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Format: e-mail

Subject: Airwatch Roles and Responsibilities

Purpose: To define roles and responsibilities between GTA and the GETS agencies for the enterprise Airwatch MDM service

Audience: All GETS Agencies

Target Delivery Date: March 10, 2013

Message:

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Airwatch Roles and Responsibilities

As GTA rolls out the new Airwatch MDM service for the GETS agencies, it is important to note some elements of the service that are different than many of the other GETS services like Blackberry support or Email. Our Airwatch implementation is designed to delegate control to each agency over its own settings and policies using Airwatch's web console. GTA has created the attached Roles and Responsibilities document to clarify what that means. We intend to publish this for you reference among our other Airwatch-related materials.

Highlights:

- By default, Airwatch does not change anything on the devices or add any security. Agencies must activate any of the controls they need in the Airwatch console.
- GTA will not enable or require any enterprise controls. Each agency is responsible for its own. The only exception to that is that controlling Activesync must be done at the Enterprise level, so whatever the agencies collectively decide to do about that will be enabled by GTA.
- As always, it is the agencies' responsibility to assure compliance with State policies and with their own unique regulatory requirements. Airwatch's ability to assure compliance will depend on the settings your agency enables. There may be a few agency use cases that require more security than Airwatch is designed to provide.
- GTA is making available to the agencies training, documentation, and support resources to help the agencies assure that they use Airwatch effectively.