

White paper

Getting started with a digital workspace strategy in 9 steps with VMware Workspace One

Introduction

The modern digital workspace is here to stay. The COVID-19 pandemic has accelerated the rise of hybrid working and transformed entire industries, enabling new ways for businesses to connect to employees, applications and information. Furthermore, the digital workspace is constantly evolving, taking advantage of artificial intelligence (AI), machine learning, edge computing, and robotic process automation to effectively secure information, handle increasingly sophisticated cyber threats, and leverage next-generation productivity tools.

Today's employees need to be able to access any app or database on any device, no matter the location. The digital workspace enables flexible work styles and makes this possible. However, planning for the changes necessary to make the digital workspace a reality can be a big challenge for many IT leaders. So, how do you create a strategy for a good, user-friendly and future-proof digital workplace? This white paper lays out the steps that will get you started!

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Getting started with a digital workspace strategy in 9 steps with VMware Workspace One

1. Assess the current state of your digital environment

Developing a successful digital workspace strategy requires insight in the current state of your organisation's technology, policies and processes, workstyles and employees. After all, building towards a future-proof digital workspace is difficult if you're not aware of the present situation.

Assessing your organisation's current digital workspace situation means asking the following questions:

- What systems, tools, applications, endpoints and devices are already used and in place?
- Are the existing policies for mobile and remote working, identity and access management and patch management still effective, up to date and suited for the digital workspace of the future?
- What different workstyles are present within the organisation? Each persona will have different application, access and device requirements that need to be assessed.
- Is the organisation ready for the transition towards a fully digital workspace? Do employees need extra training? Do we have to create new skills and job positions? Or must we redesign certain job roles?

All of these questions need to be asked and explored if you want to create the digital workspace that helps you take the next step in your digital transformation.

2. Prioritise your goals

Developing a digital workspace strategy means collaboratively building towards a clearly-defined dot on the horizon. At the same time, an effective strategy is also a "design in progress". Your plans must be flexible enough to respond to changing business drivers, new technological innovations, and ever-evolving end-user and market dynamics. Technology is only one part of the equation. Aligning technological choices and innovations with your current and future business goals is even more important.

3. Build consensus with key stakeholders

Building consensus with key stakeholders throughout the project is another key to success. Stakeholders include representative cross-functional business leaders, but also IT, user support teams and, probably the most important ones, end users. Understanding how your users work with technology and their requirements will make it a lot easier to build consensus throughout your organisation. Small user and test groups from across the organisation - representing your different user personas - help validate assumptions, test use cases, verify configurations, and actively provide feedback throughout the project.

4. Start with the right platform

The digital workspace consists of a hugely diverse plethora of applications, systems and services. To devise and successfully carry out a digital workplace strategy, you'll need a powerful and advanced platform to manage all the different components of the digital workplace. The right platform allows you to easily onboard new employees and grant them access to all the necessary apps and devices without a load of tickets and help desk calls.

The platform that you use to govern your digital workplace should have the following features:

- The capability to deliver any application, from the latest mobile cloud apps to legacy enterprise apps.
- SSO features that provide and simplify access to all applications across your organisation for all approved users.
- Elaborate features for safe and user-friendly identity and access management.
- Integrated calendar and planning features that make contacts and appointments simple to manage.
- Intelligence-driven insights and automation to increase the level of security hygiene and compliance across the entire digital workspace environment.

A central platform that combines all of these features makes it easier to manage all the aspects of your digital workspace in a safe, user-friendly and labour-extensive manner.

5. Simplify zero-trust security

Your users access applications today in far more complex ways than ever before. They access enterprise and productivity applications through a variety of devices (smartphone, tablet, laptop, desktop) and thin clients. Simplifying zero-trust security (a framework based on the principle “never trust, always verify”) makes it a lot easier to safely use all of these multiple devices across your organisation. You can do this by using a digital workspace solution that integrates user access control, endpoint management and application management. This allows you to build a full and hassle-free zero-trust architecture, accessible and manageable from one central environment.

6. Take a project-based approach

A digital workspace environment is multi-faceted and highly dynamic. Implementing and managing it requires a project-based approach with project sponsors, stakeholders, project managers, and project team members. To keep a helicopter view on your digital workspace environment, it can be a good idea to treat the implementation and adoption of each platform and workspace component as an individual project.

7. Share intelligence across your digital workspace

Collective intelligence is the lifeblood of an organisation, especially in our modern data-driven day and age. An intelligent digital workspace enables businesses to effectively manage data and surface essential information to the right people at the right time. The proper connections between applications and databases, in combination with a central platform, allow you to structure the information in a way that makes it easily accessible to the users who need it.

8. Manage your endpoints in a unified way

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9. Embracing change, diversity and velocity as new enablers

The digital workspace is a powerful change agent. If you embrace change, diversity, flexibility and velocity as new and important enablers, the digital workspace has the potential to solve many challenges related to data security, user mobility, desktop performance, and IT management.



How Skillsoft Global Knowledge and VMware Workspace ONE help

VMware Workspace ONE is a comprehensive solution that allows you to offer employees a digital workspace that includes the devices and apps of the business's choice, without sacrificing the security and control that IT professionals need. It's an intelligence-driven digital workspace platform that enables you to simply and securely deliver and manage any app on any device, anywhere.

VMware Workspace ONE combines several key features that make app authentication, unified endpoint management, access and identity management, and automated app management a lot easier.

- Provide your employees with single sign-on (SSO) access to cloud, mobile, web and Windows apps in one unified catalogue.
- Employees are put in the driver's seat to choose their own devices or benefit from employer-provided devices with the ability for IT to enforce fine-grained, risk-based conditional access policies. These policies also utilise device compliance information delivered by unified endpoint management (UEM) technology.
- Workspace ONE enforces access decisions based on device compliance and identity context.
- Workspace ONE automates traditional onboarding and laptop and mobile device configuration, and delivers real-time application lifecycle management that bridges legacy enterprise client-server apps to the mobile cloud era.
- The platform is powered by intelligence and uniquely combines workspace data aggregation and correlation. The result? Integrated insights and automation that help organisations manage complexity and security without compromising on user experience.
- Workspace ONE allows IT professionals to automate application distribution and updates on the fly.

Skillsoft Global Knowledge is a global leader in corporate digital learning. We also offer specialised VMware courses. Our Workspace ONE courses will familiarise you with all the exciting features of the Workspace ONE platform, allowing you to build the perfect digital workspace for your organisation.

More information

Would you like to know more about the digital workspace and the [VMware Workspace ONE](#) platform? Or are you interested in booking a Workspace ONE course through Skillsoft Global Knowledge? Call us at +31 (0) 6089 444 or send an email to info@globalknowledge.co.uk.

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