



MOBILE DEVICES – WHAT’S YOUR PLAN

EDIST 2012

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BACKGROUND

- Peterborough Technology Services

- Providing IT Services to:

- City of Peterborough

- Population 75,000
 - ~1300 Employees
 - ~725 IT Users



- Peterborough Utilities Services Inc

- 35,000 Customers
 - ~160 Employees
 - ~150 IT Users



GROWTH OF MOBILE DEVICES

Mobile Device Sales

- 2009 – 1.2 billion units sold worldwide
- 2010 – 1.6 billion units sold worldwide
 - Source
<http://www.gartner.com/it/page.jsp?id=1543014>

Tablet Sales

- 2010 – 17.6 million units
- 2011 – 63.6 million units (estimated)
 - Source
<http://www.gartner.com/it/page.jsp?id=1800514>

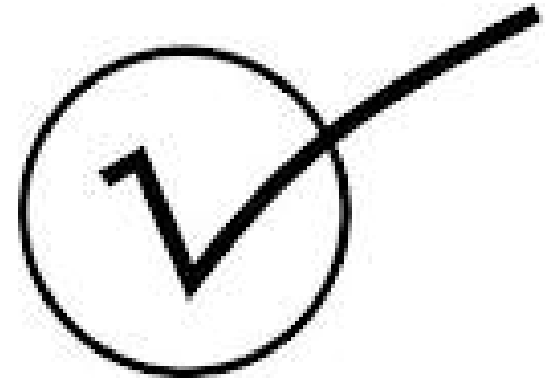


THE BEGINNING



BENEFITS OF MOBILE DEVICES

- Easy to use
- Better access to information
- Easy to read email / documents
- Can access IT resources out of the office
- Can store all the material required for a meeting without printing it out

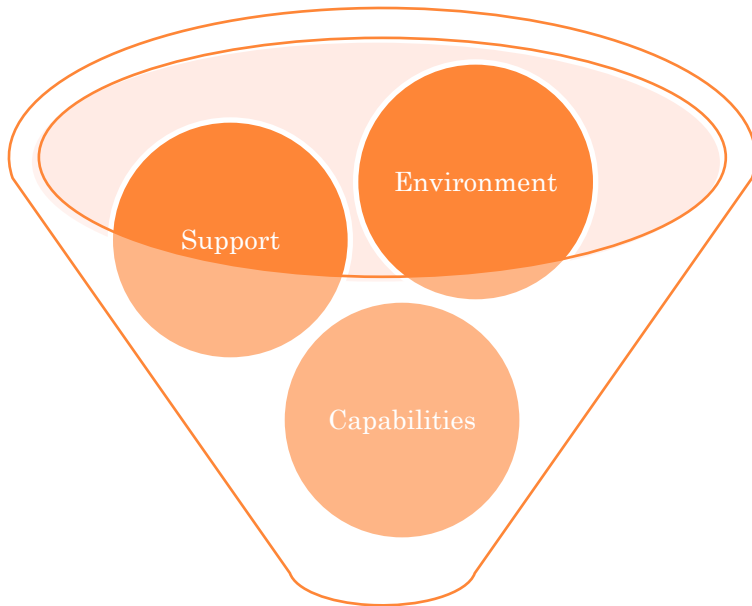


ISSUES

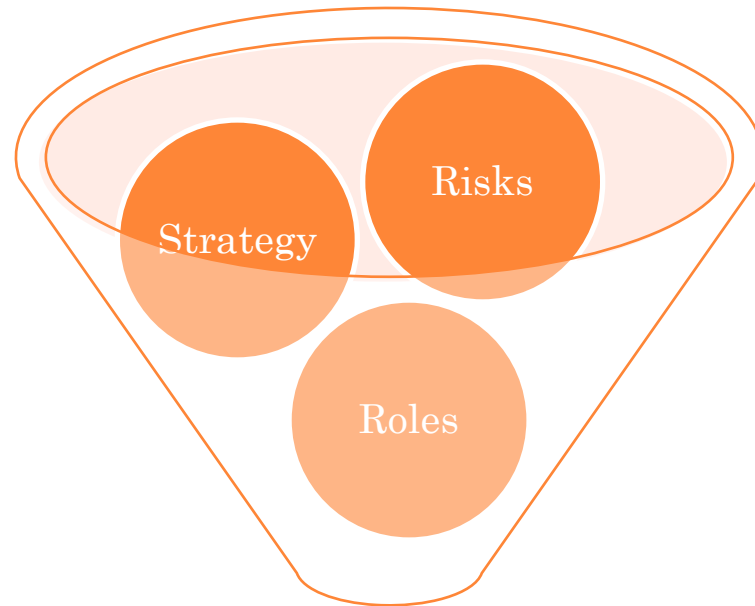
- Support staff don't know how to use device
- How is data being loaded onto the device?
- What services are going to be accessed by the device?
- How is the data secured?
- What happens if the device gets lost?



SOLUTION



Testing



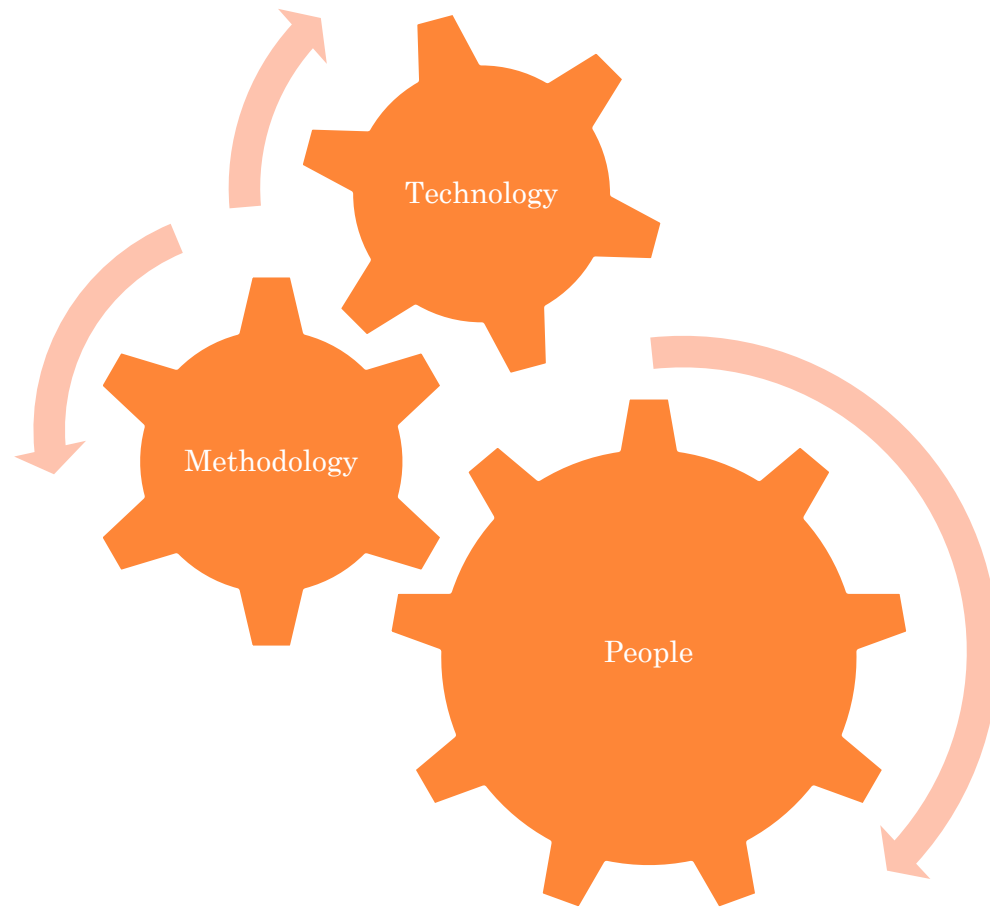
Policy



MOBILE TESTING WORKING GROUP



MOBILE TESTING WORKING GROUP – HOW?



MOBILE TESTING WORKING GROUP - TECHNOLOGY



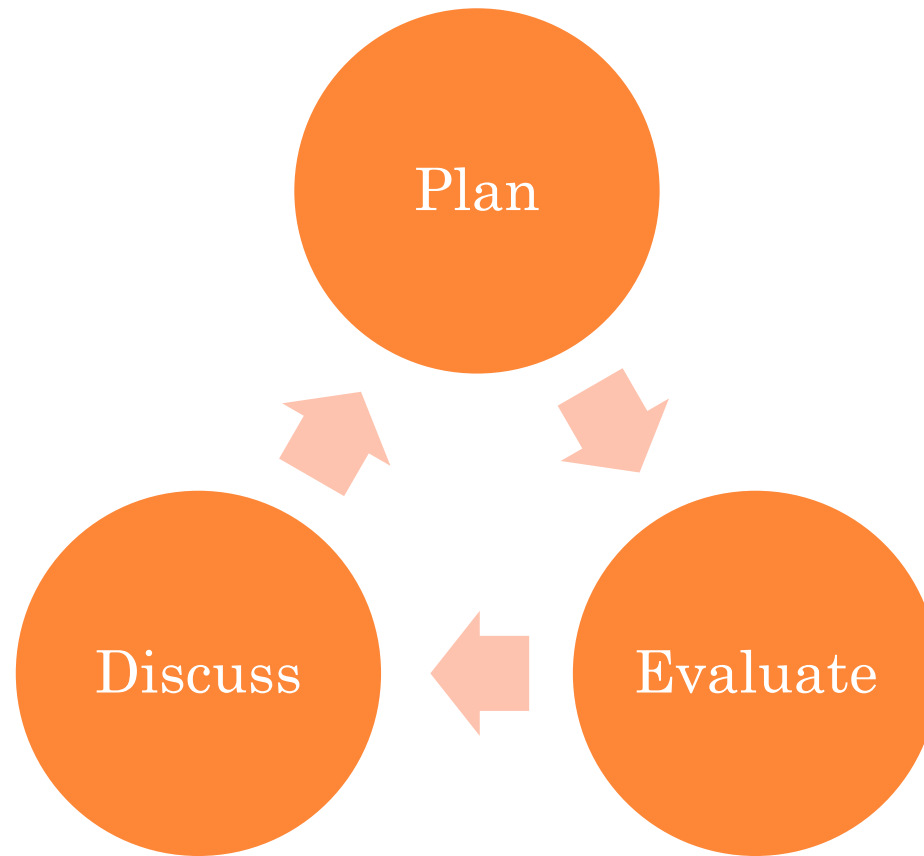
MOBILE TESTING WORKING GROUP - TECHNOLOGY



- RIM Blackberry Playbook
- Samsung Galaxy – Android 2.2
 - Apple iPad2 – iOS 4



MOBILE TESTING WORKING GROUP – METHODOLOGY



MOBILE TESTING WORKING GROUP – METHODOLOGY – THE PLAN

- Clear objectives
- 4 staff
- 10 weeks
- Exchange after 2 weeks



MOBILE TESTING WORKING GROUP – METHODOLOGY – EVALUATE

Evaluation Categories

- Security
- Infrastructure
- Device Setup / Asset Management
 - Application Support
 - User Features



MOBILE TESTING WORKING GROUP – METHODOLOGY – EVALUATE

Example Questions

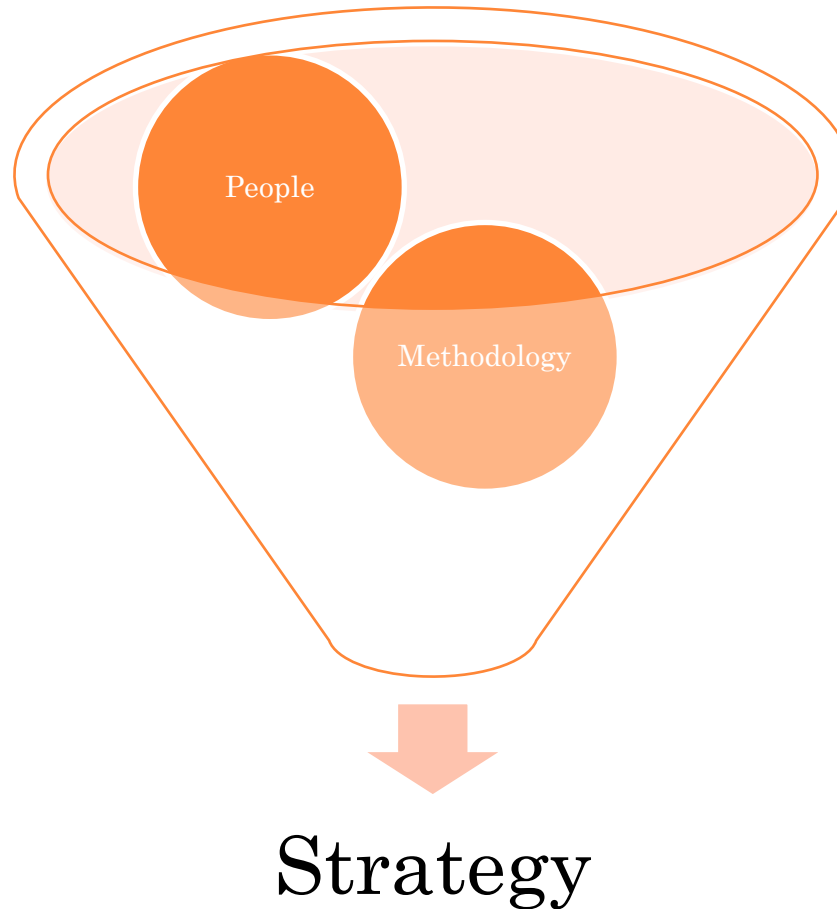
- Does the device support data encryption?
- Can the device connect to the corporate WiFi?
- What software is required for initial setup?
- What is the cost to in-house develop apps?
 - How easy is the interface to navigate?



MOBILE POLICY WORKING GROUP



MOBILE POLICY WORKING GROUP – HOW?



MOBILE POLICY WORKING GROUP – METHODOLOGY

BRAINSTORM

Two Fundamental Questions needed answers

1. What do staff want to use mobile devices for?

Email

Data Access



MOBILE POLICY WORKING GROUP – METHODOLOGY

BRAINSTORM

Two Fundamental Questions needed answers

2. How can we support them?

No support  Full support



RECOMMENDATIONS

- **Policy**
- Permit personally and corporately owned devices
- Mobile device management &
- Standardized security controls
- Mobile Device Use Agreement
- Support matrix (Limited devices, varied support)
- Focus on BB and Apple
- Focus on email integration



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NEXT STEPS

Policy

MDM

Support
Matrix

Email

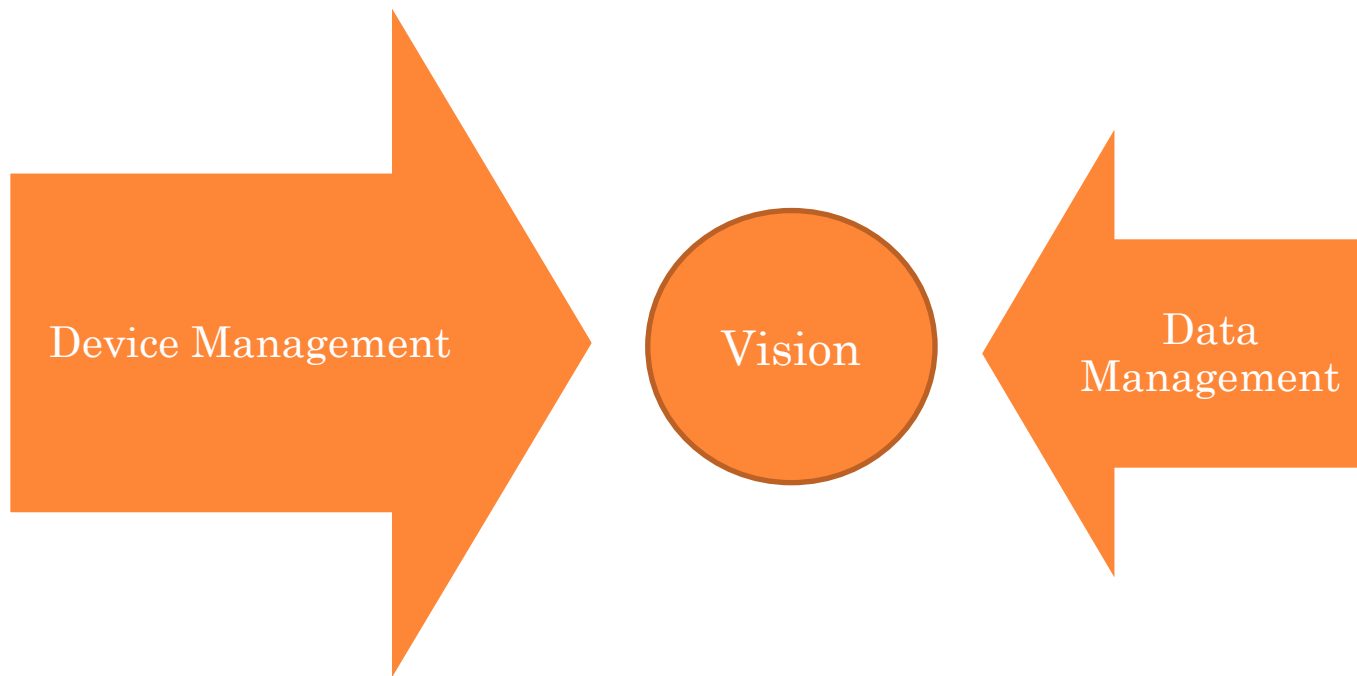
User
Agreement



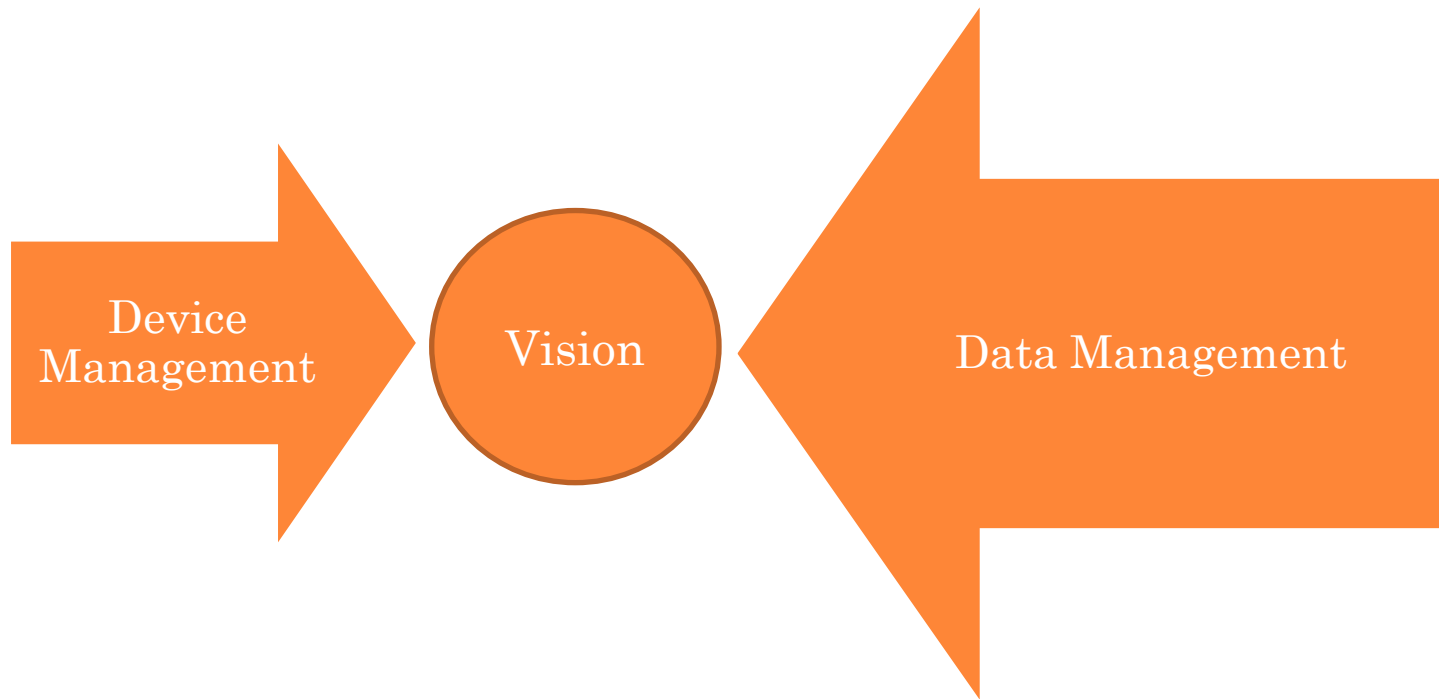
THE VISION...



MEDIUM TERM VISION



LONG TERM VISION



KEY TAKEAWAYS FOR YOU/LESSONS LEARNED

- Engage
 - Understand the use case
 - Know your limits
- Plan for today, strategize for tomorrow



QUESTIONS

