



Empire or Federation?

“Which star do I want to be?”



Who is this guy again?



Andrew Robinson

- IT Service Desk
- Trainer/ Facilitator
- Consultant
- Business Coach



Let's take a look at two organizations...



Let's take a look at two organizations...



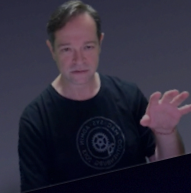
How can we be more like Sisko & Starfleet?

And, aside from being a little nerdy, why am I talking about this now?

“I have a bad feeling about this...”

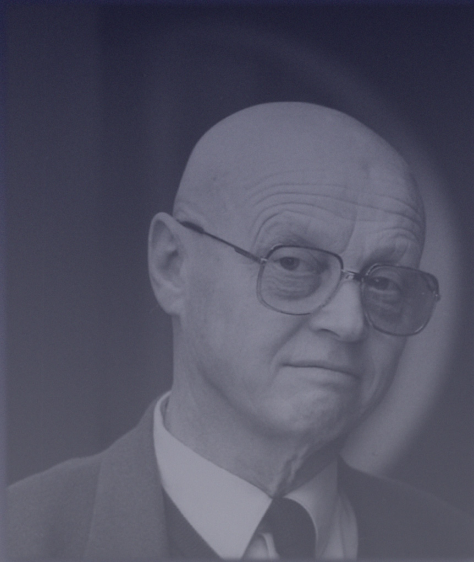
– A bunch of people in a galaxy far, far away. Also probably you, too

Last year... Much of what we do now and going forward will have a lot to do with working with people from different backgrounds



“**Culture** is more often a **source of conflict** than of **synergy**. Cultural differences are a **nuisance at best** and **often a disaster**. ”

— Geert Hofstede



This year's focus

- Groups ...and their differentiation
- Customer service
- Control of our infrastructure
- Onboarding

What I can talk about





C'mon on board! — everyone's doin' it



My Story

An Onboarding to Remember!

I decided I wanted to do
better

Tools I've loved over the yarens

- Munki, of course
- Casper Suite/ Jamf Pro (oh, and Jamf Now!)
- Google Workspace
- SSO systems - Okta, OneLogin, etc
- DEP & MDM
- So many more...

Tools I've loved less...

Even monkeys fall out of trees

GILT



Search designers, products and more...

FEATURED

DESIGNERS

WOMEN

MEN

KIDS

HOM

CATEGORIES

Clothing



Accessories

Shoes

Shirts

Outerwear

Suits & Sportcoats

Sweaters & Hoodies

Denim

Activewear

Pants

Polos & Tees

Socks, Underwear &
Sleepwear

Shorts & Swimwear

SALES ON NOW

EVERYTHING

\$26

26 HOURS

ONLY

26-Hour Everything
\$26: Really,
EVERYTHING

UP TO

6

Up to 6
Style

THE
FALL

STYLE
SHOP

The Fall Style Shop: For
Men

A great job, and moving forward...

Here's what I'd like to challenge our community
to do...

Look at your onboarding workflows

developer.apple.com

Developer Direct Global Coaching Institute Contact Supp...zard Support Google+ Hangouts TextBlade Order Status Term shortlink Evernote Web JAMF SS Helpdesk - JIRA Studio JSS Cloud

Accessibility by design: An Apple Watch for everyone - WWDC21 - Videos - Apple Developer

Developer Discover Design Develop Distribute Support Account

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< Back to WWDC21

<https://developer.apple.com/videos/play/wwdc2021/10308/>

Accessibility by design:
An Apple Watch for everyone

00:05 ~10:06

Overview Transcript

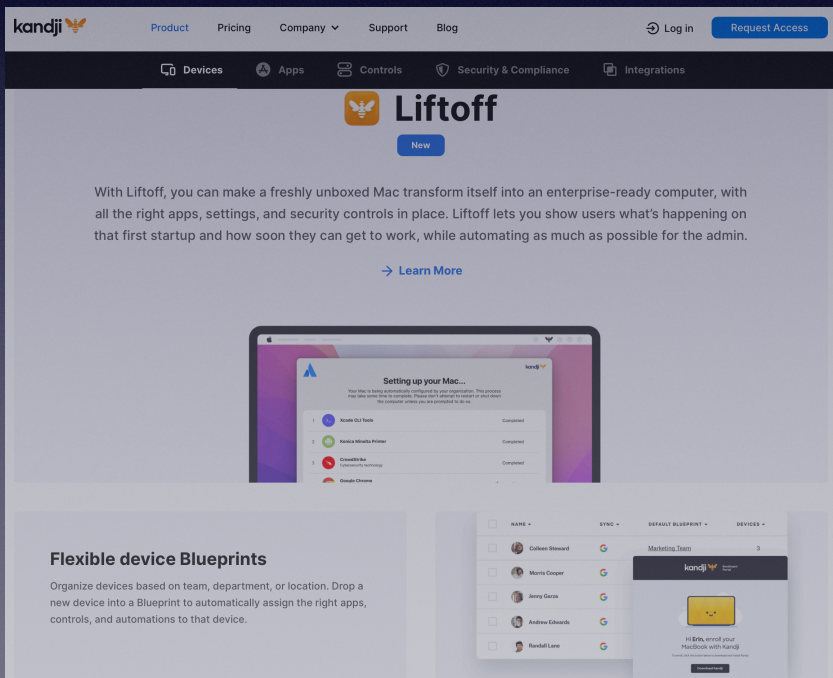
Accessibility by design: An Apple Watch for everyone

Discover how Apple creates products that work well for everyone. Learn from a few of the engineers and designers who helped build Apple Watch as they share stories that highlight our approach to accessible design, constant iteration, and community engagement.

Make that first day a great one for your customers!

Leverage tools and automation where you can, but include
locale knowledge experts

And speaking of tools...



README.md

hello



hello is application onboarding macOS devices.

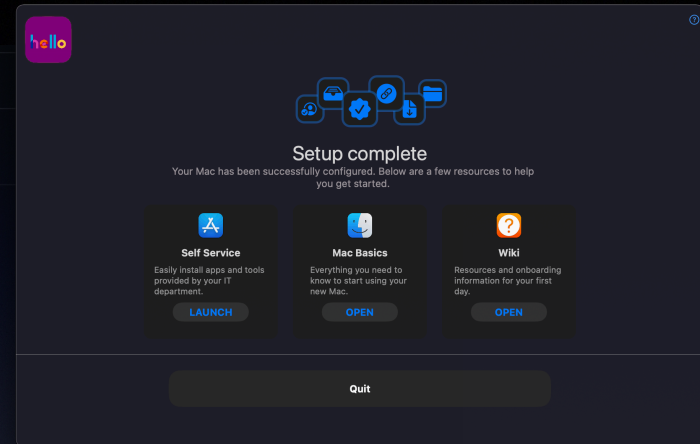
- Inspired by [Kandji's Liftoff](#)
- Logo created with [Type with Pride](#) font family

Warning

DO NOT USE THIS IN PRODUCTION! IT IS NOT READY AND MAY NEVER BE READY!

OS support

macOS Big Sur 11.0 and higher



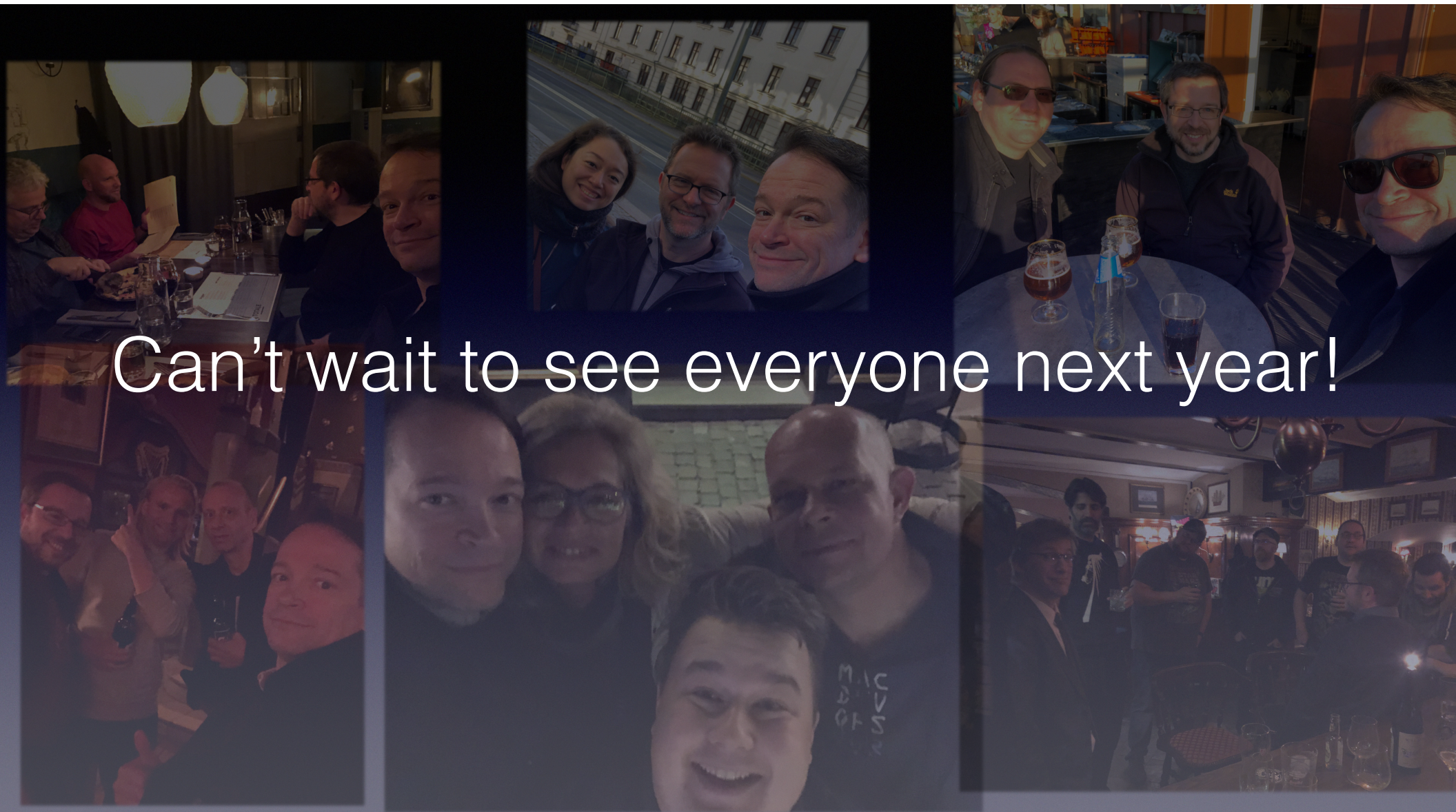
I think we can do better

Our mission is service

If we were actually at the conference in person...

Recap!

Enjoy the job!



Can't wait to see everyone next year!

Thank you all so much!

