



# Enterprise Mobility Strategy



**CITY OF HENDERSON**



# STRATEGY AT AN ENTERPRISE LEVEL



- **Developed with the end in mind**
  - Goals for both citizen and workforce mobility
  - Strike a balance between functionality and security
- **Improved mobile technology management**
  - Standardization for access, devices and network connectivity
  - Scalable infrastructure design
  - Mobile technology lifecycle management
- **Centralized approval and prioritization process**
  - Evaluate for duplicate systems and technical architecture
  - Prioritize implementation at an organization level



# CITIZEN MOBILITY



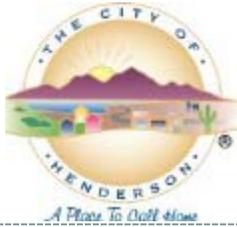
- Leverage existing and emerging technologies to enhance public access to City services via mobile devices
- Create a mobile application strategy to take advantage of the functionality mobile and mobile-optimized applications offer citizens



# WORKFORCE MOBILITY



- **Institute mobile device policies and standards**
  - Adopt devices with security in mind
  - Means for management and compliance
- **Define a tiered strategy**
  - Levels of functionality and access
  - Levels of support for devices
- **Establish standard mobile device management solution**



# TIERED STRATEGY



- **Three categories of service**
  - **Limited**
    - ✦ Access to City email via ActiveSync for email, calendar, contacts and tasks
    - ✦ Devices in this category – City-purchased smartphones, employee-purchased mobile device (smartphone or tablet)
  - **Basic**
    - ✦ Access to City applications with native mobile clients and City email via ActiveSync for email, calendar, contacts and tasks
    - ✦ Devices in this category – City-purchased tablets
  - **Enhanced**
    - ✦ Access to the City's domain and will connect to the City's data network
    - ✦ Devices in this category – City-purchased laptop, mobile data terminal (MDT)



# ENHANCED INFRASTRUCTURE



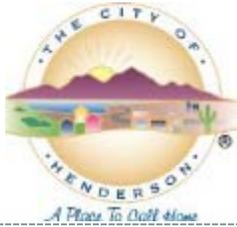
- **Always-On VPN**
  - Microsoft Direct Access
- **Public Key Infrastructure / Certificates**
- **Mobile Device Management (MDM)**
  - AirWatch
  - Rooted and jail broken devices are not allowed



# RISKS



- **BYOD**
  - Extremely short device lifecycles
  - Increased support costs
- **Human Resources policies**
  - Fair Labor Standards Act (FLSA)
- **Compliance with security regulations**
  - Discovery requests
  - Data loss prevention policies



# ENSURING SUCCESS



- **Executive support**
  - Citywide policy and standards
  - Embrace changing technology
  - Appropriate funding for implementation and maintenance
- **Measure productivity gains**
  - Develop key performance indicators (KPIs) and metrics
- **Annual review and revision**
  - Ensure continued alignment with City goals
  - Evaluate emerging mobile technology
  - Analyze security standards