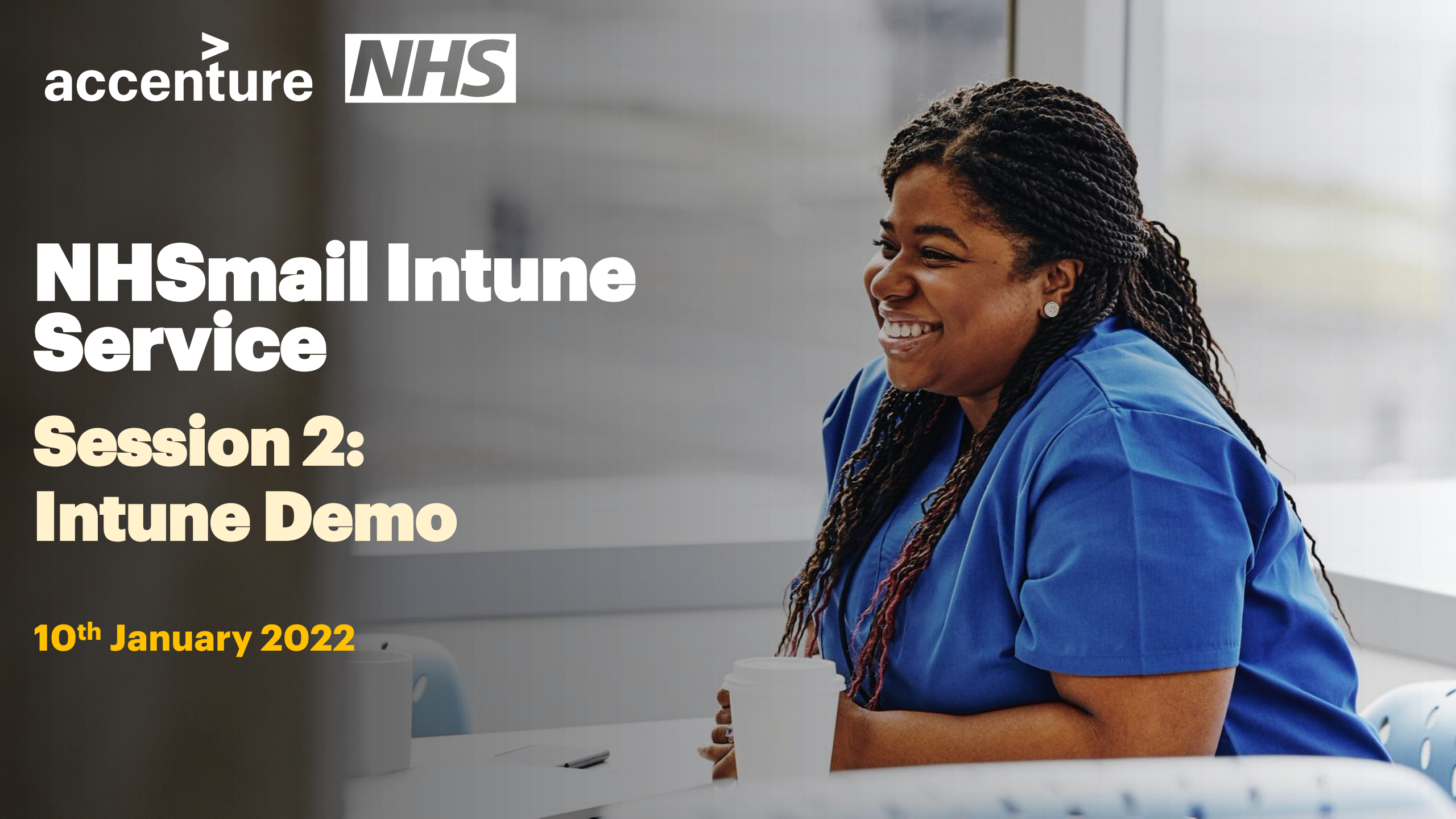
accenture NHS

NHSmail Intune Service

Session 2: Intune Demo

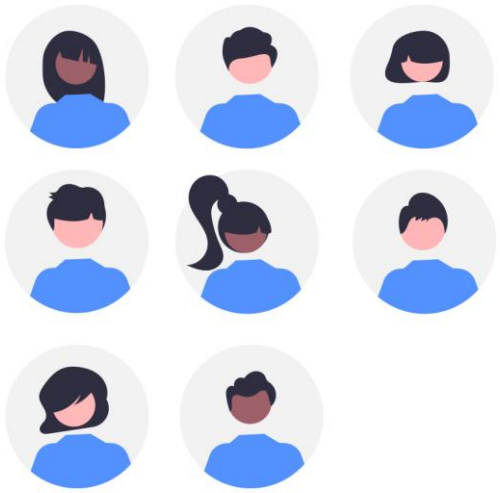
10th January 2022



Upskilling Series | Housekeeping

Event name:	Session 2: Intune Demo
Date:	10 January 2021
Location:	Online Webinar
Start / end time:	14:30–15:15
Attendees:	NHSmail Intune Team and LAs from January onboarding organisations
Objectives & purpose:	To provide an overview of the key areas of the Intune Portal.
End goal:	Attendees understand more about how to access Intune and key tabs / areas of the Portal they will need to use when getting started.

Housekeeping
• As this is a webinar, all attendees, other than the presenters will be on mute during the event. • There will be a question and answer section at the end of the session, time permitting. If you wish to ask a question during one of these, please raise your hand. • Any questions submitted in the chat which we don't have time to answer in the session will be answered via follow-up email after the session where appropriate. • Information outlined in red indicates key information.



Upskilling Series | Sessions

An overview of the NHSmail Intune upskilling series, created to support organisations to onboard to NHSmail Intune

17 sessions over 4 weeks

All sessions are optional

Recordings and session materials available

Suggested further reading & resources

Supported upskilling

KEY		Intune Fundamentals	Onboarding + Support Basics	Mobile Devices	Windows 10	HoloLens 2	MAM	Intune Advanced
Week	Date	Focus	Session Title	Session Content	Duration	Session Audience	Preparations prior to session	Target Audience
1	10/01	Intune Fundamentals	Introductory Session	Pre-requisites, licencing, how to get started using NHSmail Intune	1 hour	All organisations	None required	All LAs
	10/01		Intune Demo	Demo of the key sections of the Intune portal	45 minutes	All organisations	None required	LAs who have never used Intune or are beginners
	11/01		RBAC and Security Baselines	Overview of the custom RBAC permissions and security baselines set up for the NHSmail Intune	45 minutes	All organisations	None required	All LAs
	11/01		Intune Features and Group Management App	Session exploring the specific features of NHSmail Intune and a demo of the Security Group Management App	1 hour	All organisations	None required	All LAs
1	12/01	Onboarding and Support Basics	Support Model / Raising a ticket	Overview of the NHSmail Intune Support Model and how to raise an ticket via Helpdesk Self-Service	1 hour	All organisations	None required	All LAs
	12/01		Documentation Walkthroughs	Orientation and walkthrough of the key supporting documentation available to all onboarded organisations	30 minutes	All organisations	None required	All LAs
	13/01	Mobile Devices	Android Deep Dive	Deep dive session focused on managing Android devices on NHSmail Intune	1 hour	Organisations with Android devices	None required	LAs who will be enrolling and managing Android devices on NHSmail Intune
	13/01		iOS Deep Dive	Deep dive session focused on managing iOS/iPadOS devices on NHSmail Intune	1 hour	Organisations with iOS devices	None required	LAs who will be enrolling and managing iOS devices on NHSmail Intune
2	17/01	Windows 10, HoloLens 2 & MAM	Windows 10 Deep Dive	Deep dive session focused on managing Windows 10 devices on NHSmail Intune and preparations required for the Hybrid-Join feature	1 hour	Organisations with Windows 10 devices	None required	LAs who will be enrolling and managing Windows 10 devices on NHSmail Intune
	18/01		HoloLens 2 Deep Dive	Deep dive session focused on managing HoloLens 2 devices on NHSmail Intune	30 minutes	Organisations with HoloLens 2 devices	None required	LAs who will be enrolling and managing HoloLens 2 devices on NHSmail Intune
	19/01		Mobile Application Management (MAM) Overview	Overview of MAM policies on NHSmail Intune and how to use them	1 hour	All organisations	None required	LAs wishing to deploy Mobile Application Management policies to devices
2	20/01	Intune Advanced	Co-Management and Certificate Services	Overview of the co-management and certs. connector feature on NHSmail Intune	1 hour	Organisations with co-management / SCCM requirements	None required	LAs from organisations requiring co-management and / or certificate connectors
3	24/01	Supported Enrolments	Supported Device Enrolment Session (Android)	Guided enrolment session with Q & A	1 hour	Organisations with Android devices	EMS licences assigned, organisation technically onboarded and access to the Intune portal	LAs who will be enrolling and managing Android devices on NHSmail Intune
	25/01		Supported Device Enrolment Session (iOS/iPadOS)	Guided enrolment session with Q & A	1 hour	Organisations with iOS devices	EMS licences assigned, technically onboarded, access to the Intune portal, ABM link complete and VPP token added	LAs who will be enrolling and managing iOS devices on NHSmail Intune
3	26/01		Supported Device Enrolment Session (Windows 10 - Azure AD-joined only)	Guided enrolment session with Q & A	1 hour	Organisations with Windows 10 devices	EMS licences assigned, organisation technically onboarded and access to the Intune portal	LAs who will be enrolling and managing Windows 10 devices on NHSmail Intune
	27/01		Supported Device Enrolment Session (HoloLens 2)	Guided enrolment session with Q & A	1 hour	Organisations with HoloLens 2 devices	EMS licences assigned, organisation technically onboarded and access to the Intune portal	LAs who will be enrolling and managing HoloLens 2 devices on NHSmail Intune
4	31/01	Intune Advanced	Windows Hybrid-Join Overview	A look ahead to the upcoming Windows Hybrid-Join feature on NHSmail Intune	30 minutes	All organisations	None required	LAs from organisations interested in enrolling Win 10 devices with access to both cloud and on-premises resources

January organisations can register to attend any of these sessions by signing up on the January 2022 NHSmail Intune Upskilling page.

Agenda

Session 2: Intune Demo

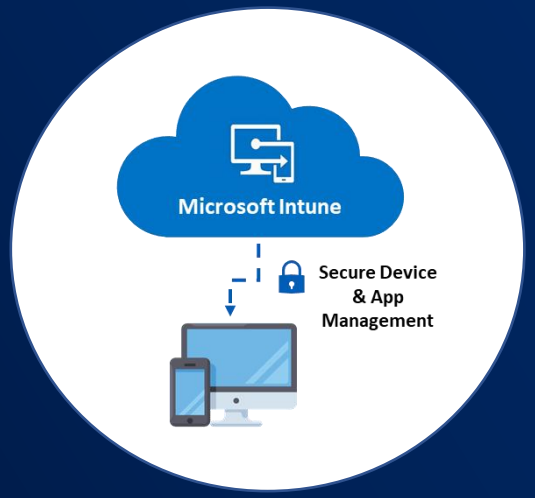
01 Intune Portal Overview

02 Intune Demo

- Enrolment
- Wiping and Removing Devices
- Device Overview and Apps
- Configuration Profiles
- Compliance Policies
- RBAC Roles
- Scope Tags
- Monitoring

03 Questions and Close

Session 2



Intune Demo

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.
- Session 2 will provide a demonstration of the Intune Portal to help those LAs who may be new or relatively new to using Intune to familiarise themselves with the Portal and the functionality available.

Objectives of this session

- Demonstrate key areas of the Intune Portal
- Discuss common errors and issues LAs tend to have when first using the Intune Portal and how to avoid these to save time
- Answer any questions on the Intune Portal and how to get started

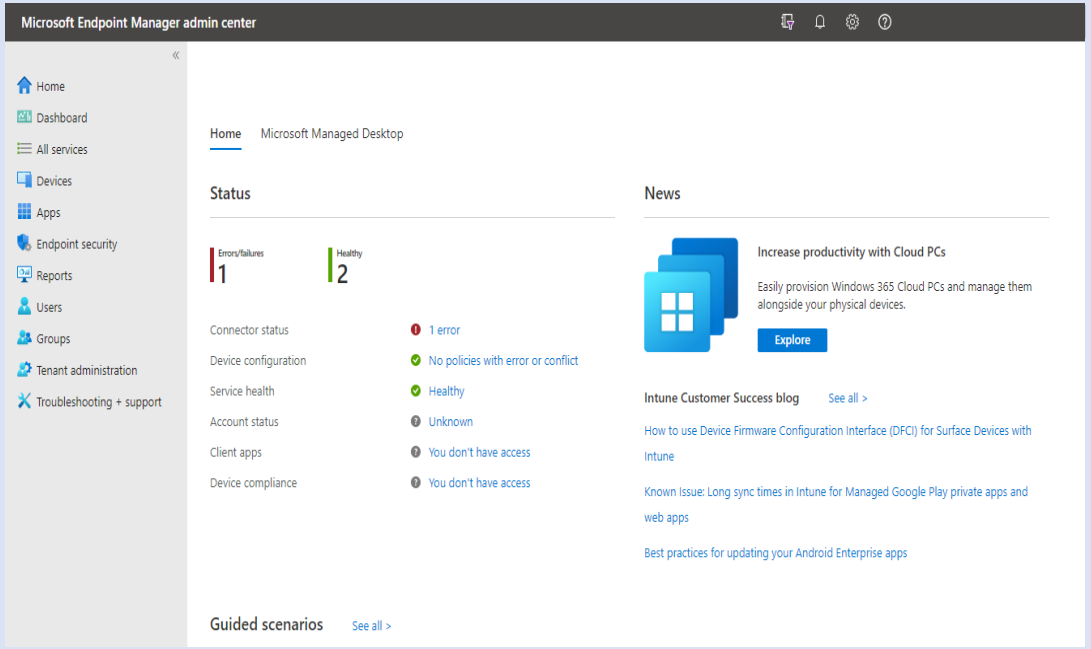
Intune Demo | Intune Portal Overview

NHSmail Intune runs from the standard Intune Portal but there are some differences to using the Intune Portal when enrolled onto NHSmail Intune

1. INTUNE PORTAL

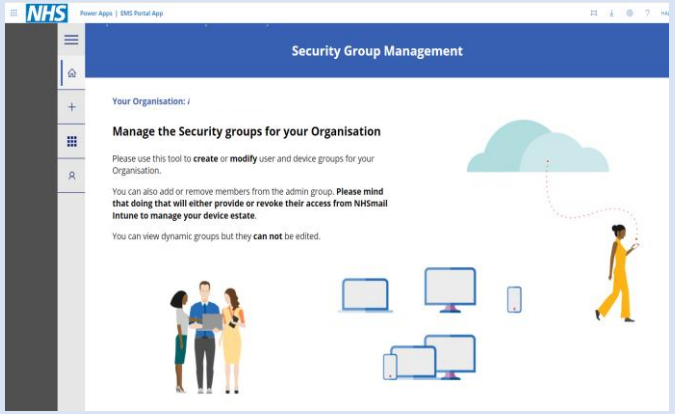
NHSmail Intune uses the standard Intune Portal - also referred to as Endpoint Manager - to allow LAs to complete most enrolment and management tasks associated with device management, **except for Group Management**.

All LAs with RBAC permissions should have the following URL bookmarked: https://endpoint.microsoft.com



2. SECURITY GROUP MANAGEMENT APP

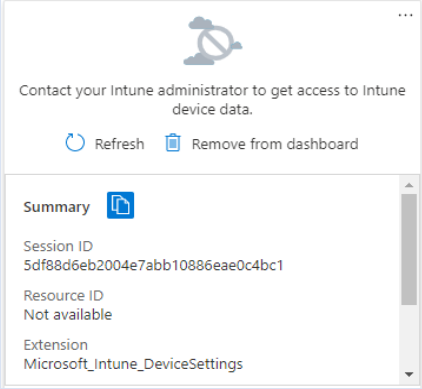
Organisations onboarded to NHSmail Intune are unable to complete Group Management tasks such as creating, viewing and editing Groups via the Intune Portal. Instead a **specific Security Group Management Application has been created**, which all LAs with RBAC permissions will be able to access and use.



3. EMS E3 & AADP2 LICENCE ASSIGNMENT

To be able to use all the functionality of the Intune Portal (which is available to NHSmail Intune organisations) **all LAs with RBAC permissions will need to have a EMS E3 licence assigned correctly**. Failure to do this will result in permissions errors.

For guidance on how assign licences correctly, please see here.



Attempting to complete Group Management tasks natively via the Intune Portal and not correctly assigning licences are the most common causes of early tickets among onboarded organisations.

DEMO

Intune Portal

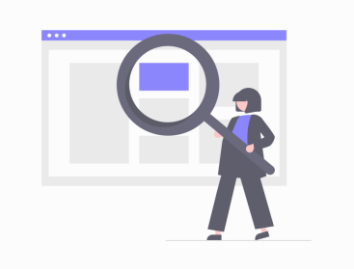
Intune Demo | Demo Roadmap

Intune Demo journey including key requirements which should be in place to allow LAs to explore the Intune Portal fully

To demonstrate what LAs can see, do and access when onboarded onto NHSmail Intune, this demo will cover the following key areas of the Intune Portal. All LAs who are enrolling and managing devices on NHSmail Intune will need to be able to access and use these areas of the Portal.

Intune Portal Requirements

- Ensure that you can access the Intune Portal by navigating to https://endpoint.microsoft.com
- Ensure that an EMS E3 licence has been correctly assigned to you.
- Ensure that you are logged into the Intune Portal on your **nhs.net account**.



This demo will not cover all tabs and functionality available to LAs with RBAC permissions within the Intune Portal.

Intune Demo | Enrolment

Overview of where to find the enrolment screens which LAs will need to use to enrol devices

TOM

Tom is an LA at a newly onboarded organisation.

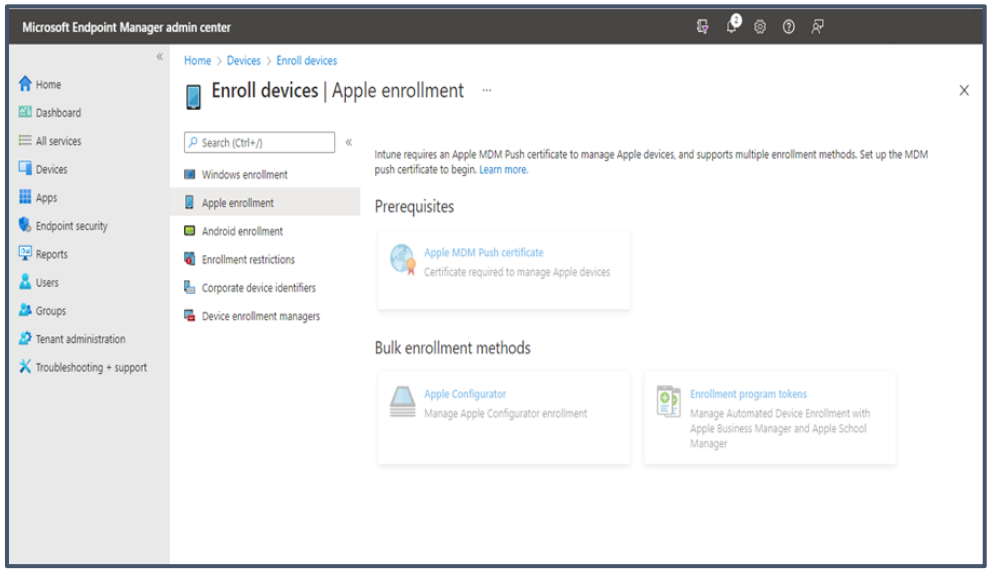
He has never accessed or used the Intune Portal before.

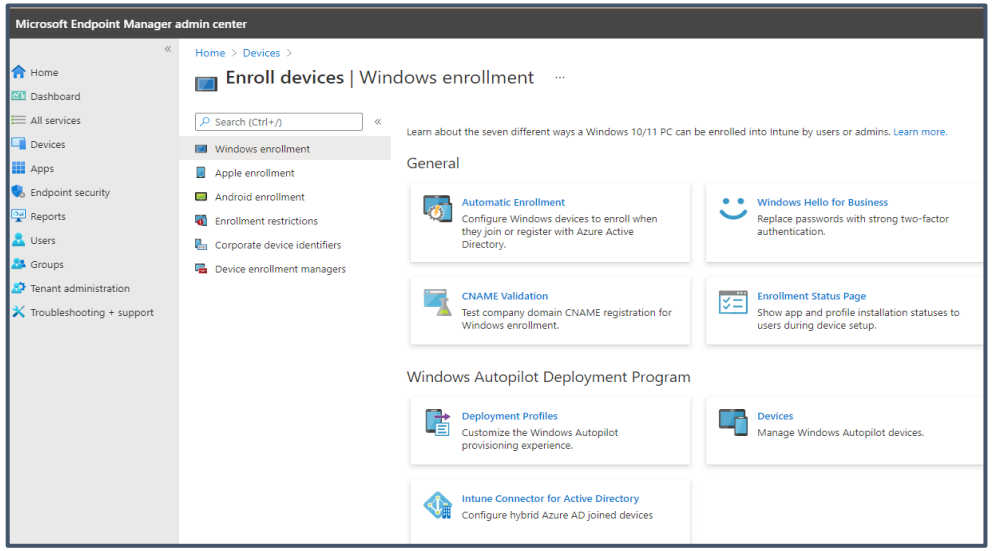
He will be going through some key areas of the Portal in order to familiarise himself with how to get started enrolling and managing the device estate for his organisation.

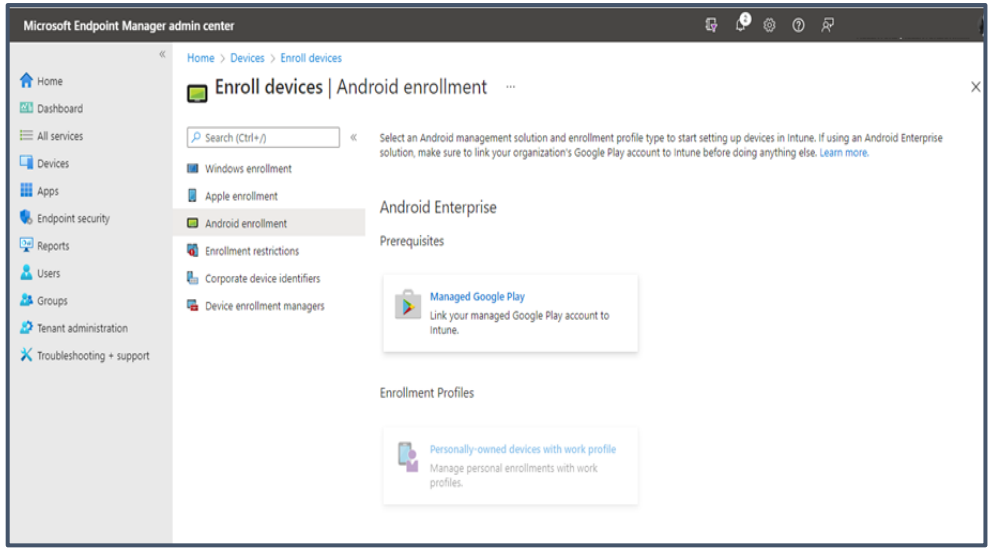
1. Tom has confirmed that he and his team have the correct EMS E3 licences assigned.

2. Tom starts by looking at the enrolment page. To do this, Tom will need to navigate to Devices > Device Enrollment > Enroll devices and then select the target platform.

3. Different enrolment options will be visible for each platform. The Operations Guide for Local Administrators and Onboarding Mangers details which enrolment method/s should be followed for each platform.







Intune Demo | Wiping / Removing Devices

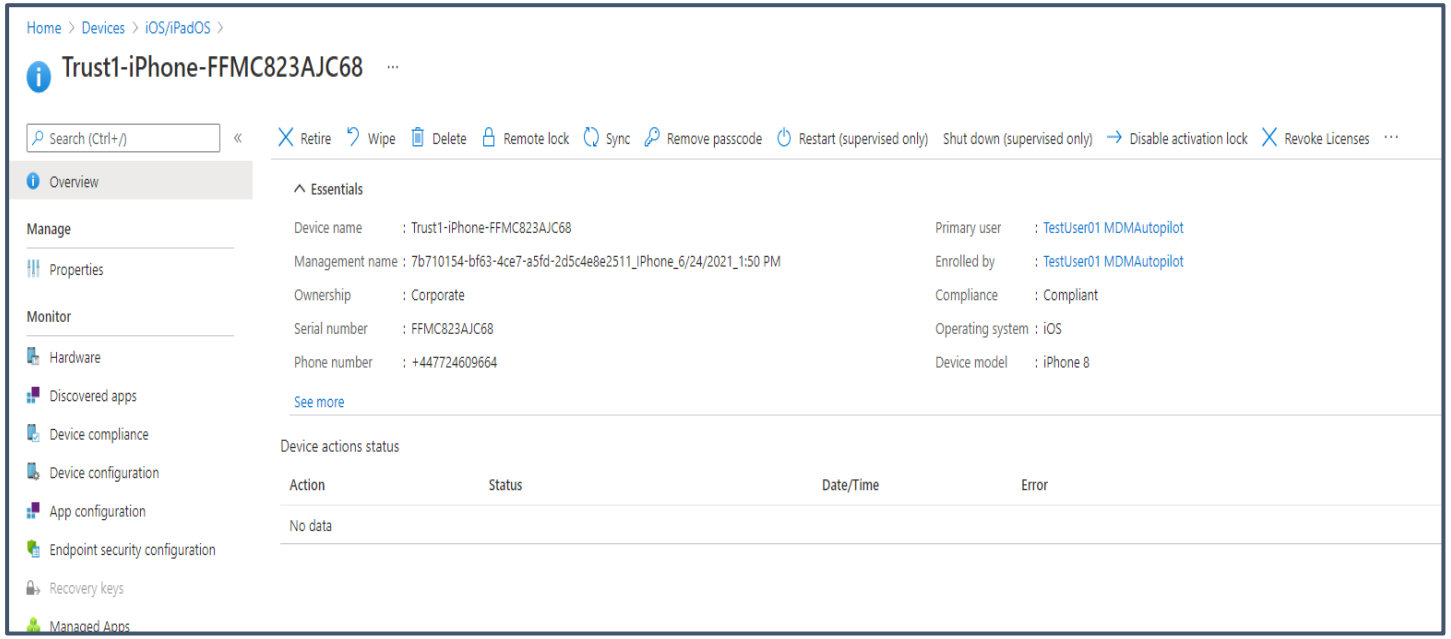
How to access and use the remote wipe, retire and delete features to manage devices on the Intune Portal

TOM

4. Having confirmed where he will need to start enrolling devices, Tom would now like to check what options are available on the Intune Portal for wiping and removing devices he has enrolled.
Tom's organisation's device estate changes quite often, so it will be important for him to be able to re-use devices among staff as well as wipe and remove any lost, stolen or old devices.

5. He navigates to Devices and selects a device.

6. Tom selects Wipe to factory reset the device and remove all data. After the wipe has been initiated the device will be removed from the Intune Portal.



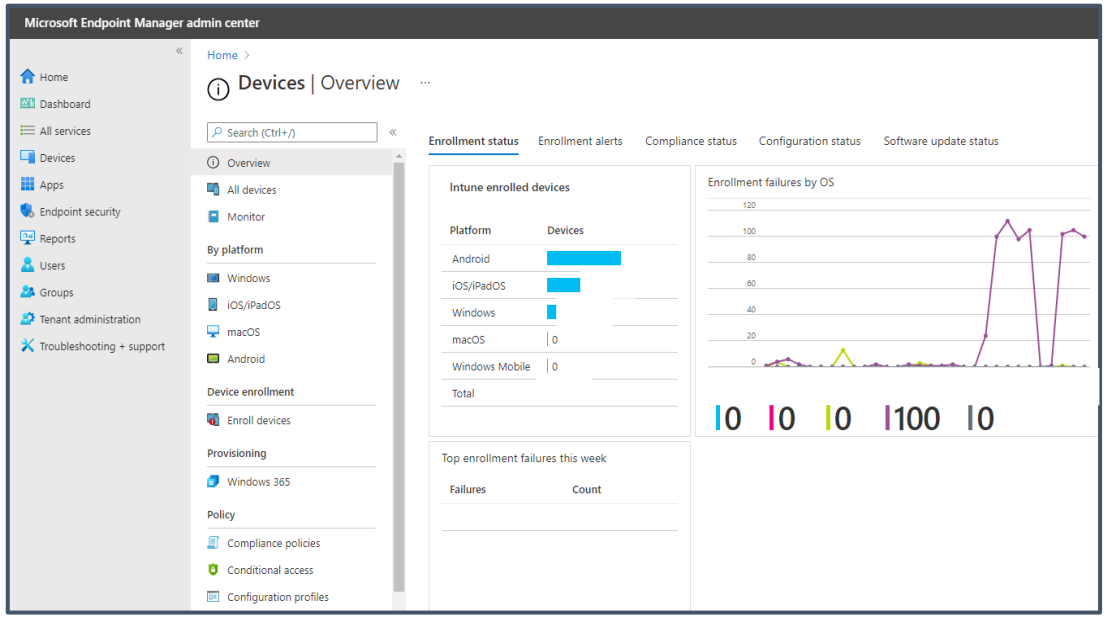
7. For Windows 10 devices and HoloLens 2, Tom will some additional options for wiping and resetting devices. Each option (and it's implications/recommended usage) is explained in the Operations Guide for Local Administrators and Onboarding Managers.

Intune Demo | Devices and Apps

How to access an overview of devices on the platform and view applications

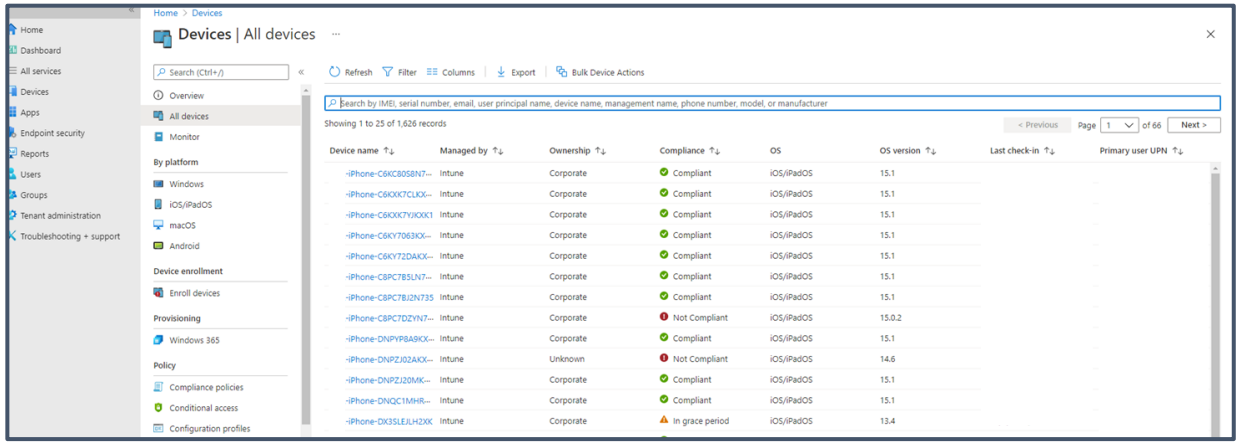
TOM

8. Tom would now like to take a look at the overview page which shows him how many devices are on the platform and allows him to filter for example, by device type. He navigates to Devices > Overview.

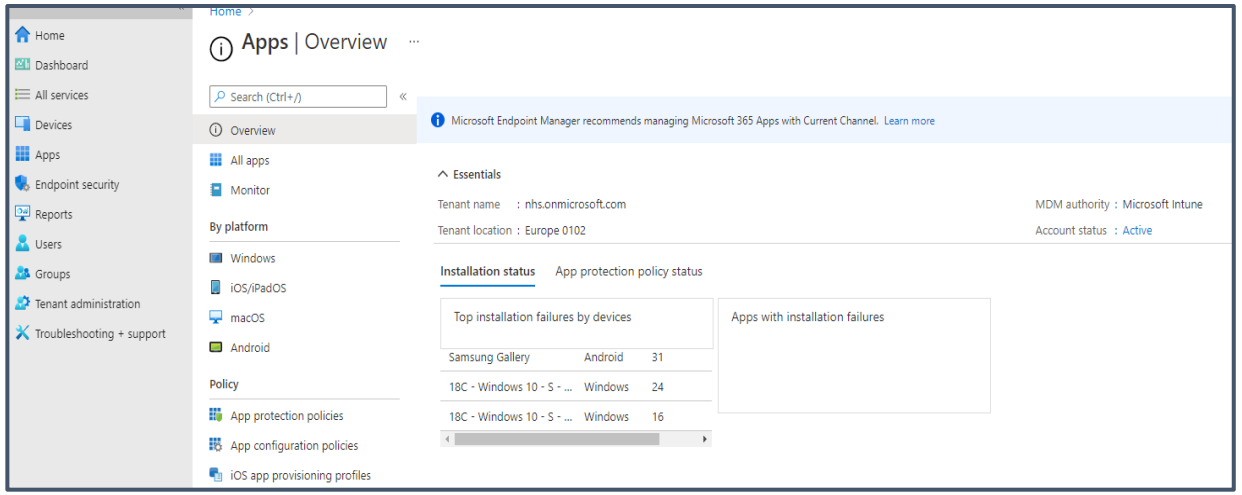


The Devices Overview is **not** customisable and all devices on the platform will be visible. For a more detailed statement on data visibility within NHSmail Intune, please refer either to Section 6 of the NHSmail Intune Terms of Reference or Section 3.1 of the Operations Guide for Local Administrators and Onboarding Managers.

9. Tom navigates to the All devices tab to view a more detailed list of the devices enrolled at his organisation. Again, Tom is able to filter by platform type. This page only shows devices from Tom's own organisation.



10. He then reviews the list of applications pushed to these devices and can select one application, view it's properties and assign it to a Group.



Intune Demo | Configuration Profiles

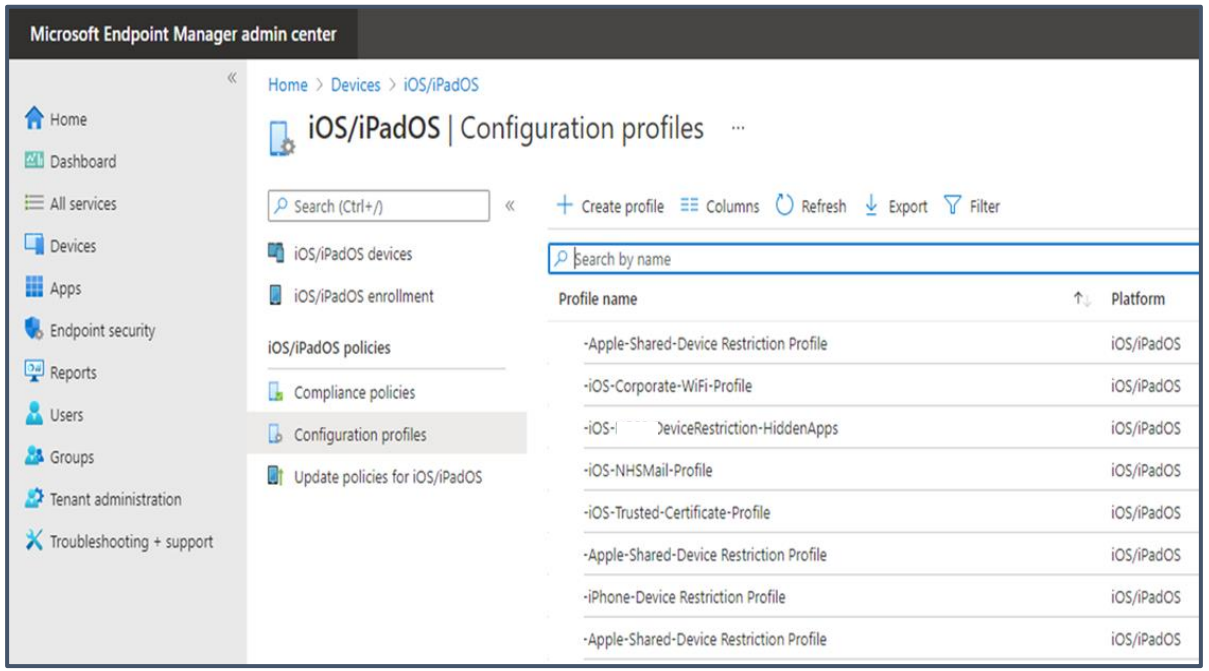
How to access and set-up configuration profiles across the full range of supported device types on NHSmail Intune

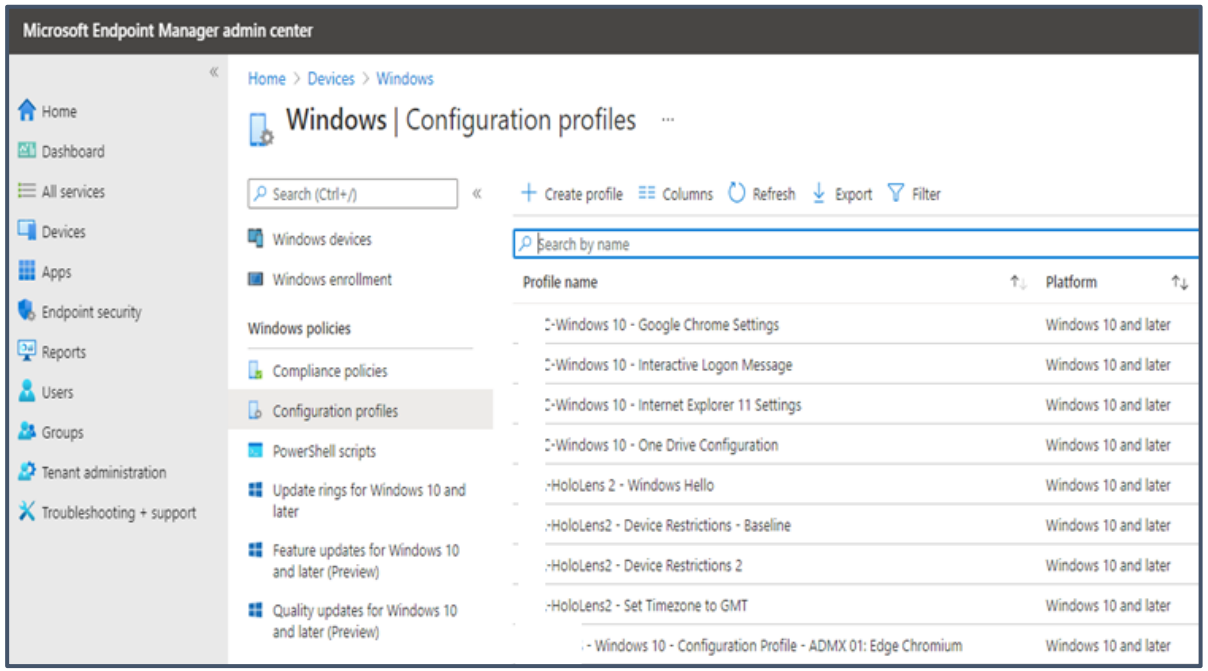
TOM

11. Now that Tom has started to familiarise himself with the Intune Portal and tabs available, he'd like to see how he can set-up configuration profiles for all the devices which make up his organisation's device estate.

12. He navigates to Devices > iOS/iPadOS/Android/Windows 10 > Configuration Profiles.

13. He can select a profile to view details of the profile and the settings which have been configured and create new profiles.





The Windows 10 view also includes any HoloLens 2 devices which have been enrolled.

Intune Demo | Compliance Policies

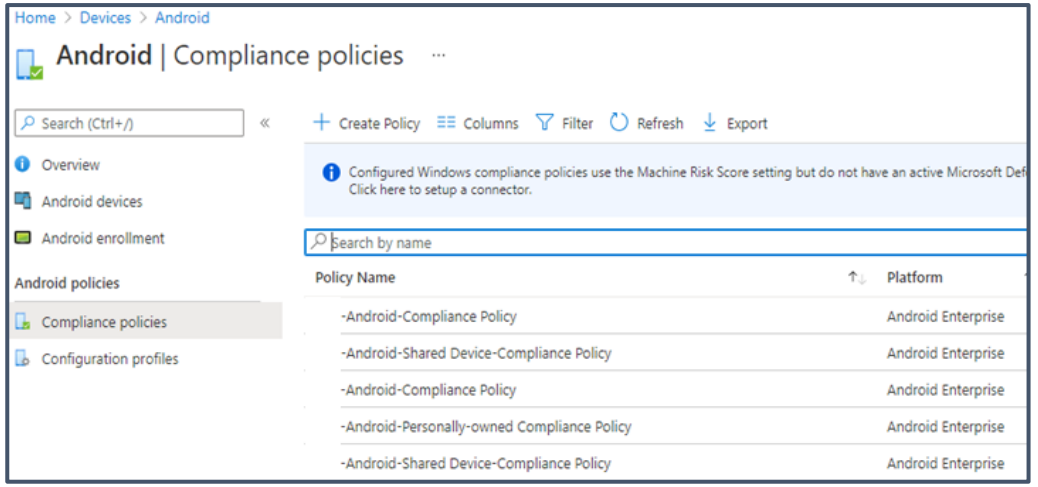
How to access and set-up compliance policies for devices enrolled onto NHSmail Intune

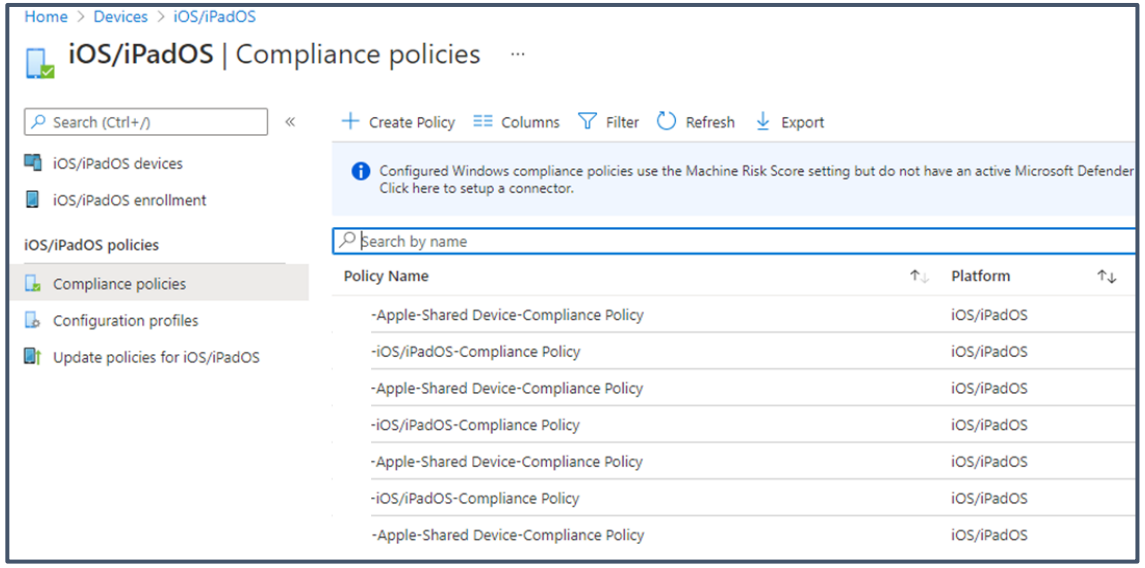
TOM

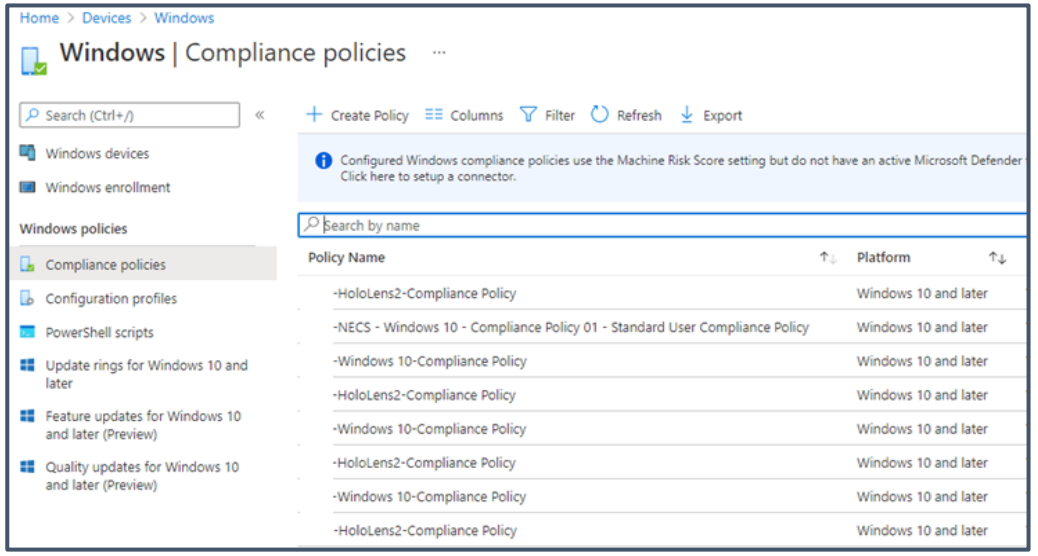
14. Tom would now like to see how he can use the Intune Portal to help him to set and manage compliance policies for devices enrolled onto the platform. Local Administrators can use compliance policies (rules and settings) to help protect organisational resources. There is an extensive range of settings which can be used to tailor protection to specific needs.
For a full list of these, please refer to the Operations Guide for Local Administrators and Onboarding Managers.

15. He navigates to Devices > iOS/iPadOS/Android/Windows 10 > Compliance Policies and is able to create compliance policies for devices.

Please note: The correct naming standard should be used when creating compliance policies in order to keep the environment tidy and make it easier to find items.







The Windows 10 view also includes any HoloLens 2 devices.

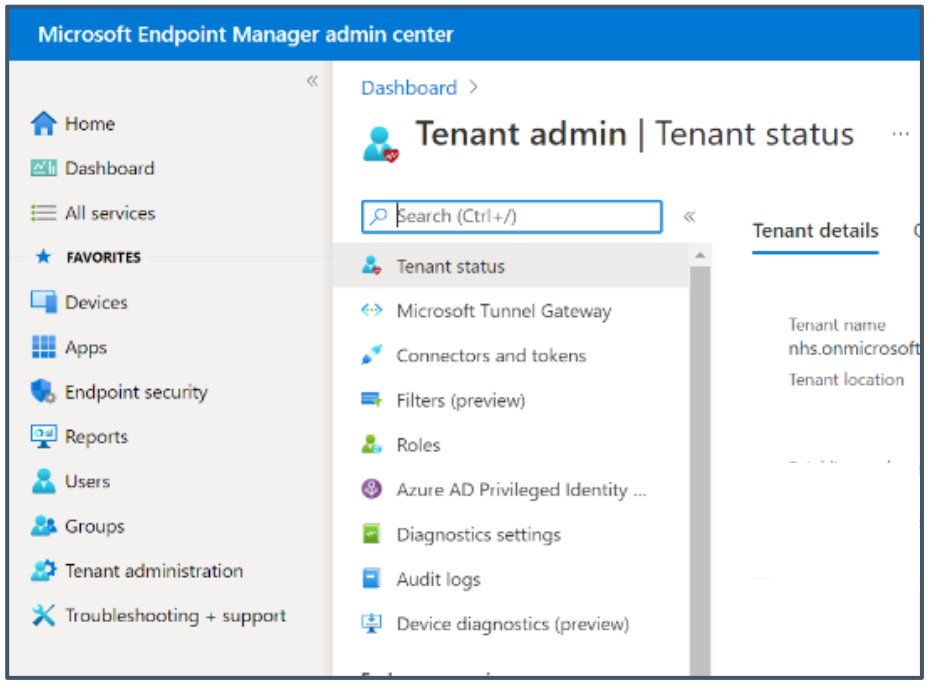
Intune Demo | RBAC Roles

How to view RBAC roles, assignments and properties so LAs can manage devices on the Intune Portal

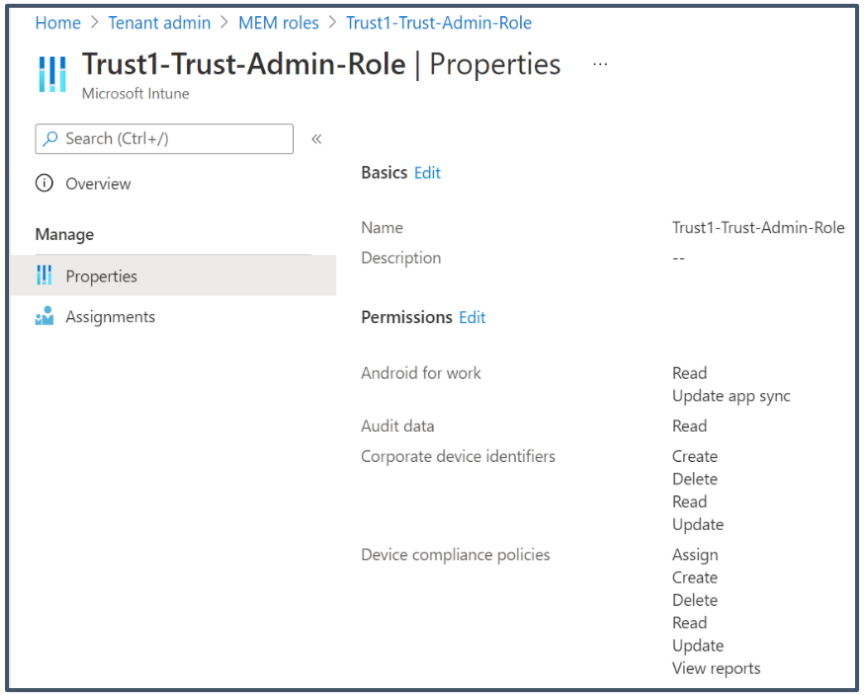
TOM

16. Tom understands RBAC permissions are given to LAs to manage devices on NHSmail Intune. Tom would like to know how to view the RBAC permissions which he and other members have been given as part of the technical onboarding process.

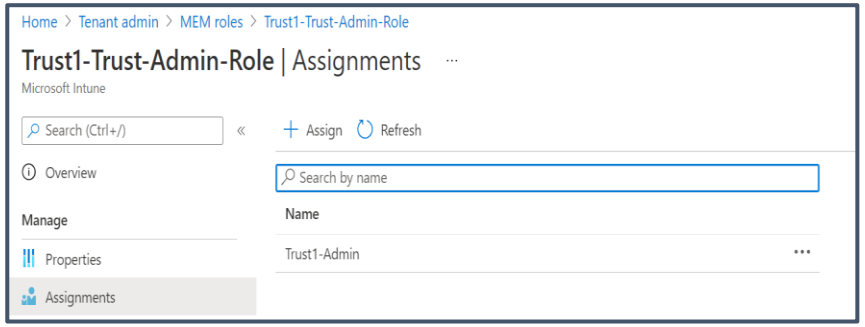
17. He navigates to Tenant Administration > Roles > All roles.



18. He selects a role > properties to view the RBAC role permissions.



19. Tom can view the assignment of the RBAC role by selecting Assignment. He can view the Groups assigned to the policy by selecting the assignment name.



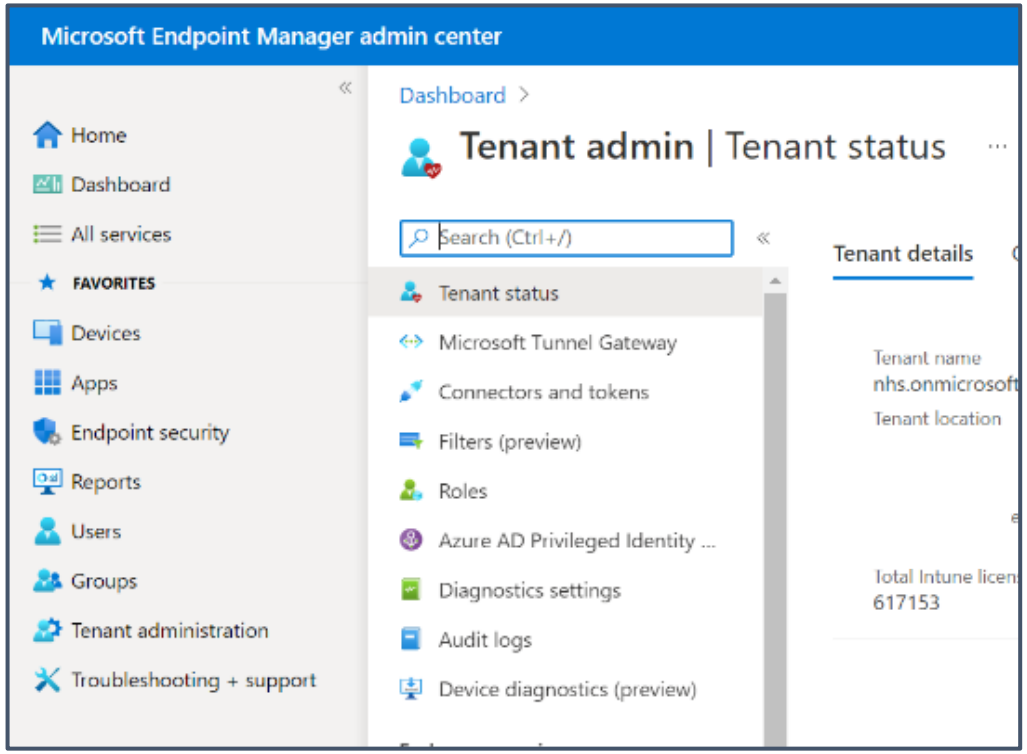
Intune Demo | Scope Tags

How to view scope tags for devices enrolled to the Intune portal and check the assignment of scope tags

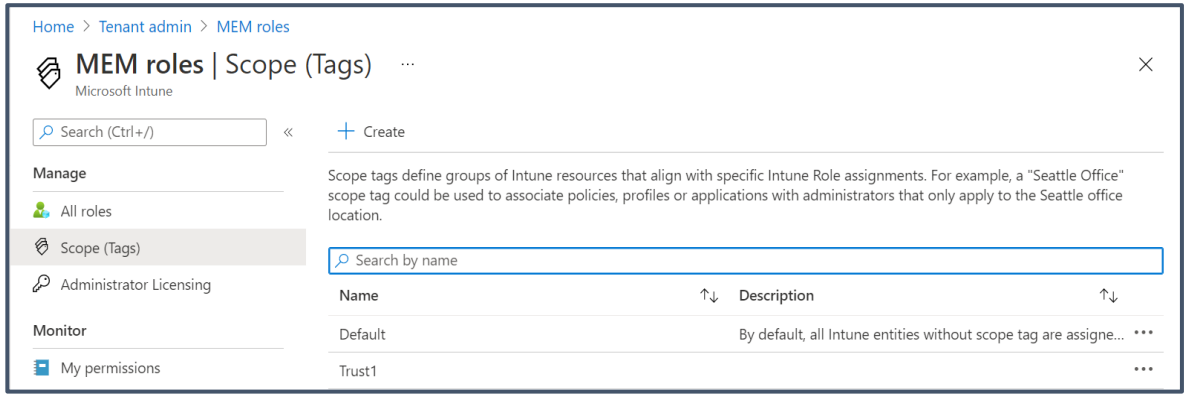
TOM

20. Tom knows scope tags are used in the naming of Groups and help both LAs and the Intune Live Service Team to identify and manage their device and user Groups.

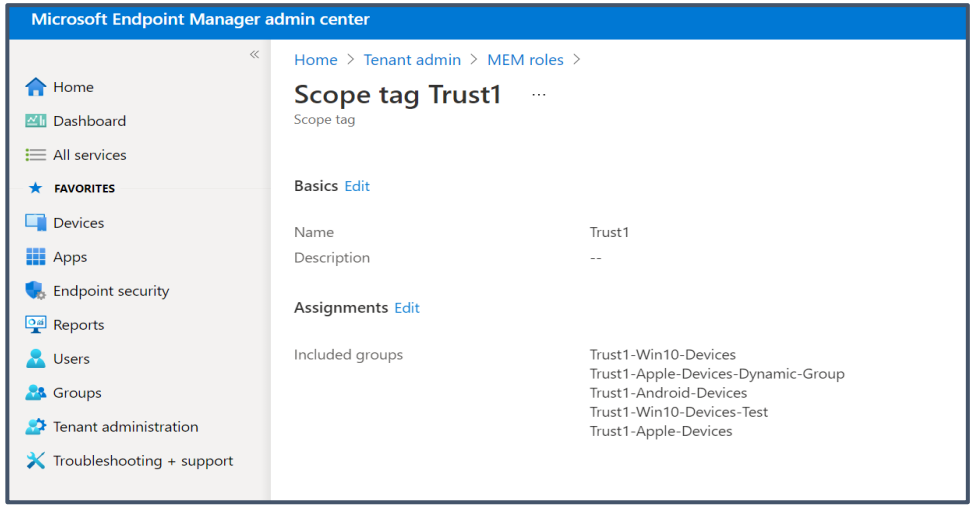
21. He navigates to Tenant Administration > Roles > Scope (Tags).



22. He selects the ODS code for his organisation to view further details. For all onboarded NHSmail Intune organisations, an organisation's ODS code is the scope tag (identifier) which has already been created.



23. By selecting the scope tag, Tom can view the groups currently assigned to the scope tag.



Intune Demo | Monitoring

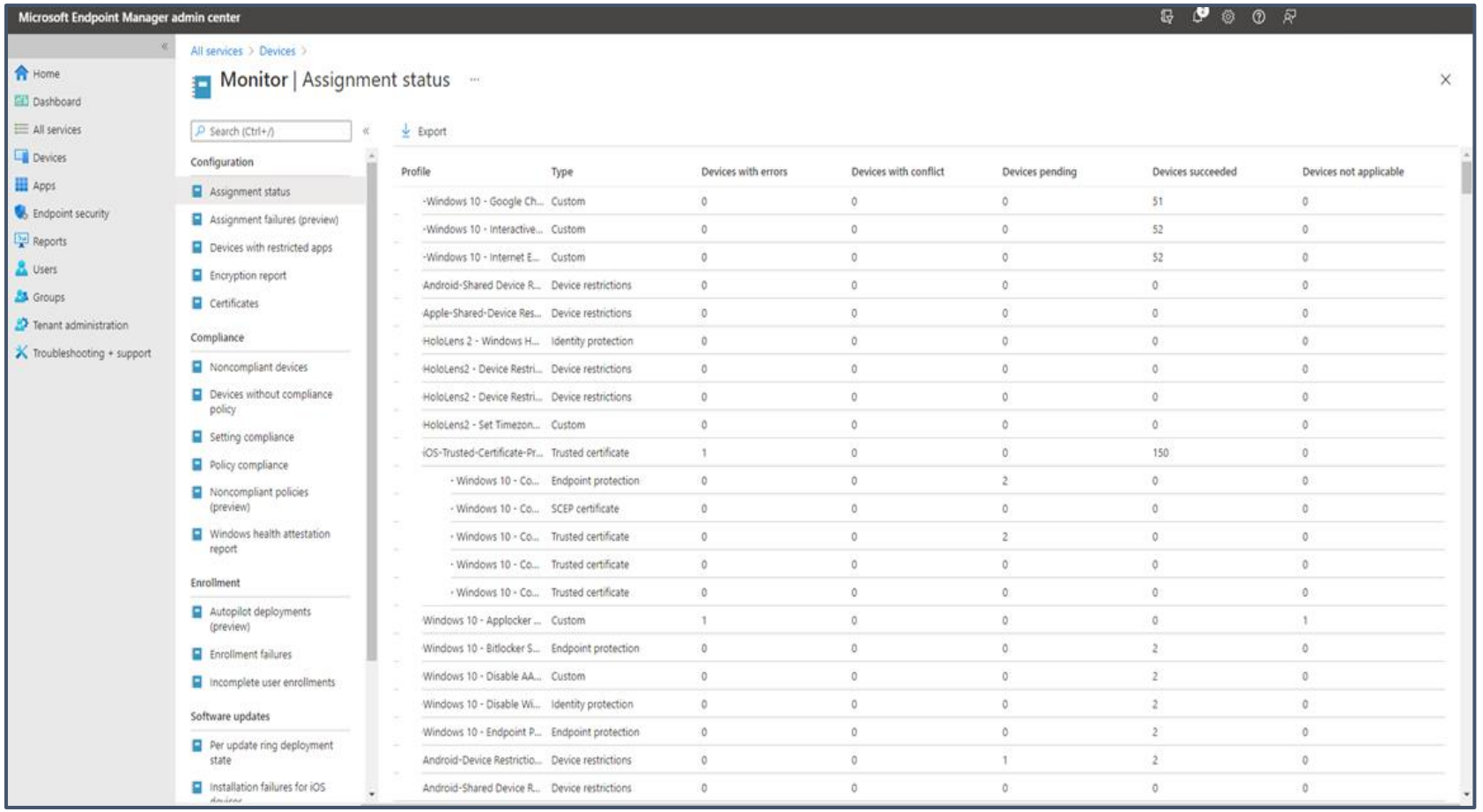
How to access and use the monitoring feature available to support LAs to manage devices on the Intune Portal

TOM

Tom now has a much better idea of how to manage devices in the Intune Portal and how to apply policies.

Before Tom concludes his review of the Intune Portal, he wants to understand how the Intune Portal can help him to produce reports on his devices so he can monitor them for compliance, enrolment failures etc.

24. He navigates to Devices > Monitor and then Assignment Status to see an overview. Tom is able to view additional monitoring views depending on what he would like to monitor. All monitoring report options are listed on the left-hand pane.



The monitoring overviews available are not customisable, however monitoring reports can be filtered; meaning LAs can use the Intune Portal to produce more granular reports if required.

THANK YOU