

Customer Service Partnership (CSP) Briefing

BYOD Program Status Update

Prepared for March 5, 2015, CSP Meeting

PURPOSE

- Provide status of the State of Michigan's Bring Your Own Device (BYOD) program.
- Follow up to information that was previously shared with the CSP team.

BACKGROUND

- Beginning October 1, 2014 a Statewide BYOD Program has been implemented and is available to all state agencies.
 - DTMB was the first agency to adopt the BYOD Program and now has close to 50 participants.
 - A user experience survey has shown users experienced a 100% ease of use and value in the BYOD program. We have received great feedback regarding increased user productivity. The program has an overall 50% satisfied and a 42% extremely satisfied user experience.
- The BYOD Program SharePoint page includes program information, frequently asked questions as well as forms and procedures (<http://inside.michigan.gov/sites/dtmb/BYOD/>). Some key advantages to implementing a BYOD strategy include increased employee satisfaction (they can work more flexibly), cost savings (reduced hardware spend, software licensing and device maintenance) plus productivity gains (employees are happier, more comfortable and often work faster with their own technology).

STATUS

- The Department of Treasury and Department of Transportation started BYOD pilots in January 2015.
- An Internal State of Michigan app store has been developed and is currently undergoing a 90 day pilot testing with a selected group of agencies staff including CSC, DIFS and DTMB- Civil Service.

NEXT STEPS

- Agencies will decide whether or not to participate in the BYOD program.
 - The DTMB team is available to assist current non-participating agencies with establishing internal standards and procedures for approval, tracking and periodic review for employees. If interested, contact Tiziana Galeazzi, GaleazziT@michigan.gov, 373-3878.
 - Participating agencies will determine whether or not they will provide their employees with a taxable reimbursement of \$46.00 for smart phones and \$34.50 for iPad and Android tablets with proof of a broad band contract.
- DTMB welcomes additional participants from the agencies in the State of Michigan Internal App Store Pilot.
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