



MOBILE DEVICE MANAGEMENT SERVICE (MDM)

Updated January 2023

ENTERPRISE MOBILE DEVICE MANAGEMENT (MDM)

The OTS approach for providing services and support for all State technology is to utilize Lines of Service as a mechanism to adequately and appropriately recover the cost of operations related to each of the services. In order to ensure adequate device security protocols are in place, all state issued tablet devices require endpoint management software and managed support. Mobile devices include handheld hardware such as Apple iPads and Android tablets.

The OTS MDM service includes all related expenditures and operating costs for the following:

OTS TEAM	MDM FUNCTION
Information Security Team	Mobile Device Management software licensing
Information Security Team	Mobile Device Management platform administration
Information Security Team	MDM profile development and application publishing
Information Security Team	MDM software enrollment - remote support
End User Computing Team	MDM software enrollment - remote and onsite support
End User Computing Team	Mobile device hardware - remote and onsite support
End User Computing Team	Customer billing

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154121	\$15	Per Device

ORDERING A NEW DEVICE

All new iPad or Android tablet orders must be approved by the customer agency and by OTS using the Ivanti procurement request ticket process. Quotes for tablets should be requested through the agency OTS ARM. Tablet devices will be enrolled in the Mobile Device Management solution by the mobile device service provider or by OTS prior to delivery of the devices to customers.



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The OTS Ticket system can be accessed using this link: <https://otssupport.la.gov>.

Each agency has a Procurement option available as a named Service Request in the Ivanti Service Catalog and provides all of the required fields of information that should be included when making a request for the procurement of mobile devices and the Mobile Device Management service.

Orders for equipment that were not approved by OTS and enrolled with the Mobile Device Management service will not be allowed to be connected to the OTS network.

All new equipment orders will be delivered to the EUC Deployment Center unless alternative locations are deemed appropriate by OTS. The Deployment Center team will inventory and stage the devices for delivery to the customer. The EUC delivery team will deliver the devices to the customer.

DECOMMISSIONING OLD DEVICES

OTS must be contacted anytime devices need to be removed from service. All decommissioning of equipment must have an associated service request in the OTS ticket system.

All state managed devices must be properly sanitized according to the guidelines outlined in the OTS Information Security Policy prior to 1) Surplus 2) Transfer of ownership or 3) Removal from service.

EUC staff will perform the device sanitization When a mobile device is no longer needed and the agency is ready for it to be decommissioned. The decommissioning process will remove the device enrollment from the management service and the monthly service charges will be stopped. Any device that can not be accessed to complete the sanitization process will be physically destroyed or Degaussed.