

DOA Mobile Device Support



SERVICE DESCRIPTION

The service for personally owned mobile devices will allow users with ActiveSync-enabled devices, such as a smartphone, to connect with the Enterprise Email Environment (EEE) as described in the DET Email Service Offering.

ActiveSync provides wireless access to the EEE through ActiveSync enabled devices. This is possible when the following conditions are met:

The employee requests that they be allowed to use their personal device for work purposes and their supervisor approves the request for activation. Requests must come from an agency supervisor or approved delegate.

The request includes required billing information in the form of a billing string to charge the set-up fee (equal to one hour of consulting.) (Any future ActiveSync service or support fees will also be charged to this billing string.) The employee is responsible for all other costs.

The requesting user has a mailbox in the EEE.

The device is provisionable. *(It can accept the security policy required by DET for activation.)* Not all devices with ActiveSync are provisionable. DET requires device encryption as a part of the security policy for ActiveSync. Some older devices do not support device encryption and therefore will not successfully synch with the EEE through ActiveSync. DOA will not maintain a list of supported devices.

Users requesting activation of personally owned devices must sign a waiver releasing the DOA and DET from any responsibility for lost data, applications, or content. This includes personal photographs, contacts and calendar items that might be stored on the personally owned smartphone device. It is highly recommended that subscribers of this service back up this data on a regular basis.

Detailed Service Offering Description and Roles and Responsibility documents are available upon request.

PRICE

Monthly charges for enterprise e-mail cover all costs, including attachments. See the IT Services Rate Sheet for a list of charges.

HOW TO REQUEST For more information please contact the Wisconsin Enterprise Service Desk (ESD) at 608-264-9383 or ESDhelp@wisconsin.gov.