

The Use of Smartphones in a University Environment

From Wikipedia:

“A **smartphone** is any electronic [handheld device](#) that integrates the functionality of a [mobile phone](#), [personal digital assistant](#) (PDA) or other [information appliance](#). A key feature of a smartphone is that additional applications can be installed on the device. “

Presenters

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Smartphones at Virginia Tech

- History
 - Why Goodlink?
 - Goodlink Requirements
 - Troubleshooting
 - How we are using the devices
 - What the future holds
 - Open discussion and questions
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History of Smartphones at Virginia Tech

- Virginia Tech's Wireless Network
 - www.cns.vt.edu/html/wireless/wlan/
 - Blackberry
 - Virginia Tech's first attempt at "smart devices"
 - Pilot lasted for approximately 3 years
 - Never officially went beyond pilot
 - Goodlink
 - www.cns.vt.edu/html/wireless/mobile/
 - ActiveSync
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Why Goodlink?

- Needed replacement for Blackberry service
 - Aged server
 - Data only service
 - Data service in the area was less than desirable
 - Wasn't compatible with Exchange Server initiative at VT
 - Proprietary devices
 - New University Executive arrived with a phone and a preconceived set of specifications/requirements
 - Supports multiple devices and carriers
 - End-to-end Security
 - Given security 'stamp of approval'
 - Command line interface to delete emails and Goodlink applications from a stolen/lost device
 - Simple Admin interface to Goodlink Server
 - Intuitive User interface
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Current Requirements for Smartphone

- Palm or Pocket PC Cell phone
 - Windows CE device
 - Palm device
 - MANY choices!
 - Cellular phone & data service
 - Sprint
 - Verizon
 - Cingular (international)
 - Goodlink account
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Popular Models



Treo™ 650 by palmOne®

Integrated Innovation

Palm OS, Bluetooth, email, plus digital and video camera



PPC-6700

Form, Function, Speed

Windows Mobile 5.0™, Bluetooth®, Wi-Fi and broadband-like speed capability



VITA and Smartphones

- NOT on state contract
 - VT worked with VITA to obtain a procurement waiver
 - Virginia Information Technologies Agency – state procurement
 - When working with VITA:
 - Present a business need
 - Know your user's needs
 - Set expectations with/for users
 - Work to insure compliance with procedures *"in accordance with the technology procurement processes and procedures as established by the Commonwealth of Virginia"*
 - Procurement Contacts:
 - Richard Hach, VT: rhach@VT.EDU or (540) 231-3638
 - Stuart Thacker, Network Engineer
VITA Telecommunications and Network Services
Stuart.Thacker@VITA.virginia.gov
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Troubleshooting

- Hardware problems
 - Few problematic phones
 - Goodlink has its own server – IBM 360 dual processor
 - Applications
 - Server Outages – no graceful reconnect
 - Some users experience difficulty with initial setup
 - KnowledgeBase articles for support
 - Dedicated staff in UCS utilizing the phones
 - We are at a crossroads as to WHICH devices to support and offer – subject of current discussions
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How are we using Smartphones at Virginia Tech?

- Currently approximately 85 deployed university wide
 - Administration
 - University Executives
 - College IT Support staff
 - Limited faculty use – possibly a growing population
 - College of Engineering
 - Innovative project with Students
 - Virginia-Maryland College of Veterinary Medicine
 - Dean of the College
 - PDA application to remotely access Track-It
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Goodlink vs. ActiveSync

□ Advantages of Goodlink

- Full mailbox synchronization
- Over-The-Air (OTA) handheld provisioning software for full functionality
- Push communications (scheduled in the Messaging and Security Feature Pack)
- Supports Exchange 5.5 and 2000
- GAL Lookups
- Centralized password enforcement protect their handhelds as they choose.
- Remote Data Wipe in case of handheld loss
- Centralized control in general every handheld for setup, maintenance, security

□ Compared to ActiveSync

- Does not sync Tasks and Notes
 - Requires a cradle and desktop software for full functionality
 - Pull-only communications (scheduled in the
 - Requires Exchange 2003
 - GAL Lookups not supported
 - Users may or may not password protect their handhelds as they choose.
 - No such functionality available
 - IT support required to touch every handheld for setup, maintenance, security
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Where to go for more information

- Wikipedia: nice list of devices
 - <http://en.wikipedia.org/wiki/Smartphone>
 - Individual vendor sites
 - <http://www.smartphones-show.com/>
 - Podcast comparisons of models
 - Grid comparison of features
 - CNS website at Virginia Tech
 - www.cns.vt.edu
 - Richard Hach at rhach@vt.edu
 - VITA contact: Stuart Thacker, Network Engineer
VITA Telecommunications and Network Services
Stuart.Thacker@VITA.virginia.gov
 - For GOODLINK questions contact Steve Cox,
Exchange Administrator at stevenc@vt.edu
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Discussion

- Questions?
 - Comments?
 - What are OTHERS doing?
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