MDM "Best Practices" and Creating a Strategy

Panel

Segmenting your Workforce

- Assessing real needs vs. wants
- Creating workable groups
- Setup payloads based on group
- Licensing of apps
- Pushing out new apps/data

Building flexibility through enabling device diversity

- Leveraging other platforms

- Device security concerns

- Platform concerns

- Support concerns w/ multiple devices

Choosing your Investment in a MDM Solution or a Managed Service

- Costs:
  - Building out infrastructure
  - Building out MDM server
  - Staff to maintain MDM server
- Challenges w/ hosted MDM solutions
- Switching to/from hosted MDM

Utilizing Single Web-based Console for all Management/ Security Operations

- Not all options available

- CLI required

- Creating multiple instances

Outlining Procedures

- Costs associated

- Security concerns

- Acquiring

- Confirming delivery

Defining Appropriate Use

- Set usage policies

- Monitor all aspects

- Corrective action

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Planning Support for Company vs. Personal

- Defining the SLA

- Allocating resources

- Providing additional help/resources

Defining Internal and External Service Support

- Current staffing needs

- Future staffing needs

- External support staff

- Disaster planning and recovery

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Troubleshooting Techniques

- OS level support

- Device level support

- Server support

- MDM support

- Infrastructure support