MDM Best Practices – Creating a Strategy

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Segmenting your Workforce

- Assessing real needs vs. wants

  - apps that have sustainability

  - Data and security needs, per group

  - Configuration of apps

  - Updates to apps

  - This part takes time for research and vetting

Segmenting your Workforce

- Creating workable groups

  - Similar to OD or AD groups

    - With most MDM's, you can tie into OD/AD directly

      - GPO not managed by AD

    - Can be self-sustaining within the MDM Server

    - What privileges do manages (of the groups) get

Segmenting your Workforce

- Setup payloads based on group

  - Direct access, for initial setup, is preferred

  - Organization is key

  - Test deployment

  - Excitement is high on new apps!

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Segmenting your Workforce

- Licensing of apps

  - Education VLP

  - Enterprise VLP

- Redemption codes

- Who owns the apps?

- Keeping data up to date

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Segmenting your Workforce

- Pushing out new apps and data

    - Size and bandwidth limitations

    - Licensing

    - Applying the correct apps to groups

    - Where is the data stored?

Building Flexibility

- Device diversity - leveraging other platforms

  - What are the risks?

  - Does your MDM support other platforms?

  - Security of other platforms

  - Are changes in infrastructure needed

  - Cellular providers offering MDM

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Choosing and MDM

- Costs for

  - Building out infrastructure

  - Building out MDM server

  - Staff to maintain MDM server

  - Certifications and training of staff

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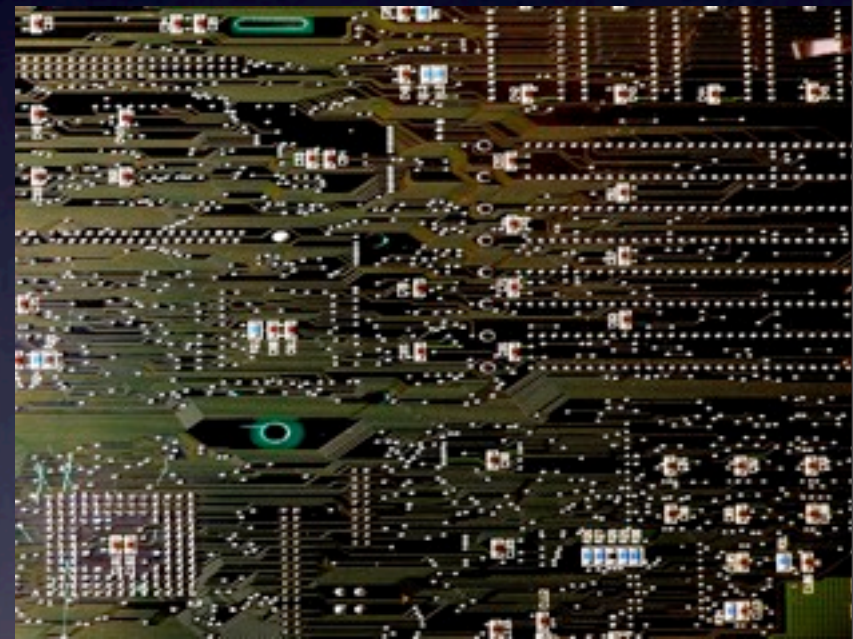Technology Group, Inc.

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Choosing a Hosted Solution

- Costs for

  - Software licensing fee

  - Initial account setup

  - Monthly recurring costs

- Challenges with hosted systems

  - Control/management

  - Don't own the solution

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Hosted Solutions

- Integrating with your infrastructure

- Expectations of both parties

- How are updates handled?

- How are notifications handled?

- How do I switch to/from hosted solution?

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Management Consoles

- Web-based vs. Proprietary

  - Most MDM's are web-based

  - Security risks involved, use SSL

  - Proprietary applications don't work on all OS'

  - CLI required for most of the advanced functions

    - Make sure to learn it!

  - Creating multiple instances of MDM consoles

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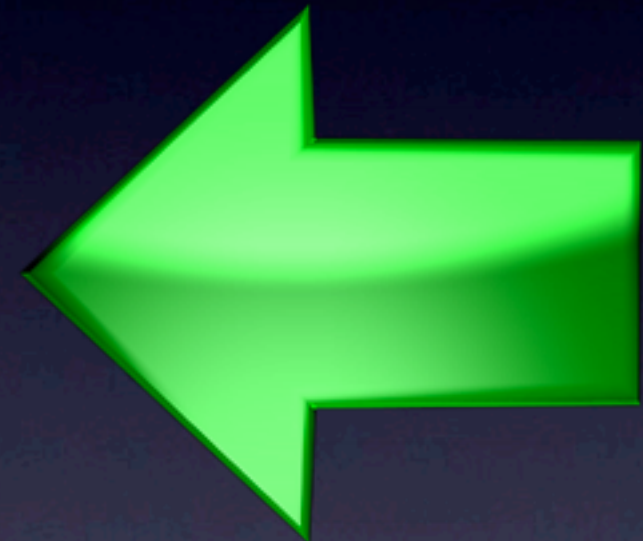Creative Resources
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Logistics for IT

- Procedures for

  - Requesting mobile devices

  - Obtaining mobile devices

  - Maintaining mobile devices

  - apps

  - Services

- Costs associated, security concerns, acquiring and confirming delivery

Logistics for IT

- Defining appropriate use

  - Set usage policies

  - Monitor all aspects

  - Corrective action

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Logistics for IT

- Planning for support

  - Company devices

  - Personal devices

- Defining the SLA

- Allocating resources

- Providing additional help and resources

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Logistics for IT

- Defining internal and external support

  - Availability workflow

  - Current staffing needs

  - External support staff

  - Future staffing needs

  - Disaster planning and recovery

Logistics for IT

- Troubleshooting techniques

  - OS-level support

    - Multiple platforms

    - What software syncs the devices?

  - Device-level support

  - Server support

  - MDM support

  - Infrastructure support

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Dealing with Changes

- Quickly changing landscape

- Decisions must come in a timely manner

- Policies changed to match the new game

- Updates to MDM and how they affect you

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Dealing with Changes

- Most recent iOS changes

  - iOS 5

  - iCloud

  - PC-Free

  - iMessage

  - OTA Updates

  - Enterprise support

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Questions **?**

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