

Q: Since no one is writing viruses for mobile devices, why do we need to secure them?

A: Malware is being written directly to the mobile device. When we discuss ‘securing the mobile device’, we’re not talking about securing the device itself. Instead, we’re securing the data and access so the mobile device cannot be a conduit to your system to cause problems. Essentially, you want to have anti-virus/anti malware to protect you system.

Q: What’s the difference between Agent and Agentless solutions?

A: It’s really about the distribution and management of the solution. *Agent* means a piece of software installed on device that can then control the device for distributions. *Agentless* means it does not require an application on the device. *Agent* solution is more complex as it has to be on all devices, but is more detailed-focus and (most likely) with other additional features than *Agentless*. *Agentless* tends to be more generic and broader.

Q: What is the difference between blocking an app in software distribution vs. via policy?

A: We’re really talking about ‘before’ and ‘after’. In software distribution, everything is set beforehand at the beginning stage. You are focused on how to I get it setup and how do I manage it moving forward. Policy management allows you to setup policy and track afterwards. You have to ask yourself ‘How open am I for end users to change the device and add applications?’. If you are fine with this approach, then you just need to create policies to check if apps get downloaded and to ensure those apps meet certain criteria.

Q: What if you have different devices (related to Inventory Management)?

A: This requires a detailed look into the particular solution to find what it supports. In some instances, inventory management will cover certain devices, so you’ll want to check and then check the level of support for each device. Again, first figure out what you require in a feature set and match that to the solution across the multiple solutions you want to track and inventory.

Q: Is there a single vendor solution that can provide all of these management tools within single web-based platform?

A: While there are solutions that cover most of the elements of mobile device management, they tend to be more generic. Based on your feature set, this may be an option to use one of those more generic solutions. However, if you find that you want to monitor and manage specific areas based on your needs, you’ll want to assess each area and find the best solution that meets that need. In this case, there is not a silver bullet that can cover everything at a detailed level.

Q: What’s the overlooked security issue that one should take into consideration when implementing an MDM strategy?

A: It all depends on your operational requirements. One area that we see overlooked is social networking.

Q: What are the strategies for introducing some of the more invasive features such as Device Tracking to your end users?

A: At the enterprise level for non-private devices, GPS tracking is used. Other methods are available/used with the user being aware.

Q: We just bought hundreds of iPads. Can we bulk purchase applications?

A: Yes. Currently Apple is the only OS with a VPP (Volume Purchase Program) with is their main license program (similar to that of Microsoft). This program allows you to volume purchase through iTunes to purchase multiple licenses to then disperse onto devices. In particular, Apple's VPP has a signup process allows organizations to have one email/login as the identifier allowing you to redeem coupon of X number of licenses in one deployment. VPP also has an import feature to integrate with your current software distribution program.

Q: What are some options for syncing and imaging in the classroom?

A: First, you need to ask yourself: Is that device going to be used by a single person or group of people? For example, desktops have login rules of what application(s) push to your desktop. Mobile devices don't work the same way; devices can be simply turned on and off without pushing login rules to the devices. Apple's VPP program could aid in this effort with their integration of licenses to your existing software. Or, you can use tools that allow apps that you can register or mobile parts have sync built into a cart. For example, Apple has carts specifically made for iPads that allow you to put up to 30 iPads on a cart and push out updates and/or applications.

