EOTSS Defined Standards
Mobile Hardware and Application Standards

Contents

Standard Mobile Hardware

The Commonwealth has standardized on iOS for mobile devices (iPhones/iPads). Executive Branch employees that require a Commonwealth-issued mobile device will receive an iPhone/iPad that is fully managed via Intune MDM.

All other mobile devices, including Android devices, personal iPhones and personal iPads, are treated as BYOD devices and will be partially managed via Intune MAM.

EOTSS Standard Smartphone

iPhone

EOTSS will procure the most recent free iPhone as our standard offering. Newer devices can be ordered; however, the cost of the device will be billed directly to the agency. All device models must currently support the Intune MDM solution.

Available Accessories

Additional costs may apply

- Case/holster
- Screen protector

Current Pricing and Options

For a list of the most current pricing and options available, please visit the EOTSS Product and Service Catalog on mass.gov: https://www.mass.gov/eotss-product-and-service-catalog

Standard Applications and Tools

As with hardware, there will continue to be business case, accessibility and user-based exceptions.

All packages include:

- Latest version of iOS (preloaded)

- Intune Company Portal (preloaded)

- Asset Tagging

- Two (2) day replacement of defective or damaged equipment, direct shipped to end user

- Preferred Carrier: T-Mobile

    - Certain mobile carriers, like T-Mobile, are able to send device information required to preconfigure the mobile device prior to device receipt. Mobile devices on such carriers can be direct shipped to the user.

    - Mobile devices on carriers that are unable to provide this information prior to device receipt cannot be direct shipped to the user. These devices will be shipped to the customer agency to record certain device information before delivering to EOTSS to configure. EOTSS will then return the preconfigured device to the customer agency for distribution to the user.

Preinstalled

The following mobile applications are part of the standard set up for all end users and come pre-installed in new Commonwealth-issued iOS mobile devices:

App Name	Purpose
BeyondTrust Support	Remotely supporting your device
Intune Company Portal	Finding/installing your approved apps
Microsoft Authenticator	Authenticating your account
Microsoft Defender	Securing your device
Microsoft Outlook	Accessing your Commonwealth eMail/Calendar
Microsoft Teams	Collaborating and communicating
Now Mobile (ServiceNow)	Chatting with a live EOTSS service desk agent, reporting an issue, or requesting something from the EOTSS Product & Service Catalog

Additional Applications available

Additional applications are available by request to be installed from the Intune Company Portal app. For a list of the most current pricing and options available, please visit the EOTSS Product and Service Catalog on mass.gov: https://www.mass.gov/eotss-product-and-service-catalog

Mobile Device Management

[Mobile Device Management (MDM) and Mobile Application Management (MAM)](#) is a cloud-based service that enables mobility for end users while ensuring adherence to security policies on both Commonwealth-issued and BYOD (personal) mobile devices. This service allows us to securely manage access to Commonwealth applications, data, and resources on cell phones and tablets.

Microsoft App Protection Policies (APP)

For an overview of Microsoft's App Protection Policies (APP), please see:

https://learn.microsoft.com/en-us/mem/intune/apps/app-protection-policy

Agency v. EOTSS Responsibilities:

EOTSS will work with you to ensure your mobile devices and data are secure. To do so, both EOTSS and the customer agency have a role and responsibilities.

EOTSS Responsibilities:
- Order mobile device (*if EOTSS currently manages your mobile device ordering*)
- Create and maintain Agency profile in Intune, including mobile applications available via the Intune Company Portal
- Review requests for mobile applications
- Apple Business Manager (ABM) Responsibilities/Capabilities*:
    - Create Commonwealth-issued Apple IDs and supply to users
    - Reset Commonwealth-issued Apple ID passwords
    - Add mobile device to ABM (the EOTSS MassVoice team will provide you the organizational ID)
- Intune Responsibilities/Capabilities*:
    - Add device to Agency profile
    - Wipe/reset device
    - Reset device passcode
    - Lock/unlock device
    - Assign device to new user
    - Locate device

Customer Agency Responsibilities:
- General Responsibilities:
    - Order mobile device (*if EOTSS does not currently manage your mobile device ordering*)
    - Comply with the Acceptable Use of Information Technology Policy (see below)

Agencies not currently supported by EOTSS
Agencies not currently supported by EOTSS will manage their own Apple Business Manager (ABM) Responsibilities/Capabilities and Intune Responsibilities/Capabilities as listed above under "EOTSS Responsibilities". *Not sure if your agency is supported by EOTSS? Please visit our page on mass.gov for more information:* https://www.mass.gov/how-to/request-help-with-a-computer-problem

Acceptable Use of Information Technology Policy
The Acceptable Use of Information Technology Policy details acceptable uses of information collected, managed and stored by The Commonwealth of Massachusetts. This document applies to the use of information, information systems, electronic and computing devices, applications, and network resources used to conduct business on behalf of the Commonwealth (including the below-listed mobile applications and above-listed Commonwealth devices). Please see the Acceptable Use of Information Technology Policy for more information.

Out of Scope

EOTSS will not provide or support:

- Constituent Calls

- Non-Standard Hardware:

    - Non-Commonwealth-issued iOS mobile devices (Any device NOT issued by the Commonwealth (a personal device) is considered a BYOD ("bring your own device"), and non-standard.)

    - Non-iOS devices (Any device NOT running on iOS cannot natively be supported by our Intune MDM solution and is considered a BYOD, and non-standard.)

- Non-Standard or 3rd party Applications and Software

    - Specialized/non-Commodity apps/software programs

- LTE capability for tablets

Helpful Links

Mobile Device Management
Commonwealth MDM & MAM
https://www.mass.gov/guides/commonwealth-mdm-mam

Policies
Acceptable Use of Information Technology Policy
https://www.mass.gov/policy-advisory/acceptable-use-of-information-technology-policy

Microsoft's App Protection Policies (APP)
https://learn.microsoft.com/en-us/mem/intune/apps/app-protection-policy

Products & Services
EOTSS Product & Service Catalog
https://www.mass.gov/eotss-product-and-service-catalog

Support

EOTSS End User Support
Request IT support or services
https://www.mass.gov/how-to/request-it-support-or-services

ServiceNow
ServiceNow Portal
https://massgov.service-now.com/sp

Helpful information on our ServiceNow ticketing platform:
https://www.mass.gov/servicenow

Document History

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1.0	Jessica Powers	Initial Document	June 2023