# iDesk Recommendations

As your department considers how best to deploy and manage AiM on mobile devices, CKIS offers these recommendations for maximum efficiency and cost savings.

How do we secure and protect mobile devices?

There are always concerns about security; how do we keep workers from downloading apps, surfing the internet or even using phone and text features? iOS has a security feature called Guided Access, which can keep your iOS device in a single application, with control over which features in the application are available. This means that without any specific security settings or configurations, iDesk can be the sole application that runs on the device. The URL on the login page can be locked, in order to keep users from deleting or changing the path.

If you want technicians to have more access, other iOS standard security settings will allow you to limit access to the internet, application downloads and more.

For physical protection, CKIS recommends the **Otter Box Defender Series** cases, approximately $50 each (depending on device).

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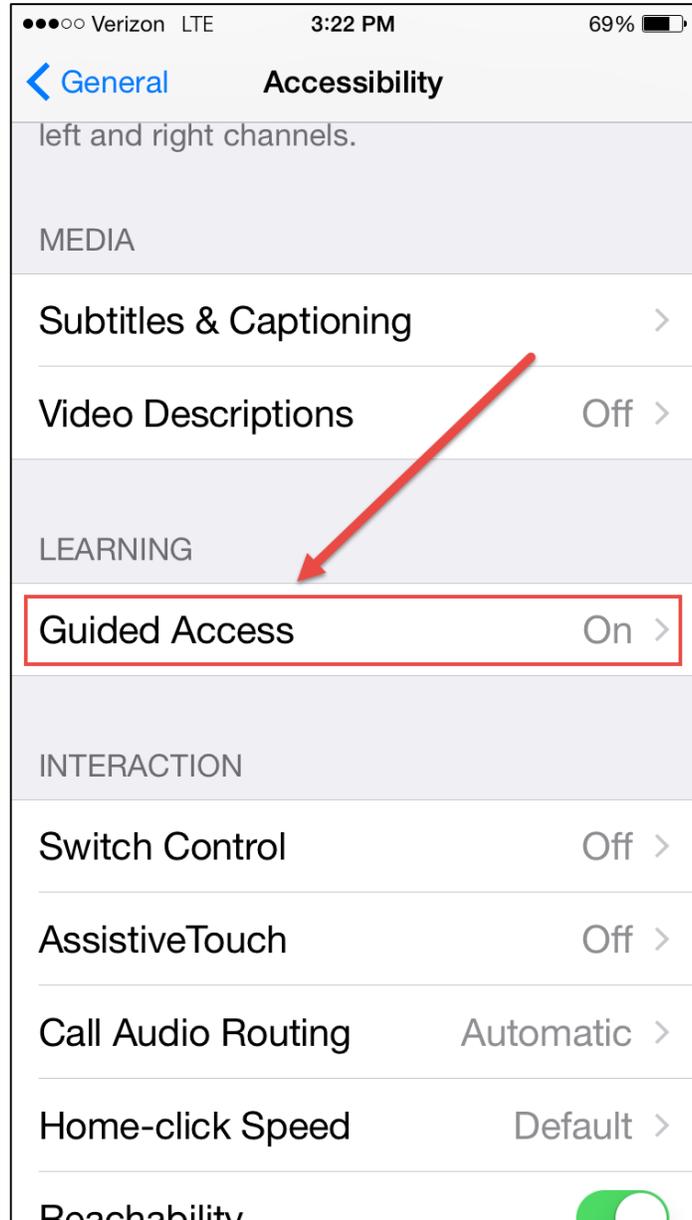
How do we manage mobile devices over time?

Devices will require periodic updates to the operating system and to the iDesk mobile application. Depending on the number of devices in your department, you can simply update devices one at a time as needed, or you may elect to use a Mobile Device Management (MDM) solution. MDMs allow an administrator to remotely configure and update devices from a console on a desktop computer or tablet. There many solutions, some free, others are fee based with more advanced capabilities. Here is an example of a free MDM solution.

Cisco Meraki - Mobile Device Management (FREE)

Meraki by Cisco is a Free Mobile Device Management solution that allows an organization to centrally manage and track their mobile devices. It has the capability to remotely push out and update apps (figure 1), send out notifications (figure 2), and track locations (figure 3).
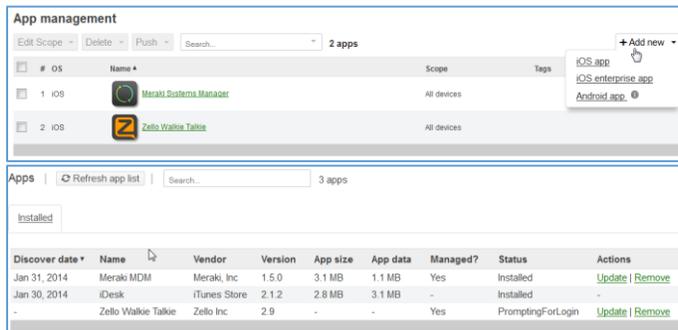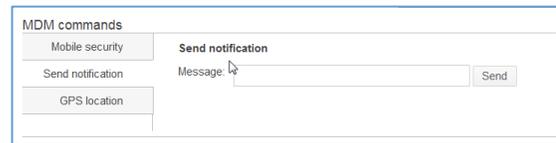
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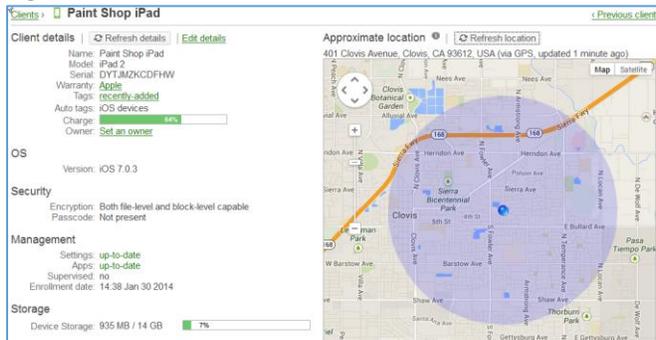

Figure 2

Figure 3

Which individuals require mobile devices in the field?

- **Managers/Supervisors**
  This will allow them to run the AiM Desktop application and respond to customer requests and work orders without having to be at a computer. They can also run iDesk should they need to assist their staff.

  ➢ **RECOMMENDATION**: iPad or iPad mini.

- **Engineering/Electric/Plumbers**
  The skilled trades, particularly engineers, electricians and plumbers have higher labor and materials costs, repair and maintain critical building and infrastructure assets and spend much of the day reacting to issues and complaints on campus. For this reason, it's important for some, if not all, of these technicians to carry a mobile device. This will allow them to record notes, equipment reading and take pictures in the field. It will also allow them to use barcode readers on fixed assets and shop stock. If providing mobile devices to all of these individuals is not in budget, consider having a smaller pool of shop devices available to the staff. Each day, individuals focused on call-outs can use devices for the day.

  ➢ **RECOMMENDATION**: iPod Touch (or iPhones if WIFI coverage is problematic on your campus).

- **Maintenance Mechanics**
  Maintenance mechanics should carry a device *if* they perform daily preventive maintenance activities on asset specific PM work orders. Otherwise, one of the following options on page 4 and 5 should suffice.

  ➢ **RECOMMENDATION**: iPod Touch

## *Which shops can use the mobile app at the end of the day?*

Following is an example of a wall mounted solution. The device is an iPad mini, the enclosure a **Strata iPad mini Wall Mount.** There are several wall and surface mount solutions on the market; this one retails for $169.

- **Other Skilled Trades**

  The lock, sign, carpenter and paint shops don't have a pressing need for devices in the field. Tablets can be mounted in shop areas or Work Control; technicians can record time, notes, materials, and status updates and the end of the day.

- *Grounds & Custodial*
  These departments can also use iDesk at the end of day. Additionally, iDesk has a "crew" feature that can allow crew lead to simultaneously cost time for his entire crew at once.
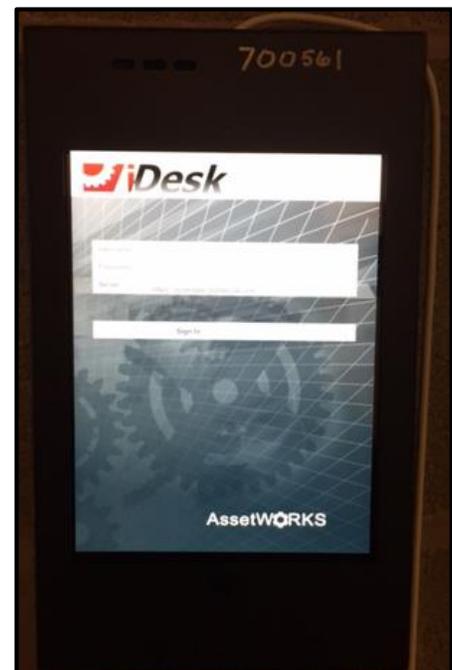
Can shops use a desktop PC at the end of the day?

Yes, a simplified WorkDesk can be created in the AiM application to allow a worker to login, post time, update status, notes and more. This solution does not support speech-to-text note entries, barcode readers or crew entries, but it will allow a technician to process their work orders without need for iDesk or mobile equipment.