

# Use of Personal Devices: Community Living Toronto

# Agenda

- Background
- Association's Goals
- Roadmap
- MDM Pilot and findings
- Future State
- Questions?

# Background

- Staff using personal device: Smartphones, tablets, computers, removable storage, cloud based solutions
- Current VPN/SSLVPN hardware reaching EOL
- More mobile and tech savvy workforce
- Evolving technologies and marketplace
- Increasing demand for internet access from residents and program participants

# Association's Goals

- Maintain security, stability and performance of the corporate network
- Support information management policies
- Improve access and mobility for staff
- Manage resources efficiently
  - Goal was not to save money
- Infrastructure needs to accommodate internet access for residents and program participants

# Roadmap

- Upgrade VPN/SSLVPN hardware
  - Improve connectivity for locations and remote users
- Expand Wi-Fi to all locations
  - Split tunneling with corporate VPN access and ‘public’ internet access with unified content filtering
- Leverage full UTM Solution
  - Endpoint, web, wireless, network... protection

# Roadmap

- Invest in Mobile Device Management (MDM) Software
  - Allow secure use of personal mobile devices
- Upgrade internet connections to locations
  - Faster internet with unlimited data
- Enhance and revise policies

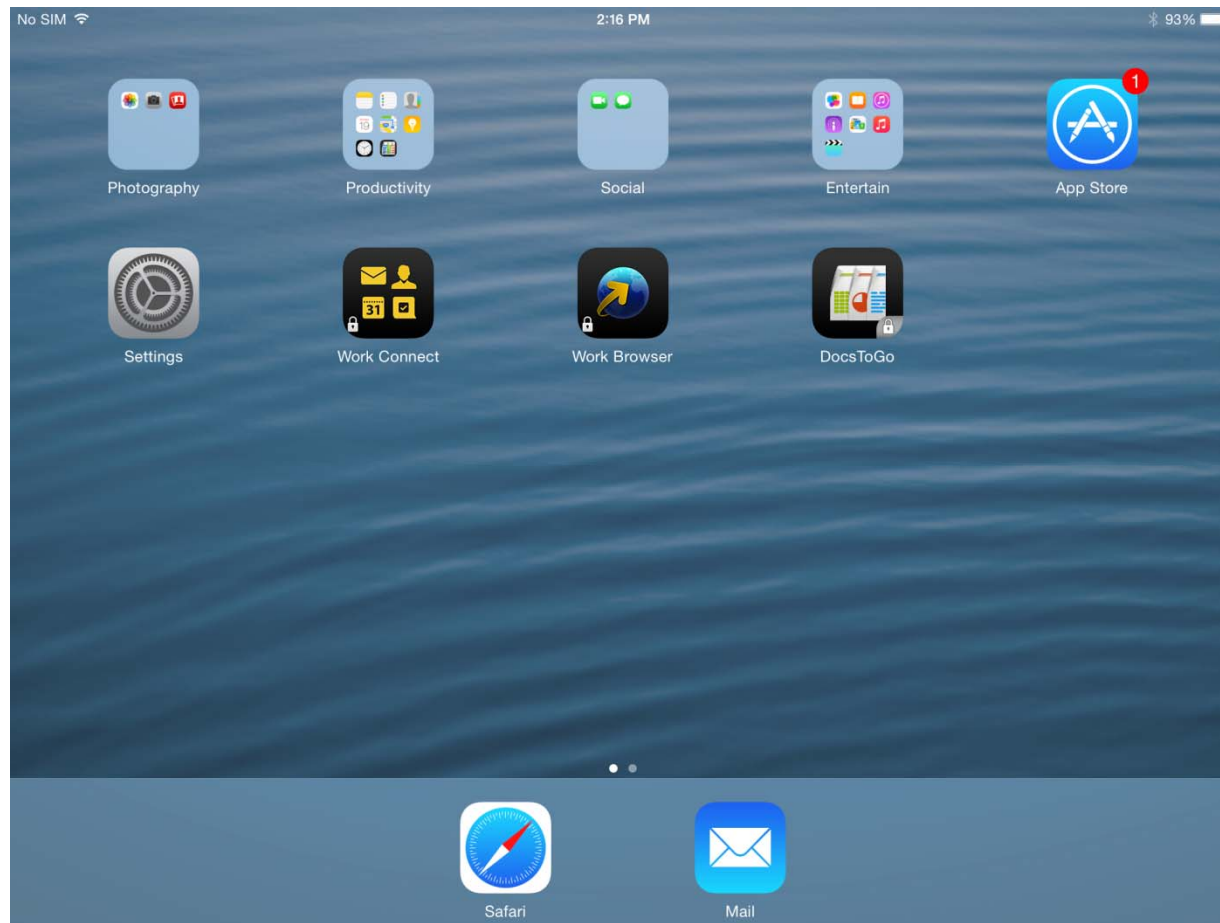
# MDM Pilot

- Utilizing BES 10 as MDM Solution
  - BES existing with aggressive upgrade path
  - Single server and management console
  - Strong security/containerization
- Smartphones and tablets (Android, iOS and Blackberry devices)
- \$72/Year licensing fee per device for full Secure Work Space license

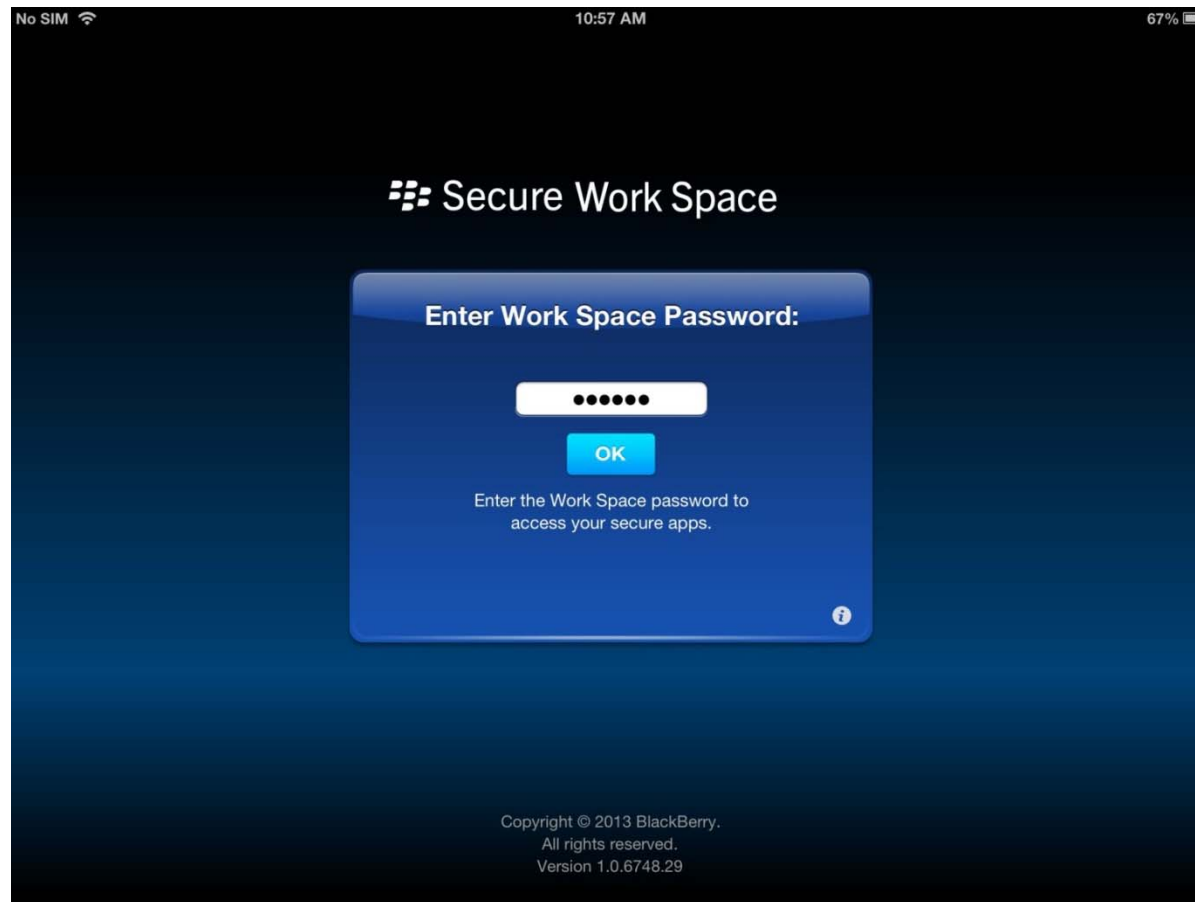
# Overview



# iPad Desktop



# Entering Secure Work Space



# Outlook Mail

**Inbox** Edit

**Today** Sun Oct 19, 2014

Flavian Pinto 12:35 PM  
**FW: BlackBerry Ltd CEO says he's...**  
 FYI Small but positive step for BB  
 Flavian

**2 days ago** Fri Oct 17, 2014

James\_Copp@Dell.com 4:48 PM  
**RE: Follow ups from our Oct 3rd...**  
 Hi David, Any chance you can let  
 me know if Tuesday will work?

Lily Lazarevski 3:22 PM  
**RE: Update on lease info**  
 Hi David, Here is the updated  
 information requested via your email.

Ashley Lawrence 3:20 PM  
**Portable Projectors- ECS**  
 Hi, Sorry, I was definitely mistaken  
 about the portable projectors. I must

Yvonne Harrop 2:36 PM  
**Key Policy Review now available...**  
 Hi everyone, Based on input from  
 Supervisors and Managers about

James\_Copp@Dell.com 2:25 PM  
**RE: Dell vRanger follow up Discu...**  
 Good Afternoon, Just a quick follow  
 up to see if we can set something up

James\_Copp@Dell.com 2:22 PM

**From:** James\_Copp@Dell.com  
**RE: Follow ups from our Oct 3rd Meeting**  
 October 17, 2014, 4:48 PM  
**To:** David Renfrew

Hi David,

Any chance you can let me know if Tuesday will work?

Thanks,

**Jim Copp**  
 Account Executive  
 Dell Canada | Major Public Accounts  
 cell: + 1-416-206-1247  
 email: james\_copp@dell.com

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At Dell, we are committed to delighting our customers. Please provide any feedback to my manager  
[Dennis\\_Hofmann@dell.com](mailto:Dennis_Hofmann@dell.com)

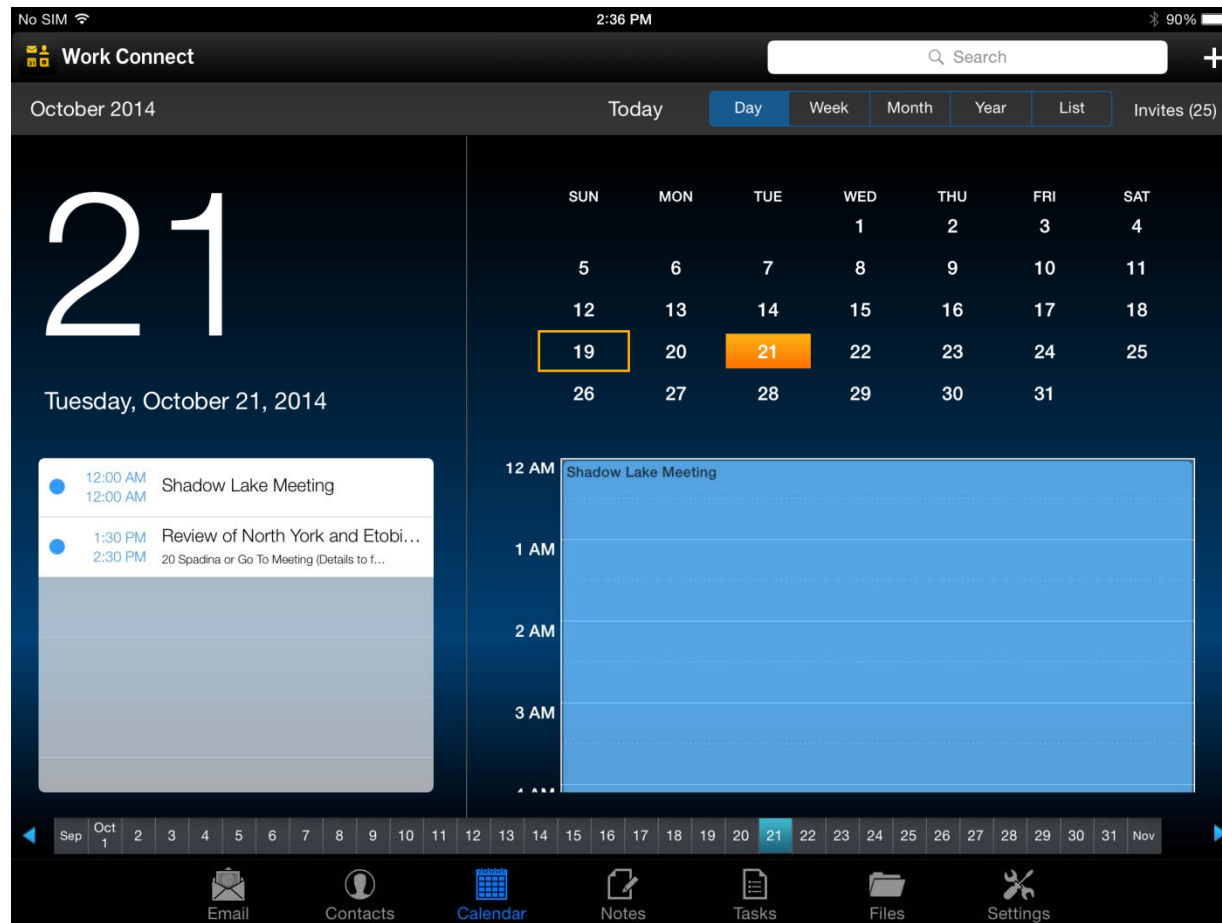
**From:** Copp, James  
**Sent:** Friday, October 17, 2014 2:17 PM  
**To:** David Renfrew ([drenfrew@cltoronto.ca](mailto:drenfrew@cltoronto.ca))  
**Cc:** Vijayan, Aditi  
**Subject:** Follow ups from our Oct 3rd Meeting

Good Afternoon David,

I just wanted to provide you with a quick update on our actions since our last meeting:

Bottom navigation: Email, Contacts, Calendar, Notes, Tasks, Files, Settings

# Outlook calendar



# Docs To Go

No SIM 2:37 PM 89%

all doc xls ppt pdf

PDF	Facility MGMT system - 2.pdf	209 KB
<small>Oct 16, 2014, 5:20 PM</small>		
DOC	Project Initiation Business Case Form_US Bank Payment Plus (01).docx	910 KB
<small>Oct 19, 2014, 12:03 PM</small>		
XLS	Untitled.xlsx	9 KB
<small>Oct 17, 2014, 1:39 PM</small>		

# SharePoint and Corporate Apps

Community Living Toronto

Home

Info Libraries Projects Association Wide Committees Regions Corporate Services Health and Safety United Way

Site Map

Home

Links

- ISIS
- Learning Management System
- PeopleSoft - Employee Self Serve
- PeopleSoft - Financial
- PeopleSoft - HR
- IT Helpdesk
- Eclipse - Project Management
- Cognos BI
- Fax Server
- Webmail for Outlook 2007 Users
- Scheduling
- Standard Life
- Corporate Site
- ConnectABILITY

United Way 2014

**CELEBRATE EVERYDAY HEROES**  
Support Community Living Toronto Employees Skydiving For The United Way!

Municipal Election is less than

On October 27, Toronto goes to the polls. Candidates have begun their campaigns all over the city. What are the candidates and mayoral candidates saying about disability? Ask them one (or a few) questions.

1. Transit is a critical issue for people with disabilities. How do you think the city can better serve to get around long wait times and high costs in Toronto's transit system?
2. As a city councillor, what do you think the city can do for people with disabilities who are unemployed?
3. More than 70% of people with disabilities are unemployed. What steps can the city take to help people with disabilities find work?
4. NIMBY is alive and well. How do you think the city can better group home for young people with disabilities who are looking for a place to call home?
5. What will you do to ensure that housing is affordable, safe, and of high quality?
6. The City's Disability Inclusion Plan is a great start. What do you think the city can do to better serve people with disabilities?



Where choices change the lives of people with an intellectual disability

# MDM Pilot - Findings

- Positive feedback from staff
  - Carry one phone!
- Platform can be unstable following OS upgrades
- Providing staff option to switch from corporate device to personal with compensation based on eligibility (\$20 cell or \$45 BB)
- Access to email for BB Q5 cells with no data

# Future State

- Managed devices: Qualifying staff compensated for use of phones
- Unmanaged devices: Improved SSLVPN and Wi-Fi access, encrypted USB Flash Drives only
- Blocking
  - Access to cloud based storage
  - Mass storage device
- Importance of policy



# Questions?