



Unified Endpoint Management Maturity Model Pre-Assessment Questionnaire

Thanks so much for allowing Model to assist with assessing your Unified Endpoint Management Maturity. Please complete the information below and return prior to our 90 min assessment session.

If you have any questions or concerns regarding the questions and topics below prior to the assessment please contact me at steve.bowman@model-technology.com or 636.577.9055.

Steve Bowman, Partner

Client: _____

Name: _____

Date: _____

PRE-ASSESSMENT QUESTIONS

The goal for the pre-assessment questions is to set the stage – establish a baseline of information about the state of the endpoint management infrastructure and processes. This will enable us to have a good starting point for drilling into the core assessment questions, as well as allow us to be more tactical in both our preparations and off-script questions. The end goal is to maximize the effectiveness and accuracy of the assessment process in order to provide applicable and actionable next steps to help develop and improve our customers’ endpoint management stance.

With that said, here are the pre-assessment questions!

1. How many endpoints (client devices) do you have? _____
 - a. Windows (Desktop/Laptop/Tablet)? _____
 - b. Mobile (Android/iOS)? _____
 - c. macOS? _____

2. Are your Windows endpoints joined to Azure AD, on-prem AD, another directory, or are they standalone devices? _____

3. Please provide the following information:
 - a. What is your Active Directory functional level? _____
 - b. What is your Azure AD licensing level? _____



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- c. What MECM (SCCM) version (if present)? _____
 - d. What percentage of devices under management of a tool other than Active Directory or Azure Active Directory? _____
4. What tool(s) and versions of the tool(s) are you using to manage the configuration of your Windows, macOS, and mobile endpoints today, if any?
 - a. _____
5. How confident are you that your endpoints are configured as intended, and do you have data to confirm that compliance?
 - a. _____
6. Are you happy with the effort required to manage your endpoints' configuration today?
 - a. _____
7. What tool(s) and versions of the tool(s) are you using to manage operating system updates and upgrades on your endpoints today, if any?
 - a. _____
8. How confident are you that your endpoints are being updated as intended, and do you have data to confirm that compliance?
 - a. _____
9. Are you happy with the effort required to manage your endpoints' updates today?
 - a. _____
10. What tool(s) are you using to deploy applications to your endpoints, if any?
 - a. _____
11. Are you happy with the effort required to manage your endpoints' applications today?
 - a. _____
12. What tool(s) are you using to monitor and manage the security of your endpoints, if any?
 - a. _____
13. How confident are you that your endpoints are secure, and do you have data to confirm that?
 - a. _____



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14. Are you happy with the effort required to manage your endpoints' security today?

a. _____

15. Number of staff personnel responsible for the following:

a. Management infrastructure architecture, design, updates, and deployment

a.i. _____

b. Software procurement, testing, packaging, deployment

b.i. _____

c. OS research, development, testing, deployment

c.i. _____

d. Configuration, development, testing, deployment

d.i. _____

e. Endpoint security research, dev., testing, deployment, managed response

e.i. _____

**Please see list below of information below to
consider and collect prior to our scheduled assessment session**

PRE-ASSESSMENT COMMUNICATION TO BE PREPARED TO DISCUSS

Please collect the following information and be prepared to discuss the following topics prior to the Assessment meeting:

- Organizational support for mobile devices (BYOD, Corporate-Owned, other, none)
- Organizational approach to endpoint security
- Current endpoint provisioning and de-provisioning processes (including average time for each process)? (Both automated and manual)
- Current software update management process, current compliance %, number of staff involved, and hours per week or month dedicated to the processes (Both automated and manual)
- Current OS Upgrade management process, current OS build versions, hours per update cycle dedicated to development effort, number of staff involved, and hours to execute the process for standard patches and zero-day (Both automated and manual)
- Current process for software procurement, license management, packaging, and deployment processes (automated and manual)
- Current process to retrieve endpoint analytics, including how long it takes to pull the necessary data
- Current approach to manage and/or restrict access via cloud authentication to corporate resources (Conditional Access / MFA?)
- Device/endpoint short-term strategy and needs
- Device/endpoint long-term strategy and needs
- General state of the union thoughts on endpoint security, configuration, device user experience, manageability, application processes, analytics, and strategy