

The demand from Washoe County employees to remotely access County resources continues to grow. We have employees working in the field, attempting to be productive in meetings, and simply checking email and calendars to increase productivity. These requests are being met across multiple devices and platforms. Some devices are County purchased and others are personal.

A robust strategy for mobile solutions is an essential component to keep pace with mobile trends and maintaining an agile IT organization that can meet the needs of the county's departments and residents. The goal of a mobile governance strategy is to provide a framework for streamlined delivery of quality mobile solutions and an optimized user experience.

Washoe County has communicated its desire for the Technology Services department to be proactive, customer service oriented, and a resource that enables county departments achieve their goals.

People, processes, and technology need to merge and work seamlessly to deliver quality mobile solutions. A well-defined mobile governance strategy will prevent the deployment of mobile solutions without appropriate IT governance, allow for the proper protection of county data to ensure access is appropriately managed, and will establish mobile application development processes with appropriate collaboration of end users and effective use of time and resources.

Our mobile governance strategy was developed in November 2013. With approval from the County's IT steering committee, TS has moved forward with next steps. The first component is the acquisition and deployment of a Mobile Device Management (MDM) solution. What is MDM? Simply put, it is software on a mobile device to help make the devices usable for County functions like email, getting to your files and editing them, using mobile applications – all while doing so securely.