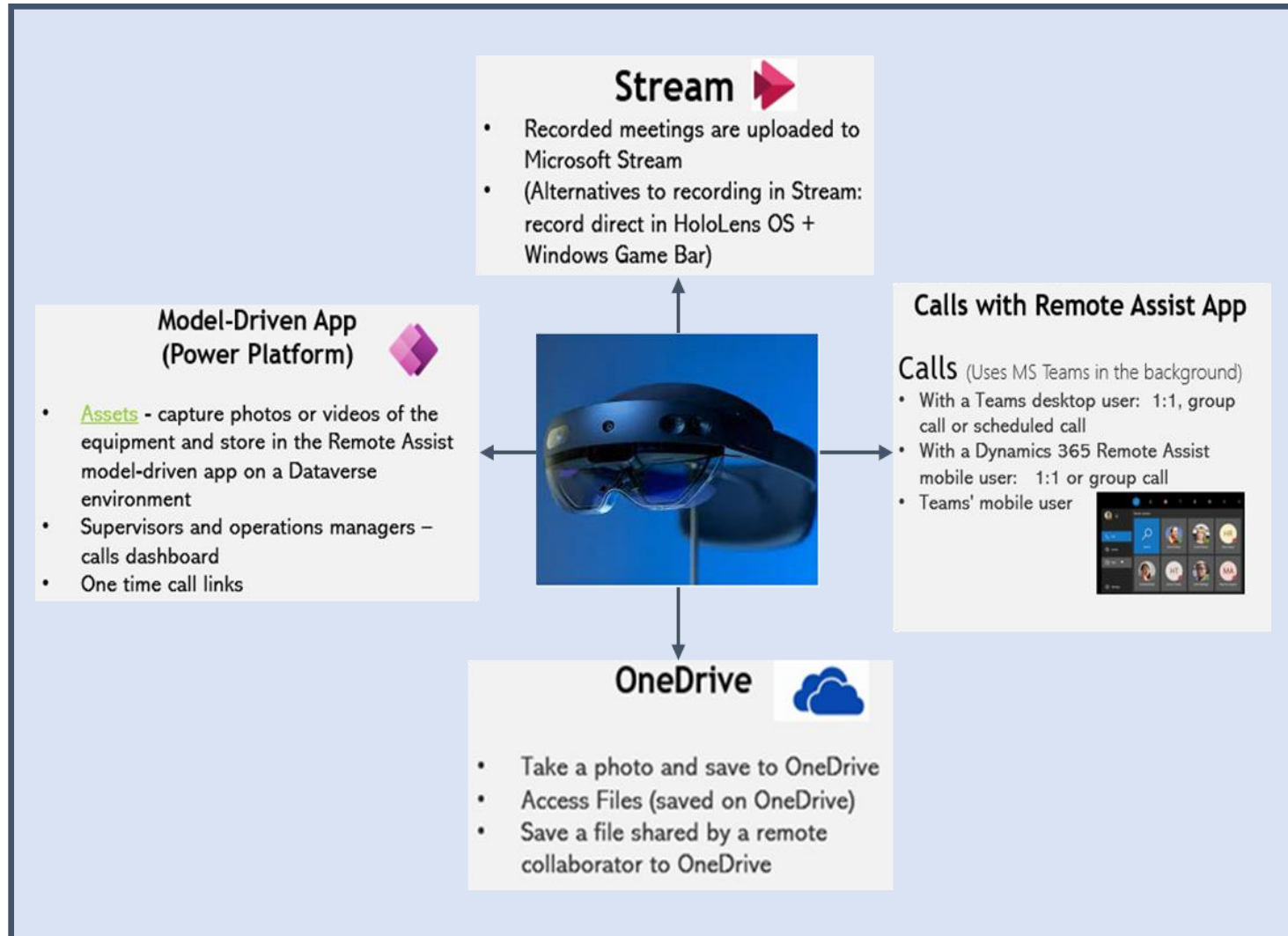
WHAT IS DYNAMICS 365 REMOTE ASSIST FOR HOLOLENS 2?

- Dynamics 365 Remote Assist is a set of tools that can be used to **collaborate and solve problems remotely**.

- The Dynamics 365 Remote Assist for HoloLens 2 solution will **utilise existing NHSmail Azure capabilities**, including Azure AD (AAD) and a **standardised NHSmail baseline** will be set globally across the NHSmail Intune instance.

- HoloLens 2 devices are enrolled in Intune via Autopilot on the central tenant, with **Intune licencing (EM&S E3 and AADP2) and Dynamics 365 Remote Assist User Licencing** to be assigned accordingly to each LA and end user who will be using a HoloLens 2 device.

- Once LAs have enrolled the HoloLens 2 device to Intune, end users can **use Dynamics Remote Assist to interact with Microsoft 365 apps**.
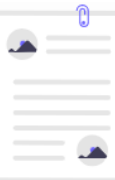
Supporting Documentation for HoloLens 2

- ✓ Operations Guide for Local Administrators and Onboarding Managers
- ✓ HoloLens 2 Quick Start End User Guide
- ✓ HoloLens 2 End User FAQs
- ✓ Remote Assist Supporting Documentation

Stream
- Recorded meetings are uploaded to Microsoft Stream
- (Alternatives to recording in Stream: record direct in HoloLens OS + Windows Game Bar)

Model-Driven App (Power Platform)
- <u>Assets</u> - capture photos or videos of the equipment and store in the Remote Assist model-driven app on a Dataverse environment
- Supervisors and operations managers – calls dashboard
- One time call links

Calls with Remote Assist App

Calls (Uses MS Teams in the background)
- With a Teams desktop user: 1:1, group call or scheduled call
- With a Dynamics 365 Remote Assist mobile user: 1:1 or group call
- Teams' mobile user

OneDrive
- Take a photo and save to OneDrive
- Access Files (saved on OneDrive)
- Save a file shared by a remote collaborator to OneDrive

THANK YOU