

Mobile Device Management

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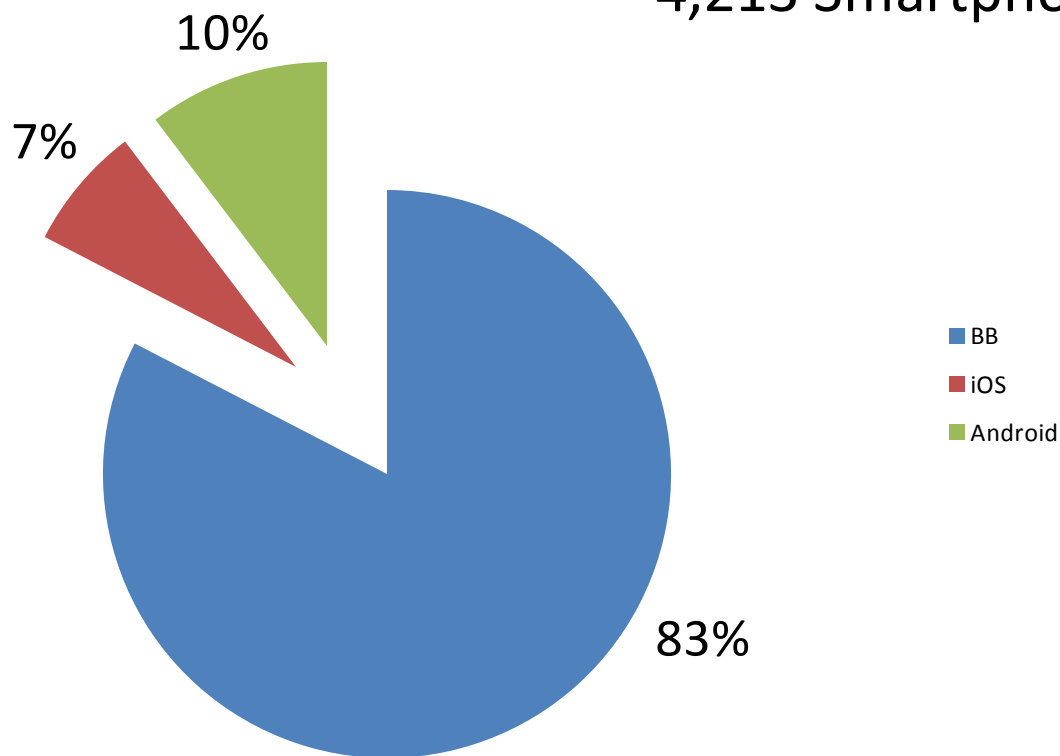
Georgia Technology Authority

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GETS Enterprise

4,213 Smartphones



Does Not Include Tablets (anecdotally, ~ 500 – 1,000)

Assumptions

- Marketshare for iOS and Android is ramping up quickly
- Overall mobile device volumes are growing
- State demand is lagging behind corporate enterprises but following a similar path
- Blackberry 10 will roll out in Q1
- Windows 8 demand hasn't taken hold yet



So far, demand in the State has been more about device capabilities; mobile strategies are still emerging.

iOS/Android Native Capabilities

- Exchange Activesync (*email, calendar, contacts, tasks*)
 - (+) No intermediary server like BES
 - (-) Less capability for management, monitoring, security
- VPN
- Cloud Synchronization
- Bookmark Sync
- App Stores



These platforms were built with consumers in mind; enterprise capabilities are still maturing.

Mobile Device Management (MDM)

- Secures the device
- Manages the device
- Monitors the device



GTA's MDM Strategy

Challenges

- Uncertain volumes
- Email consolidation still taking place
- Blackberry 10 uncertainty
- Agencies haven't all decided to adopt MDM
- Use cases for mobility are still developing
 - Which features are important?
 - How much security?
 - Cost Sensitivity – business case for MDM

Difficult for GTA to commit to an enterprise offering with this much uncertainty

GTA's MDM Strategy

Interim Solution (Pilot)

- Made available in March, 2012
- Cloud service, established industry leader
- Per-unit price structure, no up-front costs
- No volume or term commitments
- Working with agencies to understand demand, requirements

Estimated Timeframe: Through Summer 2013

Decision Points

- Invest in software/hardware or SaaS model?
- How much security?
- Which features matter most?
- Policy/compliance requirements?
- How much integration with other GETS processes?

This is just MDM. Other elements of a mobility strategy are still developing.

GTA Internal Rollout

- End user choice: Android, Blackberry, or iOS
- Allowing Bring Your Own Device (BYOD)
- Implementing building-wide Wi-Fi
- Using a Lifecycle Management service in addition to MDM
- Refreshing 75 Devices to start, remaining 80 will follow over the next year

Process Challenges

- What do I do about iTunes and Google Play accounts?
 - What credit card should these link to?
 - Will the user be able to buy Angry Birds on their own credit card?
 - What about apps the State wants to buy for them?
- What if my users synchronize State data to their personal cloud accounts?
- Every time their email passwords change, users have to remember to change them on the devices
- Can I get a report on how many devices are accessing my environment?
- Can I prevent unauthorized BYOD?
- Can I make sure BYOD users sign an acceptance document?
- Need to get the users to put the new wi-fi info into their devices

MDM has a feature for that.

GTA bought MDM for security and compliance, but the management features are taking a lot of burden off our staff and our employees.

Questions?