

Mobile Computing (proposal)

SMT

11 November 2013



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Ekurhuleni

Challenge

- End user devices are increasing in variety and functionality, which is matched by dynamic and ever-changing human behavior. The current environment is characterized by little to no standardization of wireless devices and applications, and static approach to dynamic and evolving user behaviour. This results in overspending, inefficiencies, and lack of visibility and control which serves to amplify the risk profile of the organization.
- As a function of the significant change in the availability, functionality and utilization of personal computing devices in the work environment, EMM requires a clear approach to ensure consistency and transparency such that the technology trend can be leveraged without compromising either the business or the user.
- The intent is to address inefficiencies and lack of visibility over current practices by ensuring user accountability, whilst also supporting flexibility and user functionality requirements.

**Basic premise : No difference between cellphone / smartphone and other mobile computing devices (tablets, phablets, smartphones, datacards etc)
- all fundamentally manifest as a SIM card**



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Challenge - Devices

- Lack of alignment between Voice (Cellphones) and Data (Tablets and 3G) approaches, despite the increasingly high correlation between the two.
- Device : Challenges
 - Lack of clarity on device selection and associated policy –AG audit issue.
 - Why Apple ?
 - Lack of user choice and flexibility
 - Functionality challenges with current tablet purchases (iPAD does not have data storage, with additional special interfaces for presentations etc)
 - Lack of user specification on tablets, hence purchasing currently takes place for the highest spec device with the outcome being that EMM bears an escalated cost burden
 - Version 1, Version 2, Version 3, Version 4 (retina), Version Air (announced 22 Oct 2012)
 - Software control risk in terms of licencing of additional software and user applications
 - Version and Upgrade specification is unclear hence resulting in a situation where users chase the newest devices without a balancing additional benefits set accruing to EMM (The new iPAD Air launches on 01 November 2013)

Solution Proposal : Align with existing Cellphone approach / model



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Device proposal

- EMM will provide a single personal computing device to all qualifying employees – a laptop as per the approved EMM specification
- Employees can utilise additional personal devices for work purposes (Tablet computers, Smartphones etc) – Irrespective of type, these devices will be supported by EMM subject to compliance to EMM security policies
- Support for EMM equipment will be backed by a committed SLA – All other devices will be supported on a best effort basis.
- Where appropriate (Qualifying individuals) EMM will support the acquisition of personal devices via the HR Telephone / Cellular allowance

Device (Device only – no connectivity)

The table below shows the proposed recommended allowance (HR to assess and make final decision.

Notes :

- HR to decide on actual allowance value and qualifying levels

Per user cost item	Capital Cost value	Ammortised Capital cost over 24 months
Apple iPad 2 (16)	R4 399	R 183.29
Apple iPad 3 (16)	R4 999	R 208.29
Apple iPad 4 (16)	R5 199	R 216.63
Samsung Galaxy Tab 2 P5110	R5 500	R 229.17
Samsung Galaxy Tab P3100	R3 720	R 155.00
Proposed Allowance Value		R 300.00



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Challenge – Usage

- Lack of alignment between Voice (Cellphones) and Data (Tablets and 3G) approaches, despite the increasingly high correlation between the two.
- Usage : Challenges
 - Unmanaged cost base with cases of abuse, and no user accountability
 - Poor management of users who can have access to data usage framework
 - Contractual rate inflexibility which has resulted in EMM paying a premium as its unit costs have not tracked market costs (e.g. Out of bundle rates – 44c versus the market norm of 15c)
 - Unclear approach in respect of contractors, and the appropriateness of contractors accessing the EMM data framework
 - User flexibility of choice deficiency
 - User coverage location deficiencies (different providers have different coverage profiles, which users cannot currently take advantage of)

Solution Proposal : Align with existing Cellphone approach / model



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Usage proposal

- EMM will provide WIFI and LAN access to all employees at all EMM owned buildings
- Commercial Cellular access (EDGE / HSDPA / 3G / LTE access) will not be provided by EMM.
- Where appropriate, EMM will support the user requirement for commercial connectivity via the EMM HR Cellular allowance

The table below shows the current end user computing costs. (HR to assess and make final decision).

Connectivity

Per user cost item	Current end user computing costs
Mobile handset (smartphone)	Not applicable
3G data card cost to EMM	R281 per month
Average usage per individual based on MTN APN data :	2 GB
Average commercial cost (Sept 2013) per 2GB package	R99
Recommended Allowance (taking tax into account).	R200
Potential EMM Benefit per month per user	R81 (approx. 30% direct costs benefit)

Notes

- Cost benefit to user will improve over time, as data costs are on a downward trend even though allowance value will not decrease over time.
- HR to decide on actual allowance value and qualifying levels
- Additional usage exceeding the allocated allowance value is to be dealt with in the same manner as additional claims for voice calls (i.e. user submits motivation to line management for approval of additional use)
- **Councilors : Council resolution 13 December 2012 for Item RC 23-2012. : That in addition to the annual total remuneration package provided for a full-time and part-time Councillor, fixed allowance of not more than R300 p/m FOR USE of as mobile data card."**



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HR Usage Proposal

Further to the request to provide comments on the ICT Mobile Computing Philosophy, the following is an input/comments from HRM&D Department.

“5.2.1 That the HR Input on the ICT Mobile Computing Philosophy be determined as follows:

Connectivity		
Occupational category	Job level	Allowance
Top management	T18 – T25	R300
Senior Management	T16 - T17	R250
Professionally Qualified	T13–T15(where role justifies)	R200
Skilled Technical	T9 – T12	N/A
Semi-skilled	T4 – T8	N/A
Unskilled	T2 – T3	N/A

Device – excluding connectivity		
Occupational category	Job level	Allowance
Top management	T18 – T25	R300
Senior Management	T16 - T17	R300
Professionally Qualified	T13 – T15	N/A
Skilled Technical	T9 – T12	N/A
Semi-skilled	T4 – T8	N/A
Unskilled	T2 – T3	N/A

Conclusion

- By implementing a flexible enterprise computing BYOD for mobile handsets or tablet PCs, Ekurhuleni can create a positive user experience, boost both employee and ICT productivity and protect data and information which will:
- Alignment of Voice and Data Approaches in terms both the device element and the usage element
- Ensure anytime, anyplace, any-device access to EMM resources
- Shift capital expenses (CAPEX) to operating expenses (OPEX)
- Simplify mobile handset or tablet PC management
- Eliminate daily and/or duplicate ICT tasks
- Elimination of unnecessary overheads and bureaucracy
- Enable cost optimization
- Enable risk optimization
- Enable the leveraging of technology to the benefit of EMM
- Secure information data from the device, across the ICT network and in the data centers
- Enable user choice and flexibility



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Proposed Resolutions

- **RECOMMENDATION**
- **That** the following documents from ICT: ICT Mobile Computing Philosophy **BE NOTED.**
- **That** the ICT: ICT Mobile Computing Philosophy (2013 Final version 1.0, approved September 2013) from Department: Information and Communication Technology, **BE APPROVED.**
- **That** the Usage Allowance as defined and recommended by Human Resource Department detailed in Annexure A, **BE APPROVED.**
- **That** the Device Allowance as defined and recommended by Human Resource Department detailed in Annexure B, **BE APPROVED.**



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