Mobile Device Management

Last updated 12-01-22

WaTech offers customers a solution to manage the complex challenges of mobile device management (MDM) via WorkSpace One® (WS1) (formally AirWatch). This service provides additional device controls not available in Exchange ActiveSync and gives customers the ability to manage a diverse inventory of devices such as Android, Apple iOS, Mac OS, Windows Mobile, Windows 10 PC and Chromebook.

Intended customers

Enterprise Active Directory customers. Current customers will need to migrate to an OCIO compliant agency supported platform or migrate to Intune within the Enterprise Shared Tenant on or before June 30, 2023.

Options available with this service

- Meets state security requirements for mobile device management, OCIO Policy 191.
- Requires strong authentication password.
- Provides access to email and calendaring from approved devices.
- Supports Bring Your Own Device (BYOD) by containerizing the phone into private and corporate sections.
- Includes device password reset.
- Includes delegated agency administration.
- Convenient end-user self-service portal.

Customer engagement

- In 2021, WaTech started working with customers to start migrating them off WS1 to Intune or an agency-supported and approved MDM platform.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.

Action plan

Current activity

WS1 will be decommissioned on or before June 30, 2023. All current WaTech WS1 customers will either need to migrate to Intune within the Enterprise Shared Tenant before June 30, 2023, or they can migrate to their own OCIO-compliant Mobile Device Management solution.

Helpful information

Service category
Communications & Collaboration

Service availability
24/7/365

Planned maintenance
Performed as required during non-peak hours.

Related services
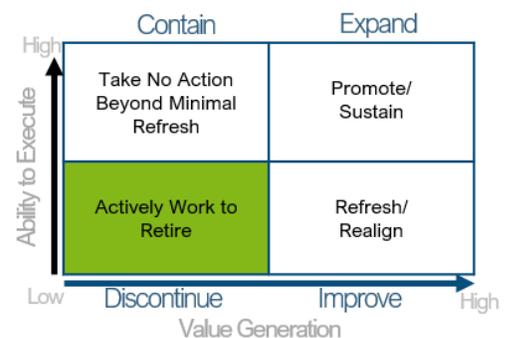Enterprise Active Directory
Enterprise Shared Tenant

How to request service
WaTech is not onboarding new customers or devices at this time, due to the service being decommissioned June 30, 2023.

Service owner
Angie Sherrer

	2021		Dec	Jan	2022		Dec	Jan	2023		Dec
WorkSpace One					Migrate agencies to Intune within the Enterprise Shared Tenant				▼ Decommission– June 30, 2023		

Service review and fully loaded service budget projection

Revenue source:

The Mobile Device Management service is bundled and funded using revenue from the Exchange Email Services rate structure.

Net income over time:
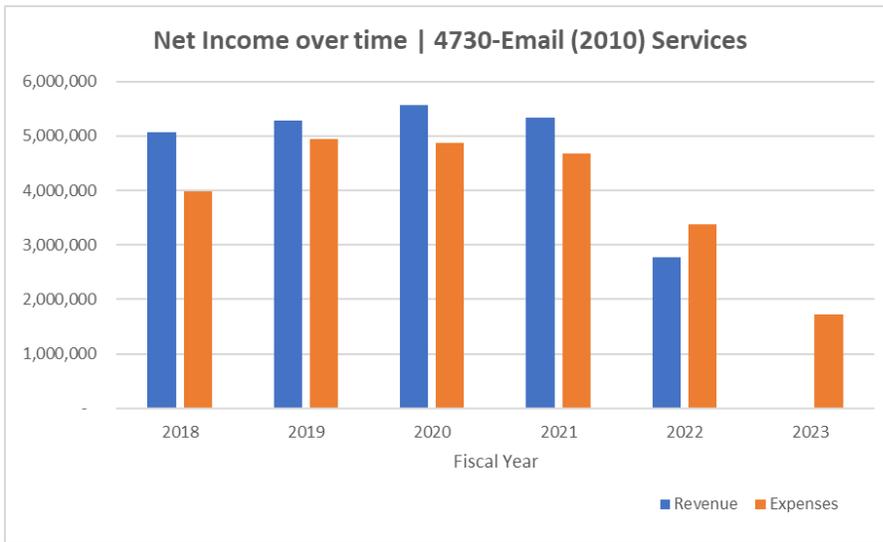
The decline in trending is due to agencies migrating off WS1 and shifting into Intune MDM. WS1 will be decommissioned June 30, 2023.