

Mobile Device Requirements

- ❖ Allowance to submit a Departmental/Unit plan that can be addressed by role. This will be beneficial to large departments with diverse needs and allow for expediency in the event of staff turnover.
- ❖ F&S various needs:
 - Supervisor/Assistant/Leads
 - Provide required immediate attention/decisions if there are problems on a job
 - Availability for customers when their issue or concern is critical or requires a quick response.
 - Emergency response callouts
 - Communication relays with EH&S on projects that have concerns regarding asbestos, lead, outside contractors, etc.
 - Allow for efficient communication with outside contractors, especially at critical points in the project
 - Allow for availability for F&S Vendors.
 - F&S project management communication [they do not have radios].
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 - Shop issuance and use of Mobile Devices (iPad or tablets)
 - Used for viewing and tracking required checkpoints for Preventive Maintenance on assets in the field.
 - Used to keep staff in the field and less time travel to and from the office to pick up assignments and approval of Material Requests
- ❖ FSA needs
 - Technical PC and Server Support
 - Maximize efficiencies related to taking care of user problems and calls that come up after the tech has left the office.
 - Obtain assistance and answers for unique problems that may come up while troubleshooting a problem (we cannot assume that we can utilize the user's desk phone or inconvenience them by doing so and in some instances there are not phones near the computer)
 - Allows us to contact technicians to be able to respond to high-priority work-orders while on the field
 - Automated notifications are sent out when there are server or application problems.
 - When updating, configuring or troubleshooting at the actual server it may become necessary to call for other assistance.
 - Expedient response to after-hours problems.
 - Remote troubleshooting when server notifications received (iPad usage)
 - Standard after-hours maintenance (iPad usage)
 - System Administration
 - Respond to system messages or notifications from users regarding problems that require immediate attention and make corrections as necessary
 - BDMS
 - Mobile Device Management (MDM)
 - Access Control – MasterKing,
 - AiM