

IOT Mobile Device Management Team - 2022

Who We Are:

A 4-member team that supports and maintains the state's mobile device management infrastructure for all supported State agencies as well as their business partners and constituents.

Our Mission:

The IOT Mobile Device Management (MDM) team supports wireless device technologies and the management of secure access to data using software that provides unified endpoint and enterprise mobility management for mobile devices.

Located:

IGCN – 5th Floor. Department: 493006

Manager:

Patrick Evans

What We Do:

Management of devices and software that supports access to data (Enterprise email, calendar, etc.). This team is responsible for managing relevant application server(s) to update software that ensures that the devices are protected and compliant within network requirements and responds to and provides efficient resolution to tickets submitted by end users and other IOT teams.

Our Products:

MobileIron, MobileIron Core server, MDM portal, BYOD portal

Our Tools:

ASM Ticket Management and SLA Measurement

Our Metrics:

Resolve customer issues within 2 IOT business days 90%+ G; 87%+ Y; <87% R

Mon-Fri 6am-6pm excluding state holidays

Our Customers:

10,000 state employees and contractors with state issued/BYO devices

Our Budget:

Please see Seat

Major Accomplishments:

- N/A

Current Projects:

- Performing analysis of potential MDM solutions to replace current software and improve our overall ability to server our customer by providing efficient and secure mobile device management using modern solutions.