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	Contact: Cynthia Farrell; FarrellC2@michigan.gov
	Originating Office: Child Welfare & Adult Field Operations - Adult Services
	Subject/Title: Adult Services iPhone Roll Out Information and Training
	Distribution: <input type="checkbox"/> DHS Child Welfare Staff <input type="checkbox"/> BCAL <input type="checkbox"/> Private Agency Child Welfare Staff <input type="checkbox"/> CWTI <input type="checkbox"/> CSA Central Office Managers/Staff <input type="checkbox"/> SACWIS <input type="checkbox"/> Native American Tribes <input type="checkbox"/> Data Management <input checked="" type="checkbox"/> Other: County Directors

The following is a detailed explanation of the Adult Services iPhone roll out, information to help counties prepare for receiving and using iPhones and instructions for staff in anticipation of remaining county roll outs.

Preparation

1. Directors should have identified “tech teams” – staff who will train and assist their colleagues to use their iPhones in their day to day work. Attached to this document is a list of tech team roles and responsibilities. Directors are encouraged to include members of their tech teams who can support the distribution of phones and any ongoing minor issues (i.e. password changes, phone updates, etc.). If you would like to add people to your tech team, please contact Allison Pool at PoolA@michigan.gov. Staff that **are** not eligible for iPhones but who still may provide support to the local office roll-out are welcome to be tech team members.
2. Directors should instruct staff prior to receiving their iPhones to review the iPhone SharePoint site (<http://inside.michigan.gov/dhs/Tools/Collaboration/COTS/iPhoneSS/default.aspx>) and read the “how to” information on phone functions and applications. This will familiarize staff with the functions of the phone and provide resources for when they acquire their device.
3. Staff with personal **iTunes** accounts linked to their Michigan.gov e-mail account must re-link that account to a personal e-mail address. If this is not done prior to the distribution of iPhones in their county, DTMB will reset their password and disable their ability to download applications and music on their personal iTunes account. DTMB will be managing e-mails from iTunes and will take appropriate action; staff should ignore any of those emails.
4. Staff should NOT reset the iTunes password connected to their iPhones. The password is needed for updates and ongoing management of the phone.
5. DTMB will notify iPhone users in advance of the automatic installation of iTunes on their computers. Staff must notify the DTMB Client Service Center (aka Help Desk) Wireless Team in the event iTunes is not installed as planned.
6. Counties will be required to provide staff user names and passwords to the iPhone project team prior to iPhone roll-out. If the user password is changed after the submission but prior to iPhone delivery, DTMB will reset the password to the one originally provided and will notify the individual that their

password was reset. Staff should NOT change their password until they receive their iPhone unless their password is expiring.

7. Hard tokens (plastic key fobs) used for remote access to the state network must be replaced with soft tokens for use with staff laptops. If staff have hard tokens, they will need to return them and request a soft token for their laptop. Additional information on soft tokens is included in this communication. To request soft tokens, please complete a DIT-51 (sample attached) for each computer, and complete the attached spreadsheet if your county is requesting multiple tokens. These documents and the hard tokens should be forwarded to Delia Vallejo, Organizational Services, GTB Suite 1207, Lansing. If you have questions about this process, please contact her at VallejoD@michigan.gov.
8. Central Office is covering the initial cost of iPhones and accessories for staff on-board at the time of the county roll out. The cost of phones, applications and set up for staff hired after a county roll-out or phones purchased because of loss, theft, or breakage will be charged to the local office CSS&M account via journal voucher.

Training

Regional training will be held for tech team members and a limited number of additional staff designated by the director to support the local roll-out. Directors may also send a limited number of staff in need of extra training.

Staff that cannot attend their scheduled training are welcome to attend another session. To register for training, email Allison Pool at PoolA@michigan.gov and provide the following information:

- Attendee Name
- Position
- Member of the Tech Team? (Yes or No)
- County
- Email address
- Which training the staff will be attending

It is very important to communicate to staff that the following activities are **prohibited** on state issued iPhones:

- a. Streaming video or music
- b. Personal use outside of emergencies
- c. Non-business related photos
- d. Any non-state issued applications (“apps”) – even ones that are free.

Distribution

Tech team members are responsible for distributing their local office iPhones and training their local office staff. All iPhones must be distributed no later than **14 days** after the tech team receives the phones. Tech team members are welcome to use the iPhone project team’s training presentations and materials for any local office training. This material is available on the iPhone SharePoint site listed above.

Staff must complete, sign and return the equipment receipt form and the DHS-124 Mobile Device Usage Policy (both attached) at the time they are issued the iPhone. A copy of the signed DHS-124 should be forwarded to the Office of Human Resources. Signed original copies of the equipment receipt form and the DHS-124 must remain in the local DHS office.

Each recipient will receive the following equipment:

- a. iPhone 4S
- b. Protective Case (Otterbox)
- c. Car charger
- d. Wall charger
- e. Bluetooth earpiece and charger

Contact Allison Pool, PoolA@michigan.gov as soon as possible for assistance ordering an iPhone for any staff that did not receive an iPhone at roll-out but should have.

Support

Staff experiencing issues with an iPhone may contact a member of their tech team and/or contact the DTMB Client Services Center (aka Help Desk) Wireless Team.

The iPhone project team will hold routine update calls with counties after their roll out to answer questions and gather feedback about the phone usage in the local offices.

Training will be held as indicated in the chart below:

Regions	Counties Date / Time /Location
Upper Peninsula	April 26, 2012 10 am- 2 pm Marquette Co DHS Courthouse Annex 234 W. Baraga Ave; Marquette MI 49855
Northern Region	May 2, 2012 10 am- 2 pm Grand Traverse Co DHS 701 S. Elmwood Suite 19; Traverse City MI 49684
Northern Region	May 3, 2012 10 am 2 pm Gaylord Training Center 800 Livingston Center Complex; Gaylord MI 49735
Eastern Region	May 7, 2012 10 am – 2 pm Saginaw Training Center 4901 Town Center, Saginaw MI 48605
Eastern Region and Urban	May 8, 2012 10 am – 2pm

	Oakland Co DHS 51111 Woodward Ave; Pontiac MI 48342
Western Region and Urban	May 10, 2012 10 am – 2 pm Kent Co DHS 121 Franklin St SE, Grand Rapids, MI 49507
Western Region	May 11, 2012 10 am – 2 pm Lansing Training Center 7109 W. Saginaw Hwy, Lansing MI 48917

How to request Soft Tokens for your iPhone users

Every laptop should already have the following software installed on it:
Start>Programs>RSA SecureID Token.

1. The DIT-51 is used to request the Soft Token that works with the software already installed on the laptop. The DIT-51 is available at the link below:

http://inside.michigan.gov/dtmb/wr/Forms/Forms/All_forms.aspx

2. If you have a large number of staff that you are requesting the soft token for, you can use the SecureIDTemplateforMass Requests. See attachment.

To use the Mass Request the following conditions must be met:

- 1) The address is the same for all users
- 2) The users are all the same type, either state employees or contractors
- 3) The same service is being requested for all users - either soft token or hard token
- 4) The billing codes are the same for all users
- 5) You use the template I am sending to enter the users' names, email addresses, etc.

All information on the template is required, except the token number is not required on requests for **new service**. All other information must be filled out on the DIT0051 and must be the same for all users.

3. Fax the DIT-51 and the spreadsheet **to 517-241-7095** Attention: Delia Vallejo.
Remember: you must complete a separate DIT-51 for each office as the address and billing codes will be different.

4. Once the DIT-51 has been processed, the requestor will receive an email from Delia Vallejo with a zip file that contains the soft token and instructions. This will need to be distributed to the staff on the DIT-51.

5. Staff having any problems with the soft tokens, need to contact the help desk

