
State of California
Department of Technology

Mobile Computing Device Request

Preparation Instructions

Statewide Information Management Manual – Section 47

December 2014

Request Submission Requirements

Per State Administrative Manual (SAM) Section 4989, all mobile computing device requests, which result in a net increase to the Agency/state entities overall desktop computer and mobile computing device inventory, must be submitted to the California Department of Technology (Department of Technology). Requests must articulate a strong business case to be considered for approval. For example, a business case for staff conducting field work (e.g., inspections of facilities, case work at client's home) would be stronger than state executives requesting an additional mobile computing device while retaining other devices (e.g., a desktop) for the sake of convenience. All Agencies and state entities must confirm they are in compliance with established state security policies before their requests are considered.

Circumstances under which a Mobile Computing Device Request **is** required:

- A mobile computing device is being purchased in addition to an existing desktop computer or mobile computing device, resulting in a net increase to an Agency/state entity's overall desktop computer and mobile computing device inventory.
- Agency/state entity is doing a wholesale replacement or upgrade of existing mobile computing devices (i.e. Microsoft Surfaces to iPads). Agencies/state entities must verify that the number of current devices is equivalent to the number of new requested devices to validate that they are only replacing existing mobile computing devices.

Circumstances under which a Mobile Computing Device Request is **not** required:

- A mobile computing device is being purchased to replace an existing desktop computer or mobile computing device (e.g., a laptop is replacing a desktop computer).
- A mobile computing device is being purchased, as the standard computing compliment, to support increased staffing.
- A broken or inoperable mobile computing device (which was previously approved) is being replaced with an equivalent mobile computing device.

Following is the process an Agency/state entity¹ must follow to purchase mobile computing devices:

¹ **State entity:** Includes every state office, officer, department, division, bureau, board, and commission, including Constitutional Officers. "State entity" does not include the University of California, California State University, the State Compensation Insurance Fund, the Legislature, or the Legislative Data Center in the Legislative Counsel Bureau.

1. Before purchasing a mobile computing device, an Agency or state entity must submit a completed and signed *Mobile Computing Device Request Form* to the Department of Technology, Information Technology Project Oversight and Consulting (ITPOC) Division using the template found in Statewide Information Management Manual (SIMM) Section 47.
2. If the business case is justified, the Department of Technology will route the Mobile Computing Device Request to the Government Operations Agency with a recommendation for approval to proceed with the purchase.
3. If the Government Operations Agency agrees with the recommendation for approval to proceed with the purchase, the Mobile Computing Device Request will be routed to the Governor's Office for a decision.
4. The Governor's Office will provide its decision to the Department of Technology.
5. The Department of Technology will provide a decision letter to the requesting Agency or state entity.
6. Mobile computing device purchases can only be made after the Agency or state entity has received a decision letter from the Department of Technology indicating the request is approved.

Request Transmittal Requirements

All Mobile Computing Device Requests must be approved and transmitted under the signatures of the:

- State Entity's Chief Information Officer (CIO)
- Agency or State Entity's Information Security Officer
- State Entity's Director
- Agency Information Officer (AIO), if the state entity reports to an Agency

The Mobile Computing Device Request Executive Approval Transmittal Form will be used to satisfy the transmittal requirements.

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MOBILE COMPUTING DEVICE REQUEST PREPARATION INSTRUCTIONS

1.0 EXECUTIVE APPROVAL TRANSMITTAL

A formal signature page will accompany each Mobile Computing Device Request submitted to the Department of Technology. The page will contain the signatures of the approving Agency and/or state entity executives. The following are the components of the Transmittal.

1. **Agency or State Entity Name:** Enter the name of the Agency or state entity that prepared the Mobile Computing Device Request.
2. **Approval Signatures:** The signatures of executives within the Agency and/or state entity are required, documenting commitment and appropriate involvement at the Agency and/or state entity level. The required signatures include those of the State Entity Chief Information Officer, Agency or State Entity Information Security Officer, State Entity Director, and Agency Information Officer.

Note: By signing the Executive Approval Transmittal, the signatories are confirming the requesting Agency/state entity meets all Department of Technology published security policies and that the business need merits the purchase of the mobile computing devices.

2.0 MOBILE COMPUTING DEVICE REQUEST FORM

2.1 General Information

Agency or State Entity Name: Enter the name of the Agency or state entity that is submitting the Mobile Computing Device Request.

Submission Date: Enter the date the Mobile Computing Device Request is being submitted to the Department of Technology for review and decision.

Contact First Name: Enter the first name of the Agency or state entity person that will be the primary point-of-contact for Department of Technology questions and comments.

Contact Last Name: Enter the last name of the Agency or state entity person that will be the primary point-of-contact for Department of Technology questions and comments.

Contact Email: Enter the email address of the contact provided above.

Contact Phone: Enter the ten-digit phone number of the contact provided above.

Total Estimated One-Time Cost: Enter the total estimated one-time cost that was calculated within the economic analysis worksheet.

Total Estimated Annual Ongoing Cost: Enter the total estimated annual ongoing cost that was calculated within the economic analysis worksheet.

2.2 Business Driver(s)

Agencies and state entities should be able to identify the business driver(s) for the mobile computing device request. A “business driver” is a resource, process, or condition that is vital for the continued success and growth of the business program(s) that the purchase will enable, support, and/or enhance. Check all the boxes that are applicable as business drivers for this request.

- **Additional devices:** Check this box if the Mobile Computing Device Request is to purchase additional devices of the same type which are currently in use (e.g. there are devices currently in use which are already supporting a business program and were previously justified through a Feasibility Study Report or some other approval).
- **Increased efficiencies:** Check this box if the purchase will result in anticipated increased efficiencies (e.g. reduction of manual or paper processes). Identify in the space provided what the anticipated increased efficiencies will be.
- **Cost savings:** Check this box if the purchase will result in cost savings in the form of reduced total cost of ownership (e.g. tablet will be less expensive to purchase and maintain than a laptop over the devices’ life).
- **Improved customer service:** Check this box if the purpose is to improve the ability to serve customers (e.g. field inspections, case work).
- **Enhanced IT support:** Check this box if the purpose is to improve the ability to provide IT support (e.g. testing mobile applications).
- **Assistive technology:** Check this box if the purpose is to provide technology that will assist an individual with a disability in completing their job duties.
- **Reasonable accommodation:** Check this box if the purpose is to meet an approved reasonable accommodation request.

2.3 Business Case

Provide a brief summary that describes why the purchase of mobile computing devices is necessary to support the business. The business case must describe how the purchase of a mobile computing device supports business productivity and enterprise capabilities. Examples of these capabilities could include:

- Enterprise Productivity (MS Office)

- Access to Corporate Servers (File/Print, Active Directory, etc.)
- Enterprise Class Applications (Geographic Information Systems, Enterprise Resource Planning, etc.)
- Enterprise Security (VPN, Active Directory Authentication, Multifactor Authentication, etc.)

The business case must also relate directly back to the business drivers specified in the previous section and address the following questions:

- Which mobile computing devices will be used (identify requirements and constraints)?
- How will the mobile computing device support business productivity and enterprise capabilities?
- Who will be the users of the mobile computing devices?
- What will the mobile computing devices be used for?
- Where will the mobile computing devices be used?
- When will the mobile computing devices be used?
- Specific business reasons or purpose for why the mobile computing devices are needed?
- Expected business benefits?
- Alternatives considered (with reasons for rejecting or carrying forward each alternative)?
- Expected risks?
- Alignment of business driver(s) to business case?

2.4 Device Management and Security

This section must address how the mobile computing devices will meet the following Information Security requirements:

- State Administrative Manual (SAM) Sections 5100 and 5300 through 5399.
- Statewide Information Management Manual (SIMM) Section 66A.
- National Institute of Standards and Technology (NIST), Special Publication 800-53 security controls as applicable.

- Health Insurance Portability and Accountability Act (HIPAA), when applicable.
- Federal Information Processing Standards (FIPS).
- Payment Card Industry (PCI) Data Security Standards, when applicable.

Using the table provided, indicate the Agency or state entity's compliance in meeting requisite information security laws, policies, standards, and processes. The first and second checkboxes relate to meeting/exceeding state security policy. Checking the first and second checkboxes is an acknowledgement by the Agency/state entity Information Security Officer (ISO) that there are auditable and traceable artifacts that support compliance.

For each box checked, provide a brief description of how the information security policies, standards, and processes will be met. Additionally, provide a brief description of how the devices will be secured from loss or theft.

2.5 Mobile Computing Device Request Economic Analysis

The economic analysis consists of checking the appropriate boxes in the table, providing the associated detailed information in response to the questions provided, and completing the Mobile Computing Device Request Economic Analysis Worksheet.

If a current vendor quote has already been obtained, please include a copy with the transmittal.

Using the table provided, indicate the cost components which are included as part of the request.

- **Mobile Computing Devices:** Check this box to indicate mobile computing devices will be purchased.
- **Accessories/Peripheral Devices:** Check this box if accessories (e.g. carrying case, covers, screen covers) or peripheral devices (e.g. devices that are connected to the mobile computing devices and that expand the mobile computing device's capabilities such as a mouse, keyboard, or stylus) will be purchased with the devices.
- **Connectivity/Data Plan:** Check this box if connectivity or data plan services will be purchased with the devices.
- **Security Costs:** Check this box if specific security hardware will be purchased with the devices (this does not include any software costs).
- **Software:** Check this box if specific software or apps (e.g. software purchases that will not be made through a separate software purchasing budget) that are specific and necessary to operating the devices will be purchased with the devices. Do **not** check this box if the software will be purchased separately out of the Agency/state entity's software budget.

- **Power Components:** Check this box if power components (e.g. extra battery, docking station, charging station) will be purchased with the devices.
- **Annual Ongoing Costs:** Check this box if there will be annual ongoing costs (e.g. warranties, ongoing maintenance) associated with the purchase of the mobile computing devices.

Cost Component Specifics

If any of the boxes are checked for each of the following cost components:

- Accessories/Peripheral Devices
- Connectivity/Data Plan
- Security
- Software
- Power Components
- Annual Ongoing Costs

Provide a brief summary which addresses the following questions:

- Which will be used (specific type)?
- Who will be the users?
- What will it be used for?
- Where will it be used?
- When will it be used?
- Why is it needed?

Complete the Mobile Computing Device Request Economic Analysis Worksheet located in SIMM 47.

2.6 Agency Mobile Device Security Management Plan

Per SAM Section 5305.2, each Agency/state entity must provide for the protection of its information assets by establishing appropriate administrative, operational and technical policies, standards, and procedures to ensure its operations conform with business requirements, laws, and administrative policies, and personnel maintain a standard of due care to prevent misuse, loss, disruption or compromise of state entity information assets. Each state entity shall adopt, maintain and enforce internal administrative, operational and technical policies, standards and procedures in accordance with SIMM 5305-A to support information security program plan goals and objectives. This section requests the necessary information to evaluate the security

capability of the Agency/state entity to protect mobile computing assets. Provide the requested information in response to the questions provided.

- Does the agency have a clear and timely incident reporting process in place for staff to follow in case of loss or theft of the mobile computing device? [Incident Management SIMM5340-A](#)
- Does the agency have a contingency plan for staff to work with an alternative to the mobile computing device in case of loss, theft or breakage?
- Will the mobile computing device be configured, managed and/or wiped if necessary by a mobile device management software utility?
- Will the mobile computing device be included in the agency fixed asset inventory and tagged? Information Asset [Connections](#) SAM 5315.8
- Is there training for the users of the mobile computing device to ensure that apps and services are in the correct secure state and can be verified?

3.0 REQUEST SUBMISSION

Submit the completed request consisting of the Executive Approval Transmittal, Mobile Computing Device Request Form, and Mobile Computing Device Request Economic Analysis Worksheet, in PDF format to CIOPMOSubmission@state.ca.gov. Include “Mobile Computing Device Request” within the subject line.

The Department of Technology will process the request, develop a recommendation for Government Operations Agency and Governor’s Office consideration, and notify the requesting Agency/state entity via a letter regarding the decision. Purchases are not to be made until the decision letter is received by the requesting Agency/state entity.

APPENDIX A – TYPES OF TABLETS

At the time of publication, mobile computing devices are portable-computing devices that can connect by cable, telephone wire, wireless transmission, or via any Internet connection to an agency/state entity's IT infrastructure and/or data systems.

The following are classified as types of mobile computing devices that are governed by SIMM 47.

Type	Description
Laptop/ Notebook	A portable Personal Computer (PC) with a clamshell form factor that combines many desktop computer external components into a single device, such as display, speakers, keyboard, and pointing devices. These devices typically run standard PC operating systems. Laptop/Notebook category includes several variations and form factors which include Clamshell and Ultrabooks.
Clamshell	Traditional laptop/notebook form factor. All the same attributes/components of a PC, but with the keyboard and monitor attached, and of a size that enables mobile use.
Ultrabook	Laptops that are <u>thinner</u> with <u>longer battery life</u> and <u>touchscreen, wireless display</u> . The Ultrabook category includes 2-in-1 devices that have the ability to convert their look and feel from a traditional clamshell laptop to a tablet/slate. The conversion can be accomplished by detaching, sliding, folding, twisting, etc.
Tablet/Slate	A one-piece mobile computer usually equipped with a touchscreen and an on-screen, hide-able virtual keyboard. Touch is the primary user interface for a tablet/slate device. These devices are typically larger than smartphones and generally have larger screen size and greater computing capabilities. Tablet/Slate devices often have device-specific operating systems such as Apple IOS, Android, or Windows RT.