



# Tech Alert

from Customer Engagement Services  
"Your Gateway to Technology Services"

## TA 18-07: Verizon Mobile Device Management (MDM) Service Sunsetting

<b>ISSUE DATE:</b>	<b>November 5, 2018</b>
<b>ATTENTION:</b>	<b>Verizon MDM Customers</b>
<b>ACTION REQUESTED:</b>	<b>Submit Service Request to Terminate MDM Service by April 1, 2019</b>
<b>EFFECTIVE DATE:</b>	<b>April 30, 2019</b>

### Overview:

The California Department of Technology (CDT) is sunsetting the Verizon Mobile Device Management (MDM) service as of April 30, 2019. Customers currently using MDM need to transition to another system as it will no longer be available as a CDT service option beyond April 30.

### Options for current customers:

MDM services are available for procurement via the Department of General Services [Software Licensing Program](#) (SLP) or through [California Multiple Award Schedules](#) (CMAS) suppliers.

### Action Requested:

1. Contact an MDM provider on SLP or CMAS that provides the best solution for your business needs.
2. Evaluate the new solution.
3. Transition to a new MDM service.
4. Before April 1, submit a [Service Request](#) to terminate the current Verizon MDM service.

### Due Date:

Customers must submit the Service Request to terminate MDM services by April 1 to allow adequate time for processing before the April 30 termination date.

### Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.