

Annual Performance Report

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2024 Key Project and Tasks

- API Integration of Absolute device data with EUS Portal as two separate security layered portals, a user and an admin portal, enabling Realtime access all to LOC assets without the requirement of logging into the Absolute console reducing administrative overhead by increasing device assessment response time. The secure version of absolute allows for the performance of admin tasks without the additional burn of using the absolute portal. A single click to disable a device or wipe a device replaces several steps required to login to the Absolute portal and perform the same tasks. Device geolocation location is hidden from the user portal, per governance and privacy compliance, but available to technicians on the secure version of the EUS Portal.
- Created a EUS Portal support site for requesting EUS Portal support which integrates SN and Planner with support requests. Request automatically generate a SN ticket and post the requested task on t scrum board made with planner for visibility into EUS Portal task and service requests. SN Tickets are updated via the support page without the need to login into SN. Ticket updates are automatically updated on the planner scrum board without opening Planner. This integration converts the administrative overhead of accessing ServiceNow and Microsoft Planner into a process taking seconds at the click of a button.
- Maintained weekly code backup repository for 2 EUC scripting technicians including VMware server snapshots for failover.
- Authored continuity folder with docs, videos, and PowerPoints instructing fellow EUC technicians on aspects of maintenance and management of the EUS Portal.
- Citrix-ServiceNow Integration, developed integration and automation enabling ServiceNow Citrix request to automatically provision a license to a user if there's about 10 percent license remaining available. Reducing the administrative overhead of provisioning the license manually from 10 minutes to instantaneously.
- Provided EUO support with MAC vulnerability and CIS compliance assisted with script executions from Jamf and code review to prevent security risks.

- Responded to 15 data call requests from senior leadership requesting custom data sets cross-applications to answering several business level objectives or concerns. Integrated data from different operations to solve complex Senior management requests.
- Updated Zoom Portal to provide senior management with the employee type integration from Active Directory to solve the question of contractors with zoom pro license.
- Improves service desk operations by providing them with a subset of total workstations that have been active only in the last 30 days. This action sped up service desk operations by 50% reducing exhaustive searching of the previous data set.
- Integrated ServiceNow, Software Center, and SCCM to automate the installation of an application when requested via a SN ticket or via Software Center. Besides recuperating the lost work, hitherto, unaccounted for as EUS requests (software center), a user cannot request software via Software center and it is installed automatically if approval isn't required.
- Integrated Teams with ServiceNow allowing a user to request an Ad-Hoc Team via SN Ticket which is automatically created via automation. This reduced administrative overhead. A technician is no longer required to perform the request and a customer no longer has to wait for the request to be resolved.
- Enforced security policy over Teams deployments via automation and integration of Microsoft Teams and OCIO governance. Teams and AD Hoc teams logos are enforced via security automation using automation to ensure approved Teams logo is deployed, contractors aren't given access, and approved naming convention for org and ad-hoc teams are enforced. Senior leadership governance of the teams deployment, known as governance as code, is accountable via automation.
- Maintained a senior leadership report on the EUS Portal responsible for Windows 11 readiness. Reporting which machines are compatible for windows 11 migration. As new hardware was purchased by the library the report was updated with compliance based on Microsoft hardware requirements.
- Saved administrative overhead by integrating device status within SCCM into the EUS Portal. Technicians no longer need to remote into the jump server, then into SCCM server to query SCCM for a device status. Reducing the administrative overhead to almost nothing, SCCM device status can be found on the EUS Portal. Along with workstation database device status, the addition provides visibility into devices that may only be in SCCM (client reported) and not reporting properly otherwise.
- Developed a Power Bi report for senior leadership to keep track of zoom license. Updated in real time, it provided an option for administrative personnel to access license metrics without zoom admin access. Integrated Zoom with Power Bi.
- Developed a Power Bi report capturing real time metrics of Intune devices for senior leadership and non-Admin personnel visibility into intune device management. This was also email to asset management leadership for the audit of active LOC devices vs dispositioned devices. Integrated Intune with Power Bi.
- Integrated Adobe SN requests with Active directory group management to provide for the automatic licensing Adobe Software support request. Converting adding a user to an active directory group into an automated task taking seconds after a user is approved in SN for and Adobe license.

- Created integration to remove a users zoom license via automation with a SN request. Reducing administrative hours from accessing the zoom admin portal and searching for the user to an automated process lasting seconds after SN ticket approval.
- Supported several citrix security audits by providing integrated data call reports to senior leadership containing both Active Directory data along with citrix usage data. Discovered potential security violations with unknown accounts accessing citrix anonymously. This lead to the eventually shutdown of citrix as an organizational resource.
- Created automation for the copy of Microsoft Shift schedules 4 weeks at a time in advance. The capability soon became a Microsoft feature. This automation was later replaced by a Microsoft feature performing the same task. The intent was to reduce administrative overhead by copying division level schedules to prevent the administrative overhead to manually reentering ever week.
- Microsoft request a copy of my org teams automation script. This kind of automation hadn't been performed before and Microsoft wanted a copy of my work for their library and to potentially assist other organization with similar team governance as code projects. Build and sent them a sterilized copy of the code.
- Completed many documentation updates for new processes and capabilities of the EUS Portal. PowerPoint, video, and document instructions were posted on the EUS Portal continuity site.
- Developers Power Bi report to capture tenable vulnerabilities. This early version of the Security Vulnerabilities Report improved vulnerability visibility from a single snapshot in time, when a request was made to the tenable team for an excel version of current vulnerabilities, to a real-time report of vulnerabilities no later than 3 hours old available any time. This improved security response time to within 3 hours from once a week excel reports. Integrated Tenable with Power Bi.
- Reduced the administrative overhead of adding overseas devices into Intune from 24-48hrs to instantaneously via automation. Oversees admins in different time zones no longer need to wait for their devices to be Intune converted to corporate. This was a user impacting problem causing delays in deployments of devices which no longer exist. This Microsoft Intune automation was integrated into ServiceNow. A ticket request for a device to be converted to corporate is now automated in ServiceNow.
- Responded to a last minute data call request providing a list of LCSG users impacted by a potential profile issue. Wrote power shell script providing the requested information to Senior Leadership.
- Created and automation integration which places specific users and devices in specific Azure AD Groups based on technician requirements. INTUNE\_MANAGEMENTxxx groups are now managed by automation. Additionally several OVOP groups are not managed by automation. A script regularly placed specific users and devices in specific groups ensuring group accuracy and reducing human error and Azure groups manual maintenance and management overhead.
- Ticket monitoring via Teams. Integrated ServiceNow with Microsoft Teams report active changes, incidents and request via teams on a customized schedule for EUO, EUC, SDO, and the WIN divisions. Instead of the overhead of logging into service now to get visibility into ticket counts or new ticket requests, new tickets, current tickets and aged tickets are all reported in teams via automation. Technicians can assign tickets via teams as well as open tickets via teams.

-Designed an api endpoint solution integrating Absolute with the EUS Portal allowing an administrator to bulk delete hundreds of stale computers from Absolute instead of manually removing inactive devices from Absolute one device at a time. This reduces administrative overhead from 1 minute per device to be removed to instantaneously via automation removal of hundreds of devices.

-Integrated Active Directory data with Intune data displaying service unit information along with device information on the EUS Portal.

## Metrics

-1677 Intune Iphone/Ipads

-216 Jamf Endpoint MACS

-5240 Active LIB Workstations (last 30 days), SCCM Client managed devices, 8059 Total devices.

-5416 Intune Managed Windows Devices

-4735 Active Absolute Devices

-151 Android Devices

-269 Oversees Devices

-4704 Licensed Azure AD Users

-5485 Zoom Users, 469 Licensed Pro Zoom User, 8 Service Units,

## Reporting

-SQL Server Reporting Services Reports, 50 system, 11 custom

-PowerBI Reports, 7 reports

-EUS Portal: 52 Reports

-Zoom Portal: 15 Reports

## Integrations

Absolute, Azure Entra, Microsoft Teams, Absolute, SCCM, Active Directory, ServiceNow, HCD (HR), Zoom, Tenable, Intune, Jamf, Workstation Services Database

## Code

158 Task, Projects, Tickets

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393 SN Tickets

43 api GET routes created

32 api POST routes created

7 api PATCH routes created

7 api DELETE routes created

245 api Route Parameters created

6023 lines of PowerShell

8732 lines of HTML

72342 lines of Javascript

642 lines of SQL

9 Guidance Continuity Documents

27 Continuity Videos

8 Continuity PowerPoints

3 Continuity Webpages

## 2024 Training Certificates (10)

-  Automating Administration with PowerShell (AZ-040T00).pdf
-  Configuring and Operating Microsoft Azure Virtual Desktop (AZ-140T00).pdf
-  Designing and Implementing Microsoft DevOps Solutions (AZ-400T00).pdf
-  Designing Microsoft Azure Infrastructure Solutions (AZ-305T00).pdf
-  Develop Generative AI Solutions with Azure OpenAI Service (AI-050T00).pdf
-  Developing Solutions for Microsoft Azure (AZ-204T00).pdf
-  Microsoft 365 Administrator Essentials (MS-102T00).pdf
-  Microsoft Azure Security Technologies (AZ-500T00).pdf
-  Microsoft Cybersecurity Architect (SC-100T00).pdf
-  Microsoft Identity and Access Administrator (SC-300T00).pdf