



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





A photograph of a crowded boat on a river in a city, with people sitting on the grassy bank in the foreground. The boat has "GP" and "PADDAN" written on it. The scene is set in a city with buildings and trees in the background. The image is overlaid with a dark blue gradient on the right side.

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

HOME

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

Videos

< Back to WWDC21

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



Accessibility by design: An Apple Watch for everyone



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.

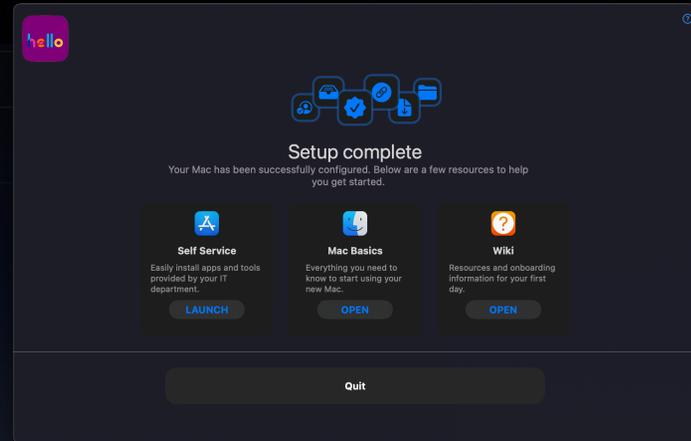
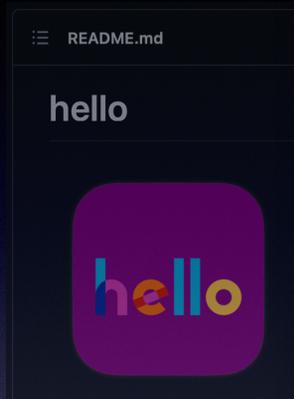
Make that first day a great one for your customers!

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

And speaking of tools...



The screenshot shows the Kandji website's "Liftoff" product page. The navigation bar includes "Product", "Pricing", "Company", "Support", and "Blog". The main heading is "Liftoff" with a "New" badge. The text describes how Liftoff transforms a Mac into an enterprise-ready computer. A "Learn More" link is provided. Below, there's a section for "Flexible device Blueprints" with a sub-heading and a brief description. A table of device blueprints is partially visible, listing names like "Colleen Steward" and "Marketing Team".



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

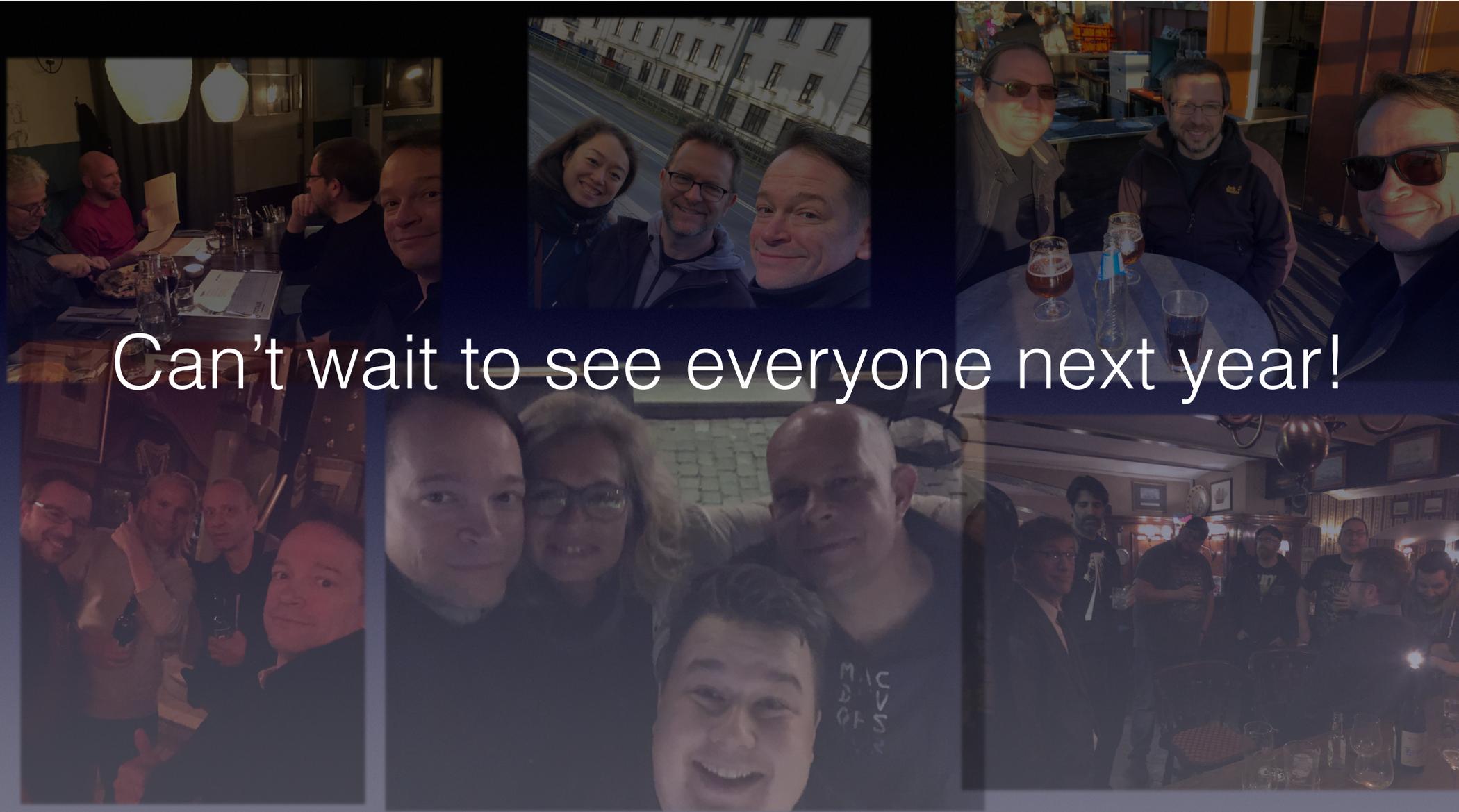
I think we can do better

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!

