



Enterprise Handheld Services (EHS) Frequently Asked Questions v. 2

Q: What is EHS with Good Technology?

A: EHS enables state employees to securely access COV enterprise email accounts from smart devices such as iPhones, iPads, Droids, Windows mobile devices and more, provided the requestor is currently subscribed to and part of the COV domain. This service can be used on Commonwealth-owned and personally-owned devices. In addition to email, users can access calendars, contacts and tasks.

Q: Why are we offering EHS?

A: Based on the long-standing interest expressed by end-users, our CIO Council and Agency Information Technology Resource (AITR) meetings and the availability of a commercially available solution, the service was formalized and made part of the infrastructure services offerings. The service is of benefit to the Commonwealth because it allows for secure productivity and collaboration on a variety of devices. It can reduce the number of handheld devices state employees carry and make employees more mobile.

Q: How secure is EHS?

A: Business applications and data are managed consistently in accordance with Commonwealth of Virginia policies and standards. Security compliance is managed at each stage of data transport: internal, perimeter, transport and at the handheld device. Enterprise data is encrypted and application passwords are enforced at the handheld security phase.

Q: How do I select who should receive EHS capabilities at my agency?

A: This is up to each individual agency. We suggest you work with your user base to determine which employees may take advantage of EHS.

Q: Is there guidance on stipends or offsetting costs associated with using personal devices used in conjunction with this service?

A: Although VITA has been working with appropriate policy entities, no formal decision and guidance currently exists.

Q: What is the ordering process for EHS?

A: Please work with your CAM to complete the standard work request form for EHS available on VITA's IT Service Catalog - <http://shop.vita.virginia.gov/>. The service requires authorization for each desired handheld, a one-time fee for each Client Access License (CAL) and the recurring monthly fee for the service. Although the form only has room for three devices at a time, a customer may append a document listing additional devices and the necessary information to order the service for more than three devices with one form. At this time, there is no provision for pre-purchasing blocks of CALs for subsequent assignment. If an agency has available CALs





from prior users, those will be used instead of obtaining and charging for new CALs.

***Q: Do I need a different data plan for my device to use the Good Mobile Messaging application?**

A: If Verizon is your service provider, you must be signed up for their enterprise data plan. If you are using a smart phone through Verizon, you must contact Verizon and order the data plan with code number 73666. If you are using a Verizon 3G or 4G tablet (excluding iPad), you must contact Verizon and update your plan to code number 75900. The price differentiation to update your plan depends on each individual person (and the plan you currently have). If you do not use Verizon as your service provider, you do not need to change your data plan to use the Good Mobile Messaging application, but you should make sure your data plan can handle the additional usage; otherwise, you will be charged for any overages.

***Q: What happens if Verizon is my service provider, but I do not update my plan to the enterprise data plan?**

A: Verizon will send you a text message stating that you must update your plan. If you do not do so within their designated timeframe, your current data plan will be cancelled. Verizon does this to protect you from going over your current plan (and getting charged premiums) when you begin receiving both your work and personal email on one device.

Q: What does it cost?

A: The cost for the service is \$15.22 **per month per device**. The one-time charge for the Good CAL is \$143.49. Each handheld device requires an individual license.

Q: What if I have two devices (such as an iPhone and an iPad) and would like them both activated with EHS?

A: Multiple devices can be activated for one user. However, licensing and monthly fees will be charged for each device.

Q: What devices are compatible with the Good Mobile Messaging application?

A: To view a list of devices that are compatible with Good Mobile Messaging application, visit the Good website at: <http://www.good.com/support/devices-supported.php>. Only devices listed as "certified" will be connected to this service. Note: The Good Mobile Messaging application cannot be installed on BlackBerry devices.

Q: How do agencies order smart devices?

A: Smart devices, and the associated wireless services, are ordered via telecommunications service request (TSR) from statewide contracts.

Q: Can personal data on employee phones be separated from business information?

A: Yes. EHS enables a quarantine of enterprise data on devices without interfering with personal information and applications. As enterprise control is contained, employees can freely access





personal applications, data, photos, etc. Partnership staff cannot access your personal data. If Commonwealth information on the device must be wiped, personal information is retained.

Q: What happens once I order EHS?

A: Within a few days of submitting the work request, each employee who was listed on the form licensing section will receive an email with activation instructions. This email will be customized to their specific device type and will contain a personal identification number (PIN) with an expiration date. The PIN may be used only one time on one device. Should the employee have any questions or concerns with activation, he or she should contact the VCCC at (866) 637-8482. These FAQs, as well as the activation directions for each mobile device type, can be found on the AITR Resources page on the VITA website:

<http://www.vita.virginia.gov/councils/default.aspx?id=12542>.

Q: What happens if I get a new device?

A: If you get a new device to replace a current device which is subscribed to EHS, you will need to contact the VCCC to transfer EHS to the new device. A new PIN number will be issued to you so that you can reinstall the app on the new device.

***Q: Does the Good Mobile Messaging application provide an Internet browser for Droid and Windows mobile devices?**

A: No, the Good Mobile Messaging application currently does not offer an Internet browser for Droid or Windows mobile devices, but users still can use the browser that comes native with their devices.

Q. What happens when an employee with a Good CAL leaves the agency?

A. When a user leaves the agency, the CAL remains with the agency for future use. All Commonwealth data will be removed from the device. When a work request for EHS is submitted, Northrop Grumman will determine if an agency has any available CALs for reuse.

***Q: Why can't I edit or save documents on my iPad?**

A: The cause of this issue is not the installation of the Good Mobile Messaging application. The edit and save functionalities are not available natively on iOS4 or iOS5 iPads.

***Q: Why can't I view attachments in meeting requests with my iPad calendar?**

A: The cause of this issue is not the installation of the Good Mobile Messaging application. This is not a function natively available on iPads or iPhones.

***Q: Why can't I access all websites with the Good Mobile Messaging Internet browser?**

A: The Good Mobile Messaging application is set to allow viewing of any site with virginia.gov or state.va.us addresses. If the site does not contain one of those domains (such as google, yahoo, etc.) then you will be asked if it is OK to use your native browser to access the site. Once you OK the phone or tablet to use your native browser, you will be able to access any necessary site.





***Q: Why can't I approve a requisition on the eVA website via the Good Mobile Messaging browser on an Apple iOS device?**

A: The browser on Apple products is not compatible with the eVA application.

Q: If I have a problem with my phone, who do I contact?

A: If you have an issue with the Good application, contact the VCCC. Support issues regarding the device should be directed to the vendor from whom you purchased it.

(* indicates items added Nov. 1, 2011)