

“Going Paperless”

Mobile Device Management

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Information Services

Abstract

- Initiative to assist the university community with digital contents
- Investigate the possibility of using mobile devices for the digital contents
- Managing these devices in both onsite and offsite scenario
- Provide Software as a Service (SaaS) capabilities
- Provide self-service infrastructure
- Expansion of the above services to wider university bodies

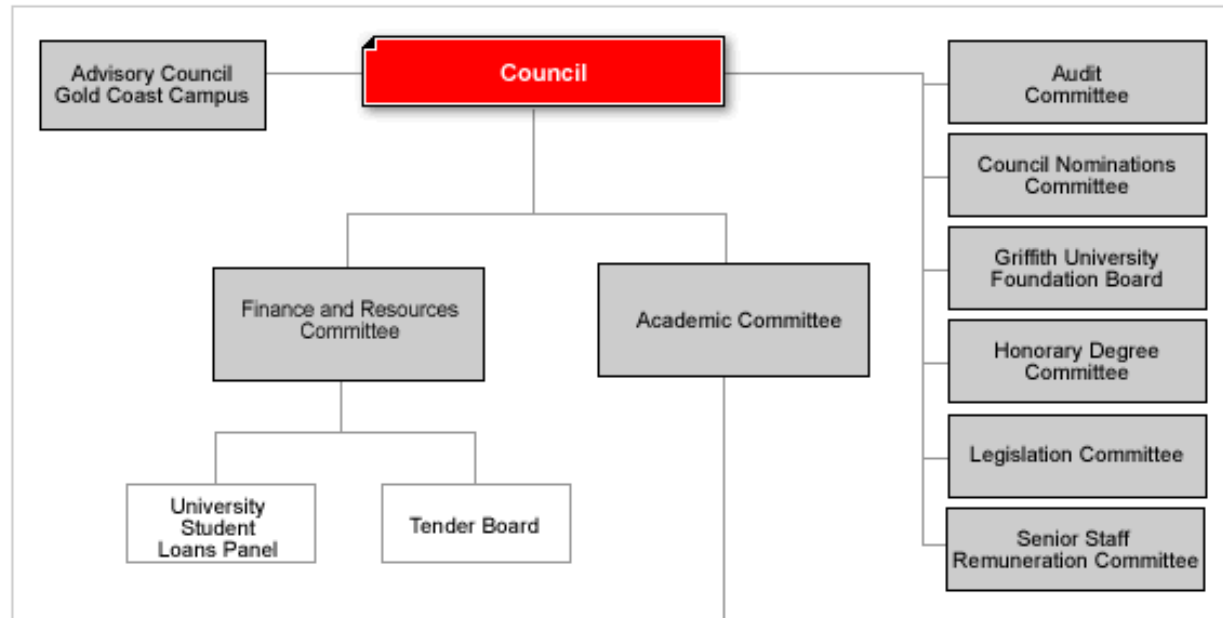
About Griffith University

- Established in 1971 and officially opened in 1975
- Griffith was formed by the amalgamation of several existing tertiary institutions
- We are home to about 40,000 students from all over the world
- Griffith offers more than 300 degrees including undergraduate degrees, postgraduate and research degrees
- 5 campuses: Gold Coast, Logan, Mt Gravatt, Nathan and South Bank
- More than 110,000 graduates from over 156 countries

Why did we start the project?

- University Council
 - » 32 Members, including 2 elected students from both postgraduate and undergraduate level.

Council and its committees



Why did we start the project? Cont'd

Traditional Meeting

Thick printed booklets, forms, agenda

- Couriered to each of the council members
- Last minute updates difficult to distribute
- Poor portability
- Current documentation cumbersome
- Unable to cross reference within/across documents
- No ability to effectively search content
- Unable to easily look up historical documents
- Unable to distribute last minute support documents

Results



Device	Cost	Size	Weight	Warranty	Supplier	Website	OS	Firm Ware	Kernale Version	Build Version
Pioneer Dream Book ePad 7"	\$149	7 inch Screen		1 year RTB	K-mart	pioneer.com.au dreamcare.com.au	Android 1.6	1.6	2.6.29-00236-g4f8dbbb-dirty	WMT2.1.2_88
Hp Slate 500	aprox \$940 - awaiting confirmation from hp	8.9 Inch screen 226 x 150 x 14.7mm	0.68kg	1 year - can be extended to 3 years (shortly)	HP	https://h30406.www3.hp.com/campaigns/2010/promo/HPSL/index.php?jumpid=ex_r602_g/slate	Win 7 Pro			
iPod - 4th Gen	\$250			1 year	Apple	www.apple.com.au	Mac OSx	V10.5.8 or later		4.1(8b118)
Dell 2100	2120 - is current model (\$880.00)	10.43" x 7.36" x 0.89" – 1.57"; 265mm x 187mm x 22.5mm-39.9mm	Starting weight with 3-cell battery 2.91lb/1.32kg4	3 years	Dell	www.dell.com.au	Win XP			
Acer Iconia a500	\$540.00	10.1 Inch		1 year	Acer/JB HIFI	http://www.acer.co.uk/ac/en/GB/content/iconia-tab-a500	Android 3.0.1 Honeycomb	3.0.1	2.6.36.3-00001-gf991e5d	2.6.36.3-00001-gf991e5d

Evaluation - Hardware

Evaluation criteria:

- Size
- Cost
- Weight
- Security
- Warranty
- Supplier
- Build quality
- Upgradability
- Battery life
- Network
 - » University wireless
 - » Bluetooth
- Communication
 - » Skype
 - » NEC Softphone
 - » IBM Sametime
- Document retrieval
- Emails
 - » Lotus Notes
 - » Exchange
 - » Gmail

Evaluation – Hardware cont'd

Mobile devices to view digital contents

- Tablet form factor
 - » Apple iOS devices
 - » Android
 - » WebOS (????)
 - » QNX (BlackBerry)
 - » Others (Windows Tablets)



Table 1
Worldwide Sales of Media Tablets to End Users by OS (Thousands of Units)

OS	2010	2011	2012	2015
iOS	14,766	47,964	68,670	138,497
Market Share (%)	83.9	68.7	63.5	47.1
Android	2,502	13,898	26,382	113,457
Market Share (%)	14.2	19.9	24.4	38.6
MeeGo	107	788	1,271	3,057
Market Share (%)	0.6	1.1	1.2	1.0
WebOS	0	2,796	4,245	8,886
Market Share (%)	0.0	4.0	3.9	3.0
QNX	0	3,901	7,134	29,496
Market Share (%)	0.0	5.6	6.6	10.0
Other Operating Systems	234	432	510	700
Market Share (%)	1.3	0.6	0.5	0.2
Total Market	17,610	69,780	108,211	294,093

Source: Gartner (April 2011)

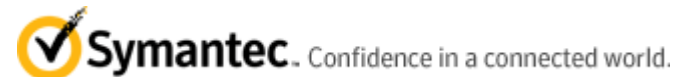
Support software and services

Services we want to provide:

- Packaging
- Software as a Service (SaaS)
- Perpetual License
- Role-based Administrator
- Standalone server
- Fail-over capability
- Web portal enrolment
- Active Directory integration
- WiFi configuration
- VPN
- Expiration of Profiles
- Push text message
- Remove passcode
- Remote lock
- Remote wipe

Evaluation - Vendors

- Symantec Mobile Management - Multi-platform
- Airwatch - Multi-platform
- McAfee Enterprise Mobility Management (McAfee EMM)
 - Multi-platform
- MobileIron Multi-OS Management - multi-platform
- Zenprise - Multi-platform
- JAMF Casper - Currently iOS only



Requirements - Services

- **Device Preparation**
 - » Image creation / Profile setup
 - » Deployment
 - » Selection of Applications
 - E.g. Griffith App through Apple App Store
- **Device Deployment**
 - » Remotely deploy applications
- **Devices Support**
 - » Updates
 - » Remotely connect to the device
 - » Remotely secure/wipe the device
 - » Software licensing terms



Selection – Database

Document Server

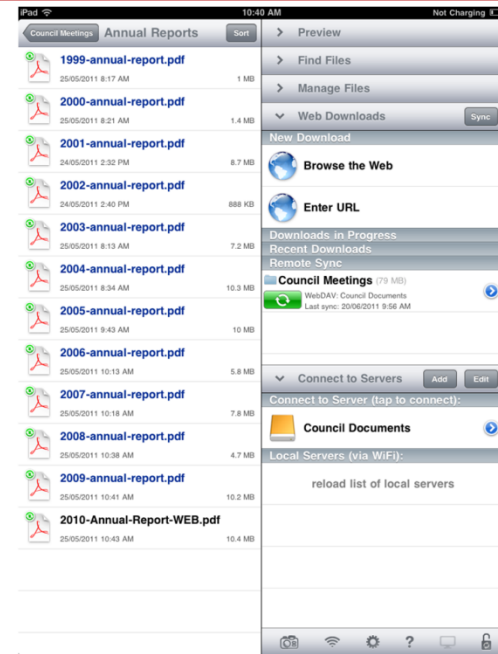
Microsoft SharePoint Standard 2010

- » Active Directory Integration
- » Personalised web portal login
- » Documents are centrally stored
- » View by permission groups

User Interface

GoodReader

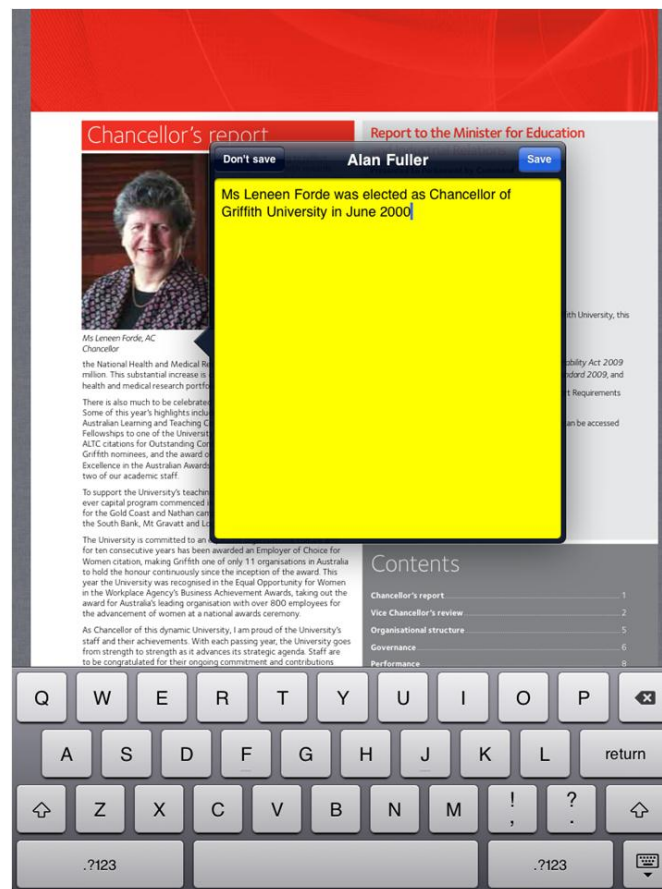
- » Annotation capabilities
- » All-in-one solution: Download -> Add Notes -> Sync to SharePoint
- » Works in both landscape and portrait mode.



Courtesy of Mr. Alan Fuller
Office of the Director (ICTS)

Trial Solution

SharePoint server + GoodReader on iPad



What we have learned?

Current issues

- **User experiences**
 - » User Interface
 - » Connectivity
 - » Portability
 - » Security
- **Transition from paper form**
 - » Annotation
 - » Reading habits
- **Technical support**
 - » Offsite usage
 - » Remote Mobile Desktop Support

Future Development

- **Staff**
 - Administration groups
 - Academic areas
 - BYO devices
- **Student**
 - BYO devices

Any Questions?



Thank you