Project Title  Review mobile device support strategies.

*This project scope has been broadened from the original request of reviewing departmentally owned mobile device support strategies.*

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Purpose  To determine if we can establish a more holistic approach to managing and supporting mobile devices that access Purdue data and information.

Hypothesis  We anticipate there would be several advantages from providing a model of supporting mobile devices. These advantages would be in areas such as: customer service, security, efficiency, effectiveness, and financial gain.

Date:  December 10, 2012

Summary  Our team has met and extensively discussed the merits and needs of centrally supporting mobile device technology that accesses Purdue data and information. We have sought out and received materials related to this issue and have captured the interests of several groups on campus. Mobile technology is here and on campus, so if Purdue University wants to appropriately manage data risks, it is in our best interest to implement a strategy of support for these devices.

Originally, our task was to focus on departmentally owned devices; however, it has become clear through our investigation that we really must focus on all mobile device technology that would access Purdue data and information. Our team has determined the best way to conduct this review is to holistically look at all tablet devices, regardless if they are departmentally-owned or personally-owned as in both cases, these mobile devices are accessing Purdue data and could be a security risk.

We believe that there will be differences in support but believe looking at this overall issue from a broader perspective will allow our team to better explore and develop a structure to facilitate the needs of our campus customers, our security team, and our support team.

Our final report will be provided February 15, 2013.

Recommendations  
1) Purdue has a current agreement with McAfee that allows for mobile device management. David Shaw’s group has engaged in discussions and met with McAfee regarding their services. As a result of this discussion, we recommend that a pilot group tests this system. Physical Facilities is interested in testing out 10 additional mobile device units and having the McAfee solution in place to manage the image and applications of those devices.

2) Our team recommends that ITSP develop a recommendation to use for basic control levels that would be for any device that would access Purdue University data. Controls would be in two categories, standard and departmental.
**Standard controls** would become the minimum standard for devices and could include: 4 digit pin and a wipe of the system after 5 attempts. This would be for any device accessing Purdue data.

**Departmental controls** would be those enforced at the Departmental level which go beyond the minimum standard and might include: Any further controls that the department would want to place on accessing the data such as: Stronger password requirements, timeout thresholds, blocking sync capabilities with iCloud and desktop backups.

3) Our third recommendation is for the Purdue University Academic IT Leader Forum Group to determine what consistent levels of “support” to provide. They are calling this “Unified Level of Service”. This support definition would include:
   - What levels of service would be provided for each area
   - How to appropriately connect to University resources
   - What are University supported applications
   - What are University supported devices
   
   This group plans to have recommendations by mid-January 2013.

Other areas to consider:
Our team has further determined that there are other important areas and impacts to consider when we think of mobile technology.

- How mobile devices will be used in teaching and classroom space
- How this impacts or assists in overall learning

**Supporting Materials and References**

Article:

Memo prepared by OVPIT leadership dated July 9, 2012, “Interested Parties Investigating Potential Support of Departmentally Owned Table Devices.” (Attached)

Technology allowance payments webpage:
[http://www.itap.purdue.edu/telephone/services/staff/cellular.cfm](http://www.itap.purdue.edu/telephone/services/staff/cellular.cfm)

Electronic Device and Services Procedural Guidelines:

Electronic Device and Services Policy: