

Report ITR-CW-01-17

To: Warden Alan Barfoot and Members of Grey County Council
From: Kim Wingrove, Chief Administrative Officer
Meeting Date: March 9, 2017
Subject: **Mobile Device Management Software Purchase**
Status: Recommendation adopted by Committee as presented per Resolution CW53-17; Endorsed by County Council March 23, 2017 per Resolution CC13-17;

Recommendation

1. **That County Council receive Report ITR-CW-01-17 titled Mobile Device Management Software Purchase and approve the purchase of a six year license for Meraki Mobile Device Management Software at a cost of \$17,488, excluding HST, and that it be funded from the Information Technology (IT) General Reserve.**

Background

Currently the Technology & Infrastructure team is using a manual process to manage approximately 160 mobile devices (tablets, mobile phones, and iPads). Due to changes in data collection and communication requirements in Long Term Care, Paramedic and Transportation Services, the number of these devices requiring support has doubled in the past two years and the manual process is no longer sustainable.

Mobile Device Management is software used to assist in supporting these devices in real time. Currently when configuration or security changes need to be made, the IT Department requires the device to be physically present, therefore requiring staff to visit departmental sites to repair.

Staff is recommending the purchase of Mobile Device Management (MDM) software that will allow IT staff to “push” configuration changes and security patches remotely to multiple devices. This reduces security risks and provides better customer service while freeing up staff time. The software also is very useful for inventory and tracking purposes, allowing us to keep a current inventory and finding/locking lost or stolen devices.

A number of mobile device management solutions have been evaluated and staff has determined that the Meraki mobile device management software provided the optimal combination of features, ease to integrate security options with the current network and affordability.

This solution will provide a unified management of mobile devices from a centralized dashboard. It will allow staff to enforce device security policies, deploy software and applications, and perform remote live troubleshooting on the devices that the County manages.

Financial/Staffing/Legal/Information Technology Considerations

Purchasing a five year license at \$17,488 (excluding taxes) provides significant savings as compared to acquiring a one-year recurring license. The recommended vendor currently has a promotion available that with the purchase of a five year license, an additional one year license will be provided at no additional cost.

The net total cost per year for the six years (5 +1) will be \$2,966, which is a savings of 50%. The 2017 budget did not include funding for the purchase of a multi-year license for a mobile device solution. This report recommends that the purchase of a six year license for this software be funded from the IT General Reserve. The IT General Reserve has a December 31, 2016 projected balance of \$151,130.

It is also proposed that a yearly amount of \$3,000 be budgeted, starting with the 2018 budget, to be transferred to reserve for the next six years to assist with the future purchase or renewal of a mobile device management software.

Link to Strategic Goals/Priorities

Recommendation will assist in Delivering Excellence in Governance and Service by freeing up IT staff time supporting devices.

Attachments and Background Information

None

Respectfully submitted by,

Kim Wingrove
Chief Administrative Officer