



## Unified Tablet Guidelines

### Purpose

The purpose of the guidelines is to outline procedures and restrictions for employees and departments' use of mobile tablet devices (iOS/Android/Windows).

### Device Management

Tablets function primarily as personal productivity devices. Information Technology (IT) classifies tablets, like mobile phones, as unmanaged devices. IT typically provides limited support for these devices (check with your local IT department for details). Maricopa County Community College District (MCCCD) considers tablets computers, so they must have an MCCCD property tag and are tracked as computer hardware inventory. If a college has Mobile Device Management (MDM) software, it is recommended that the MDM software is used to manage all of its tablets.

### Equipment Checkout

Contact your IT Service Desk/Help Desk for information on how/where to check out portable computing devices. The devices may include iPads as well as Windows and/or Android tablets. Like other hardware available through the Help Desk, tablets may be checked out temporarily to an individual, or department, for a specific period of time. Questions on what is available for checkout from the IT Help Desk and equipment checkout exceptions should be discussed with the campus IT executive.

As outlined in Administration Regulation 1.11, a completed MCCCD Property Loan Agreement form is required in order to check out a tablet. **Employees may be held personally liable for damage to tablets owned/provided by the college.**

### Acceptable Use

Please refer to the Maricopa County Community College District (MCCCD) Technology Resource Standards for compliance guidelines related to using such a device.

### Individual Accounts

Checked out devices may temporarily be synchronized to an individual's personal AppleID/iTunes or Google/Android account. The devices will be set back to factory defaults when returned to the point of check out. Any iTunes, Android Marketplace or Windows store applications purchased/downloaded to the individual's account are the responsibility and property of the individual. Such purchases/downloads will remain attached to the individual's iTunes/Android/Windows account and be available any time he or she synchronizes the account with another compatible device.

## Departmental Purchase

Tablets are not generally considered a replacement for a desktop or laptop PC and as such, they represent additional hardware costs that may not be covered under the college's computer refresh plan or budget. Consequently, financial responsibility for the replacement of tablet devices may rest with the department rather than the college; please discuss the college's hardware refresh strategy with the college IT executive prior to purchase. Furthermore, in some cases, tablets may only be approved for purchase by departments where there is a specific and clearly articulated instructional or business need.

Standard inventory procedures will be followed with such devices and since tablets are considered computers, they cannot be purchased via ProCard. Cell network data service, 3G/4G, will not generally be provided or supported for college provided mobile devices. Exception requests for cell service, including business case justification, should be discussed with the college IT executive. If cellular-capable devices are furnished, it may be the individual's responsibility to activate and pay for cellular data service when using the device.

IT will provide basic troubleshooting and maintenance services, but if/when a tablet becomes inoperable or unreliable, IT staff may restore the device to its original configuration. In such cases, it may not be possible to retrieve/restore any personal data/information. Do not store important data on a tablet.

Any third-party costs involved in repairing or maintaining tablets may be the responsibility of the department or individual if damaged. Employees and/or departments will be held liable for damage to tablets owned/provided by the college.

Departments may checkout/assign devices they have purchased to individuals as they see fit, but in all cases, individuals must have signed an MCCC Property Loan Agreement.

### Department Accounts

IT will not maintain iTunes/Android/Windows accounts for departmentally owned tablets. Departments may choose whether to (1) create one or more department accounts for use with the devices or (2) allow each person who is assigned a device to use his or her personal account. The first option allows departments to retain any application purchases they have made. The latter does not.

## iPad App Purchases

College installed apps on tablets will be registered as a software asset and managed consistently as an application. Personal apps (free or paid) will not be managed, monitored or recovered by IT personnel. Employees are personally responsible for installation, configuration and licensing control of apps purchase with a personal iTunes account.

For departmentally owned iPads, IT will purchase approved iTunes Apps through an enterprise account, with funds being transferred to IT to cover the cost of the apps purchased. Once an app purchase has been made, IT will distribute redemption codes to the department, which the department or individuals may then enter to load the iTunes Apps on the departmental iPads (depending on which option was chosen for accounts above).

Once a redemption code is used, that app is technically "owned" by the owner of the iTunes account. This is simply a cost of doing business with the iPad/iOS platform. Departments or individuals will retain the application, depending on which account option was chosen (see above).

### **Android Marketplace Apps**

Personal Marketplace apps (free or paid) will not be managed, monitored or recovered by IT personnel. Employees are personally responsible for installation, configuration and licensing control of apps purchased with a personal Marketplace account.

For departmentally owned Android tablets, IT will purchase apps through an enterprise Marketplace account, with funds being transferred to IT to cover the cost of the apps purchased. IT will only support Android Market versions 3.0 and higher that allow for installing purchased apps on multiple Android devices. Departments will want to work with IT in order to facilitate managing Android Marketplace accounts.

### **Windows App Store**

Personal Windows Store apps (free or paid) will not be managed, monitored or recovered by IT personnel. Employees are personally responsible for installation, configuration and licensing control of apps purchased with a personal Windows Store app account.

For departmentally owned Windows tablets, IT will purchase apps through a Microsoft Windows Store account, with funds being transferred to IT to cover the cost of the apps purchased. IT can install 1 purchased app on 5 tablets. Departments will want to work with IT in order to facilitate managing Windows Store accounts.

### **Tablet App Purchase Conditions**

As all apps are dynamic and changing constantly, IT will determine whether or not a given application is approved at the time of the purchase request, but in general, an app will only be approved if it meets ALL of the following criteria:

- The application is provided directly through the Apple iTunes, Android Marketplace or Windows Store.
- The application is legally licensed (either there is a license fee or the use rights allow it to be loaded without cost).
- The application will be used for official MCCCDC instructional or business needs.
- The most current stable version of the application is being used.
- The application is not known to have serious security vulnerabilities or known legal liability issues.
- The application is purchased through the IT department.

## Resources for Questions and/or Assistance

### College IT Help Desks

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|----------------------|--------------|
| 1. Chandler-Gilbert  | 480.732.7025 |
| 2. District Offices  | 480-731-8632 |
| 3. Estrella Mountain | 623.935.8999 |
| 4. GateWay           | 602.286.8411 |
| 5. Glendale          | 623.845.3555 |
| 6. Mesa              | 480.461.7217 |
| 7. Paradise Valley   | 602.787.7780 |
| 8. Phoenix College   | 602.285.7200 |
| 9. Rio               | 480.517.8600 |
| 10. Scottsdale       | 480.423.6274 |
| 11. South Mountain   | 602.243.8324 |