

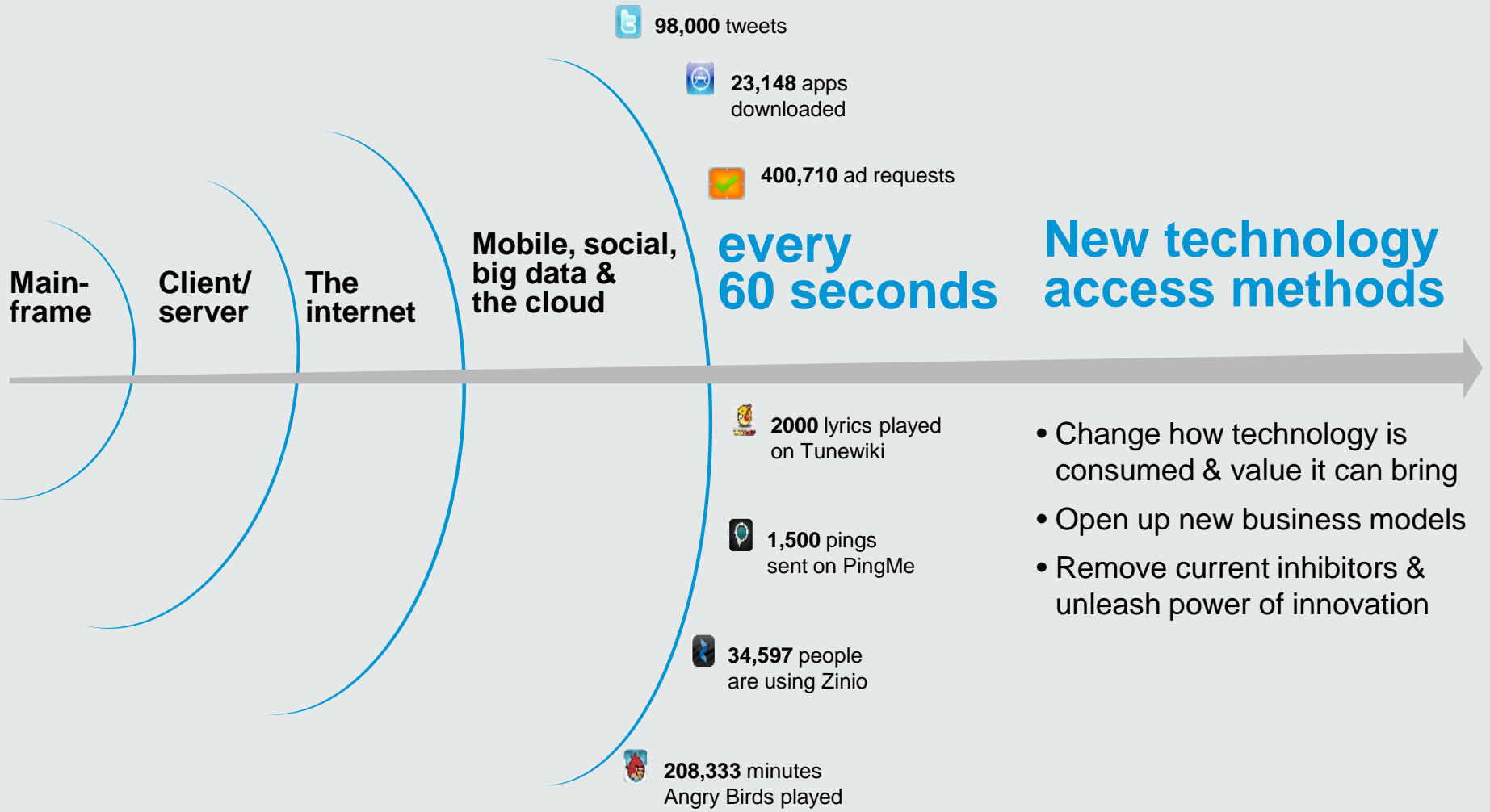


Enterprise Mobility

Practical Applications for Motor Vehicle Departments

Karen Gee/ August 22, 2012

Accelerating innovation and change

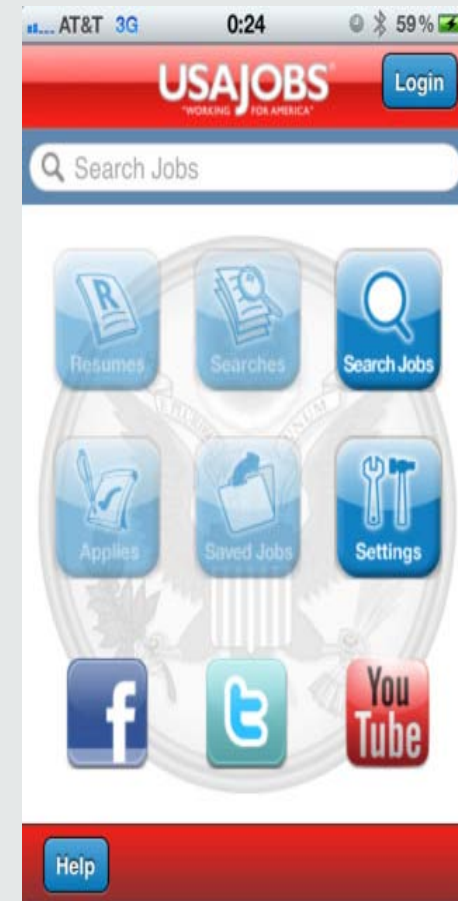


Mobility is a significant priority for Government IT

More than half of enterprises will spend at least 20% IT budget on mobility¹

Government CIOs now see Mobility as the #1 IT issue facing them in 2012²

Government promoting mobile strategy and acquisition – example GSA Mobility Site³



- 1 **Source** The State of Mobile Enterprise Software in 2011: An IDC Survey of Applications, Platforms, Decisions and Deployments, IDC – September 2011 IDC# 230346
- 2 **Source:** Gartner; Amplifying the Enterprise: The 2012 CIO Agenda, January 2012
- 3 **Source:** <http://www.gsa.gov/portal/category/101571>

Conflicting mobile requirements for Government

Government business decision-makers

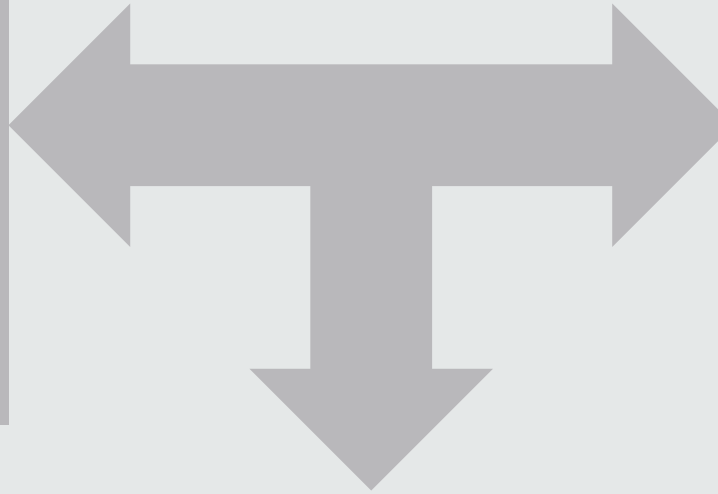
- Productive devices
- Line-of-business applications
- Efficient & productive employees
- Cost effective solutions
- Consistent usage
- Acceptable Use Policies (AUP)

Employees

- Hip, cool devices
- Dual use
- Freedom to choose devices and applications
- Self services
- Flexible purchasing
- Security

Government IT

- Standard devices
- Agency-approved devices & apps
- Scalable delivery
- Reduce complexity
- Accelerated timelines
- Minimize costs
- Security



Mobility is changing everything ...

Technology evolution:

- **400M** app capable mobile devices in use¹
- Constantly-growing number of ...
 - Mobile device types and models
 - Operating systems
 - Screen sizes
 - Network technologies

Workforce evolution:

- **57%** of all corporate employees worldwide are mobile employees²
- More than **80% of organizations** will deploy **2 to 10 mobile applications**³

Android



BlackBerry OS



3G

iOS



4G/LTE

Symbian OS



webOS

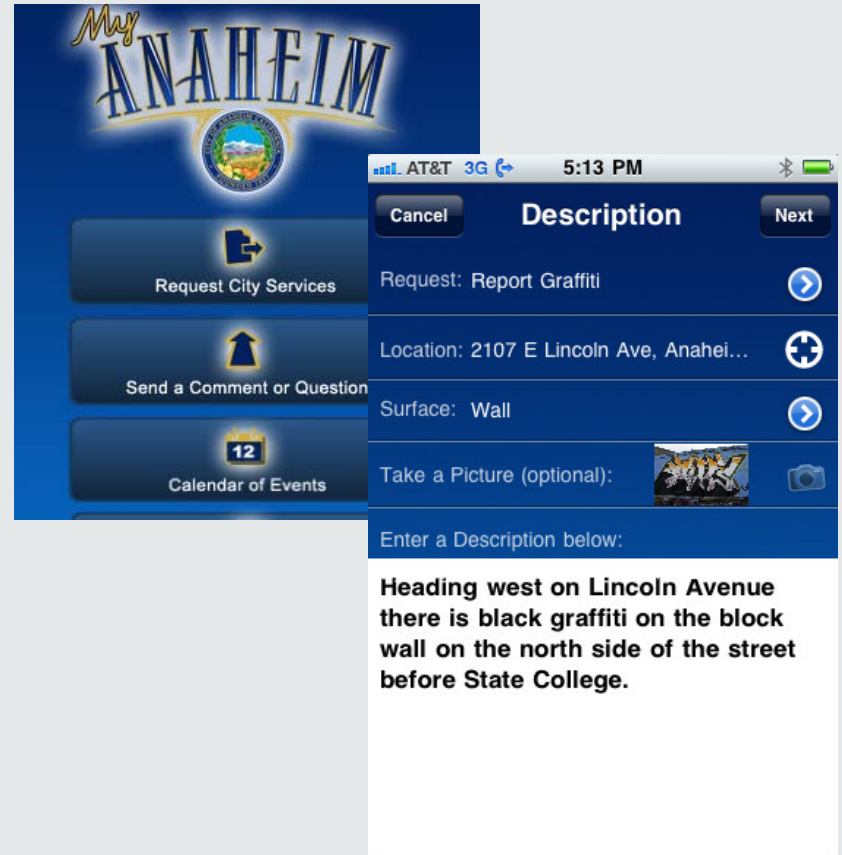
¹ Source: IDC Directions 2011 – Mobility, Clouds and Intelligent Industries by Frank Gens

² Source: The Rise Of Wannabe And Maverick Mobile Workers, Forrester Research, Inc., February 16, 2011

³ Source: HP Sponsored Frost Sullivan Enterprise Application Store (EAS) Research January 2012

5 Effective characteristics of good mobile apps for Government

- Focuses on instant services versus those that you can wait for
- Integrates mobile device features to the application
- Avoids information-only and limits click-through steps
- Reduces data complexity and quantity necessary for mobile operations
- Designed for the targeted platform – native or mobile web app



Instant Access to Everything

Personal Consumer Behavior Drives Expectations

Mobility in the Workplace

Not Tied to a Desk

- Work is no longer 9 to 5
 - Diminished budgets require smart solutions
 - Increased access anytime/anywhere
- Traditional non-office workers
 - Vehicle inspectors
 - Driver Examiners
 - Investigators
- Administrative tasks
 - Timesheets



Time is Important

Busy All the Time

Mobility for Constituents

Timesavers

- Services already on the web
 - Simplify and streamline to make accessible through touchscreen devices
 - DL/Tag renewal
 - Proof of insurance
 - Drive Skills/Knowledge Test Scheduling
 - Dealer licensing/reporting
 - OS/OD Permit requests
- New Opportunities
 - Now serving #34
 - Estimated wait times and place in line reservations
 - Find the nearest office using in-device navigation
 - “myDMV” updates to customer record
 - Check my DL status



Designing the Mobile Application

So Many Choices

What Devices will You Support?

- Phones?
- Pads?
- Android?
- IOS?
- Blackberry?
- New Platforms?

Cloud?

HTML 5 v. on Device Apps?

Lower Development costs or Lower Lifecycle Costs?

App Store and/or Agency Website?

New Functionality Releases & Upgrades



Threat and risk management

Have a Holistic View of Security



It's all about the data

- The level of security needed depends on the data that you will be sending through your mobile device.
- Know what to own, and what data to share.

Secure back end applications

- Vulnerabilities may already exist in your back end applications
- Dynamic, application level monitoring and vulnerability protection
- Track behavioral anomalies and identify trouble before any damage is done

Secure mobile device hardware

- Password protect
- Add software to wipe device if lost/stolen

Mobile testing

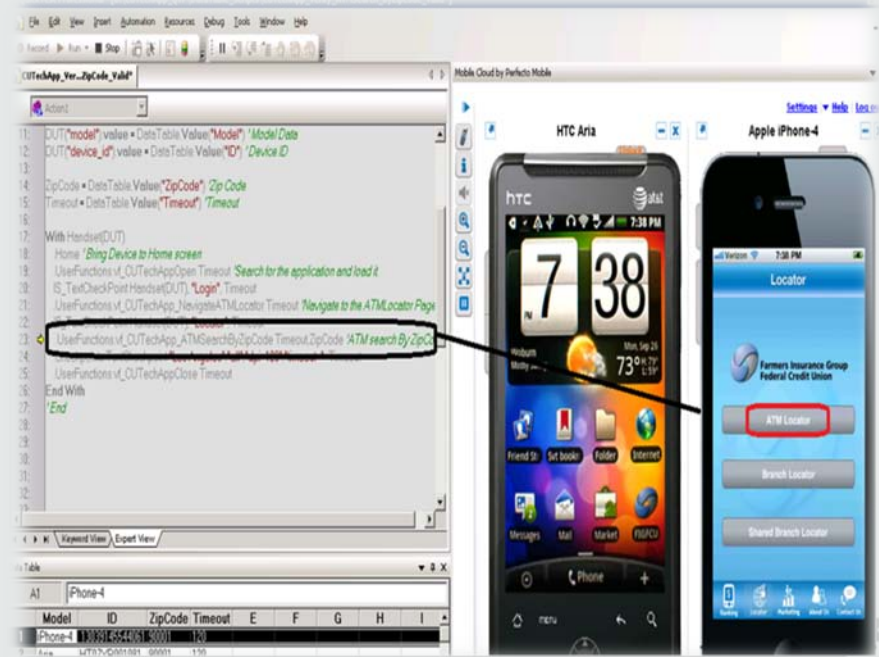
Test the COMPLETE system

Mobile device

- Functionality
- Security
- Performance
- User Experience

Back End Application

- Functionality
- Security



Checklist/Next Steps

Build a cross-functional team to identify:

- target end-users
- points for improved productivity or citizen/stakeholder services
- prioritized application portfolio for mobile enablement

Choose Your App

Develop the Business Case

Establish an Acceptable Use Policy

Shared infrastructure services to leverage

Adopt the appropriate team culture, tools and framework to handle mobile app lifecycle design, deployment and management



Thank you

