

BRING YOUR OWN DEVICE

Enterprise Handheld Services

To improve productivity, collaboration and efficiency among commonwealth employees, the Virginia Information Technologies Agency (VITA) is offering a new service that permits state employees to access work information from personal mobile devices such as smartphones. Mobile users are experiencing new levels of personal productivity, but often are frustrated at their levels of mobile business productivity. They need their work life to co-exist with their home life. They are looking to consolidate the number of devices they carry. The commonwealth benefits from employees' increased productivity and mobility.

HOW ENTERPRISE HANDHELD SERVICES WORK

This service enables state employees to securely access work email accounts, calendars, contacts and tasks from personal smart devices such as iPhones, iPads, Droids, Windows mobile devices and more. Their personal devices remain untouched and they can freely access their text messages, applications, photos, etc.

The technology separates personal data from work data. It protects state data and systems using multiple layers of security, including encryption, password policies, remote wipes and more. Security is applied at all stages of data transfer.

It's easy for state employees to sign up; they simply use their mobile device's Web browser to download and install the software and the VITA profile and certificate. The process takes only 10-20 minutes to complete.

IMPLEMENTATION CONSIDERATIONS

To obtain this service, agencies must be on the commonwealth infrastructure and have completed messaging transformation.

To view a complete list of supported mobile devices, please visit: <http://www1.good.com/support/devices-supported>. Employees who have Verizon service for their mobile device must be signed up for the enterprise data plan.

A standard work request form has been created for this service, which has an upfront license fee of \$143.49 and a monthly fee of \$15.22 per month per device. After signing up for this service, employees can return their state BlackBerry or other mobile device. The state currently is considering a monthly stipend for employees who use personal devices for work using enterprise handheld services.

This service offering is made possible by the IT infrastructure, a shared-services cloud, operated by Northrop Grumman for the commonwealth under the direction of VITA, through Good Technology Inc.

ORDERING ENTERPRISE HANDHELD SERVICES

If your agency is served by the commonwealth's IT infrastructure and has completed messaging transformation, please work with your customer account manager (CAM) to complete the standard work request form available in VITA's service catalog at

<http://shop.vita.virginia.gov/>.

NORTHROP GRUMMAN

Virginia Information Technologies Agency

