Managing Mobile Devices
Do You Know How Many Mobile Devices Are On Your Network?

~2,800 unique devices a day use Active Sync At UW-Eau Claire
Mobile Devices Using Active Sync At Another UW Campus

Number of Unique Mobile Device Types Connected Per Date

- **ANDROID**
- **WP**
- **IPOD**
- **IPAD**
- **IPHONE**
- **OTHER**

![Graph showing the number of unique mobile device types connected per date from July 2011 to March 2013.](image_url)
How Do you Purchase them?

- Centrally
- By Department
- BYOD
What About Data Plans?

- User Pays
- Department Pays
- College/Division
- Who authorizes?
- Arrrrrrrrggggghhhhhhhh!
AppleCare vs AppleCare+

- AppleCare until New iPad Not So Good
- With New iPad AppleCare+

Every iPad comes with one year of hardware repair coverage and 90 days of telephone technical support. AppleCare+ for iPad gives you two years of repair coverage and technical support from the original purchase date of your iPad. And it adds coverage for up to two incidents of accidental damage due to handling of your iPad, each subject to a $49 service fee.
Windows 8 ARM Tablets

- Finally a true enterprise-managed device!
- Not so fast…..🙂
- As of March--NO ENTERPRISE MANAGEMENT BUILT IN
- Office will not be fully touch enabled
- x386 Intel Processor will have 15 hour battery life[I do not believe this to be true-Chip]
Android
So Who Owns the Apps/eBooks?

- They are licensed to the USER account
- Can have two separate accounts on a device
SCCM 2012

- One and a half staff member and a couple of students

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Limiting Collection</th>
<th>Member Count</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>All Desktop and Server Clients</td>
<td>All Systems</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>All Mobile Devices</td>
<td>All Systems</td>
<td>0</td>
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<tr>
<td></td>
<td>All Systems</td>
<td>All Systems</td>
<td>3,141</td>
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<td></td>
<td>All Unknown Computers</td>
<td>All Systems</td>
<td>2</td>
</tr>
</tbody>
</table>

JAMF

- One staff member manages 500 Macs
Mobile Device Management

Gartner
SAP
Mobile Device Management

- MDM
  - Users can remove them
  - You can jailbreak them 😊
  - You can NOT push out OS updates
  - Vendors
    - JAMF
    - Potentially SCCM (Microsoft)
  - You can not push out updates from the App Store
    - If you can get the app from the vendor you can push out—but expires every year (watch out)
Microsoft’s SCCM 2012
Virtualization

- **Lab Anywhere**
  - Utilizing VMware View
  - Have to demo it!
  - Technology is sound
  - Licensing is key
  - [http://desktop.onlive.com/](http://desktop.onlive.com/) -- could be a game changer!
This is Word running in our Lab Anywhere environment.
OnLive
Questions and Suggestions