Session T2: Mobility – Best Practices for Deploying Devices

The mobility movement in the State Government

• What are the mobility security issues and risks facing the State of Hawaii?
• How should the State of Hawaii address the mobility movement?

Matthew Wong
Acting Senior IT Security Manager
Matthew.J.Wong@hawaii.gov
State of Hawaii’s Transformation Programs

– Infrastructure and Shared Services
  • Security and Privacy

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Security Issues and Risks

- Access to Sensitive Information
- Theft, Loss and Disposal
- Malicious Software
- Insider Use

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Possible Impacts

- Risk Exposure
- Security Posture
- Public’s Confidence

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What are the primary objectives?

1. Define Scope
2. Define Use Cases
3. Map Standards to Use Cases
4. Integrate Standards into Procurement Process
5. Enforce Standards

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Controls

- Authentication
- Encryption
- Device Management

Session T2: Mobility – Best Practices for Deploying Devices
Authentication

- Secure Authentication
- Failed Login Attempts
- Inactivity Timer

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Encryption

Teamed with Authentication

Removable Media Encryption

Second Layer of Protection

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Device Management

<table>
<thead>
<tr>
<th>Remote Wipe Capabilities</th>
<th>Device Diversity</th>
<th>Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Enforcement</td>
<td>Security</td>
<td>Containerization</td>
</tr>
<tr>
<td>Inventory Capabilities</td>
<td>Software Deployment</td>
<td>Administration and Reporting</td>
</tr>
<tr>
<td>Administration and Reporting</td>
<td>IT Service Management</td>
<td>Delivery Model</td>
</tr>
</tbody>
</table>

*Session T2: Mobility – Best Practices for Deploying Devices*
Benefits

- Happy Employees!
- Reduced Risk
- Increased Security Posture
- Increased Productivity

Session T2: Mobility – Best Practices for Deploying Devices
Interested in learning more about Cyber Security?

Interested in participating in new and exciting Cyber Security projects?

Contact me:
Matthew Wong
Acting Sr. IT Security Manager
Matthew.J.Wong@hawaii.gov

Session T2: Mobility – Best Practices for Deploying Devices
The Enterprise Cloud for HR & Finance

Sherry Amos, Managing Director
Education and Government Industry Strategy
November, 2013
“The significant problems we face today cannot be solved at the same level of thinking we were at when we created them.”

—ALBERT EINSTEIN
The World of Enterprise Software Has Changed

- Changing User Expectations
  - LinkedIn
  - Google
  - Amazon

- Changing Technologies
  - Computer
  - courthouse
  - Cloud

- Changing Business Landscape
  - Home
  - People
Workday Anywhere, Any Way You W
Community collaboration

- Power of ‘one’
  - All Workday customers are on the exact same release
  - All development efforts focused on current & future releases

- Workday Community
  - Platform to connect Workday ecosystem

- Collaboration
  - Customers post and share integration templates, reports and more
  - Customers are able to leverage cross-industry best practices

https://community.workday.com/
IT Skill Sets of the Future

• Workday hires approximately 100 new employees every month
• About 50/50 mix of experienced and new grad hires
• “Generation Workday” - College interns and new hires
• Social
• Mobile
• Collaborative
• Engaged
Mobile Strategy Considerations

• What are you deploying via mobile devices?
• Who is being served?
• What type of devices are you supporting?
• What is the “risk profile” of the data to be displayed/stored on a mobile device?
• Government owned devices or BYOD?
• Policy Considerations?
• To reimburse or not to reimburse?
• Near term vs long term?
Mobile Considerations

• Users want ultimate choice on how to consume information
• Designing UI, transactions, analytics for mobile devices is different
• Public information is easy – start there
• Legacy systems are difficult
• Natively mobile solutions are newer technologies – government is lagging in how to evaluate “innovation”
• “One size fits all” doesn’t work

http://www.nascio.org/Apps/
http://www.gsa.gov/portal/category/104511
Summary

- Workday Enterprise Solutions for Education and Government
- True, multi-tenant SaaS, reduces your cost curve over traditional ERP
- Natively built for the consumer, mobile, analytic, and adaptive technology generation
- Financially secure, stable, global company – 2600 employees and growing
- Hires top talent and strives for balance of experienced and millennial talent mix
Introduction
Transformation
Example #1
Benefits
Back to Hawaii
Example #2
Impact
Next Steps

Leverage
How do I get there?
<table>
<thead>
<tr>
<th>Example #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open state government through improved transparency, collaboration, participation, and innovation. Increasing transparency and opening government are key strategies of the transformation effort. Programs such as the Open Data Initiative, which encourages citizen engagement in solving problems, will allow the state to provide information to residents and businesses and motivate community members to participate in government projects. The state will leverage new technologies to make government information more accessible and will make full use of mobile computing, social media, web portals, and other widely accepted online tools that improve the experience for constituents.</td>
</tr>
</tbody>
</table>
Introduction

Transformation

Example #1

Benefits

Back to Hawaii

Example #2

Impact

Next Steps

@sf311 I saw a huge pothole on Van Ness (between O'Farrell and Geary). I was heading northbound.

@sf311 I was just at City Hall in Room 2105 & the A/C was not working.
Hey, we want to follow you as well. Go to http://t.co/2xNBI5QiEY

Finally, SF! A way to report all the broken stuff around town. #SF311 buff.ly/18qjW6

Hey @SF311 what does it take to do something about this double parker at Webster and Fulton? imgur.com/a/bfEJu#0 //cc @sfbike 1/9
Sean Rea
@seanrea

Hey @SF311 what does it take to do something about this double parker at Webster and Fulton? imgur.com/a/bfEJu#0 //cc @sfbike 1/9

Reply to Sean Rea
SF311 @SF311
@FixSF A DPT Officer will inspect the vehicle within 2 business days. SR#3054927.^gm

SF311 @SF311
@ToroZelma Dr. Amy Hart is the Chief Medical Examiner who reports to the City Administrator Naomi Kelly. ^ mm

SF311 @SF311
@CaptainKittycat I’ve submitted the Service Request for you. Your Service Request number is: 3054586. ^gm

SF311 @SF311
@tabacco Your SR# 3052983 Has been updated. ^JT
Repair air conditioning unit ROOM 2105

Activity Details

Activity: 10  Estimated Hours: 1.0
Trade: *  Start Date: Apr 19, 2013
Not People Required: 1  End Date: Apr 20, 2013
Mat List: V-10002

Start:

Completed
7. Provide a one-stop, Hawai‘i resident-focused web portal through “my.hawaii.gov.” The my.hawaii.gov portal allows residents to access the services and information they want from state government on any device, anywhere, anytime – securely and reliably. Residents can efficiently work online but always have the option to interact with state government employees in-person, as well.
**CRM**
- Impervious Area Assessment
- Data Stored in Infor
- Online Verification by Citizen
- City Reviews
- Accept or Dispute Request

**Review**
- Prepare for Storm Water Billing
- Import Water Meter Reads
- Review Exceptions
- Estimate
- Accept or Re-Read

**CIS**
- Generate Utility Bill
- Print/Send/E-mail
- Manage Citizen Calls & Requests
- Receive Payment Online/Direct Debt/Cash/Check
- Manage Collections

**G/L**
- Pass to General Ledger

**Case**
- Verification Request Created
- Internal Review
- Onsite Inspection
- Potential Hearing
- Resolution

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**Google maps**

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**DynamicPORTAL**
9 out of the top 10 US cities
3 out of the top 5 transit authorities
8 out of the top 50 US School Districts
4 out of the top 7 Digital States
More than 3,900 agencies in 90+ countries
Infor employees over 12,000 professionals
Introduction

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