SOM Public Mobile Apps

Introduction

The purpose of this document is to familiarize vendor and State of Michigan (SOM) developers with the process and policies of SOM regarding public facing mobile apps. All public facing apps representing the SOM must be published to the official SOM managed accounts for Apple and Google. Internal apps are to be published and distributed using the SOM enterprise Intune solution which will be detailed in another document.

Registration

All apps representing the SOM must be registered with the Center for Shared Solutions/eMichigan (CSS) who will register the app in the appropriate store platform. Developers/vendors will be granted access to the stores needed for their app. To begin follow the process outlined below.

- Contact CSS by emailing Kyle Jacobs JacobsK2@michigan.gov and CC Kent Yunge YungeK@michigan.gov
- Work with your agency and fill out the SOM Mobile Intake Form provided to you by Kyle.
- Return the completed form to Kyle for processing
- CSS will register the app with the appropriate platform's store
    - Add users indicated on the form
    - Create bundle identifiers and iOS certificates
- CSS will contact the DTMB and vendor individuals listed with an update status
- Developers /Vendor will
    - Use the provided bundle identifier specified by CSS for all platforms they are supporting
    - Create the Android Keystore if Android is supported
    - Use the provided iOS certificates created by CSS

Store Administration

CSS maintains accounts for both the Google Play for both the Google Play and Apple App Stores representing the SOM and is responsible for its core administration. Developers/vendors will be responsible for maintaining their own store listing, uploading builds, and mostly managing releases. Due to Apple's permission strategy, some activities will be restricted and will require Coordination with CSS. In general, the developer/vendor will have full access and control of their app in Google Play. Specific roles and permissions are detailed below using the platforms terminology.

Android

App Access	- View app information - Edit and delete draft apps
Releases	- Release to production, exclude devices, and use Play App Signing - Release apps to testing tracks

	• Manage testing tracks and edit tester lists
Store Presence	• Manage store presence
User Feedback	• Reply to reviews

iOS

Roles	• Customer Support • Sales • Marketing • Developer
Additional Resources	• Access to Certificates, Identifiers & profiles • Access to Cloud Managed Distribution Certificate (Automatic Signing)
App Privileges	• Upload builds • Edit app store details (Read Only) • Manage TestFlight builds (Read Only) • Manage TestFlight testers (internal only) • Create in-app purchases • Edit in-app purchases (Read Only) • Manage Game Center • Reply to and edit responses to customer reviews (Read Only) • View metrics and diagnostic reports in the Xcode Organizer • View app privacy details • Reply to and edit responses to customer reviews • View app analytics • View sales and trends (sales only) • Edit app store details • Manage promo codes and promo art • Edit app pricing and availability (Read Only) • Edit in-app purchases • Create in-app events • Submit in-app events • Create custom product pages • Submit custom product pages • Create product page optimizations • Submit product page optimizations
General Privileges	• Manage sandbox testers

Developer Privileges	• Create and delete development certificates • Download provisioning profiles • Submit certificate signing requests • Digitally sign with Apple Distribution certificate

Development

DTMB doesn't have any policies or restrictions regarding what technologies or frameworks are used to develop the app. It is up to the developer/vendor to conform to any policy and/or restrictions imposed by the agency. During the development phase it may be necessary to engage CSS due to Apple's permissions for example

- Adding a development certificate to a development provisioning profile
- Requesting renewal of an expired provisioning profile
- Updates to the App Privacy in the Apple store listing

Testing

It is highly recommended that development teams testing the app using an appropriate distribution method. The preferred method is for developers/vendors to use Google's test tracks and Apple's TestFlight*. Other methods like using Microsoft App Center are acceptable but run some risks with iOS as devices need to be registered with the SOM account and space is limited. All SOM apps must meet the ADA requirements and pass an ADA test as detailed by the accessibility policy on www.mi.gov/policies.

* Management of test users and groups falls under CSS' responsibility due to Apple's permission strategy.

Initial App Publishing Pre-check

Publishing to the stores for the first time requires a few more checks before the publish can happen. These are to ensure SOM policies are enforced. The developer/vendor can work with the agency and provide CSS with the following:

- Screen shot of the Authority to Operate (ATO) including the date approved and expiration or email from the agency owner stating that after a Keylight review ATO was not required for the app.
- Email showing ADA testing was competed and the status is passed

Publishing

Publishing an app to the store is a coordinated effort between CSS and the developer/vendor. Each platform will have different requirements which need to be handled by multiple parties. Please note both stores do require a review by their platforms' staff which can take up to 7 business days (on average less than 24 hours but be prepared). If there is an issue CSS will be notified and they will reach out the DTMB/Vendor contact listed on the intake form.

Android

The developer/vendor will have full control over the release cycle on Google Play provided the pre-check is complete if it's the initial publish. The play store does have options for an automatic or manual release once they approve of a build. For coordinated releases it is recommended that manual release be enabled to match publishing efforts on other platforms.

iOS

Publishing apps on iOS requires a more coordinated effort between CSS and the developer/vendor. Below is a sample workflow between the two parties.

- The developer/vendor contacts CSS to request a new version be added to the App Store (i.e., version 2.0.1). If this is the first time the app is being published, then we can skip this step.
- The developer/vendor updates the store listing as needed
  - Descriptions, promo text, test instructions for Apple, etc…
  - Updates to promotional images
- The developer/vendor uploads the IPA to the store using Xcode or other methods
- The developer/vendor contacts CSS to submit the app for review providing the following details
  - The build number that should be attached to the review
  - Text for "What's New" if this is an update
  - The release option wanted
    - Manual
    - Automatic
    - Automatic on x date/time
- CSS will submit the app for review
- CSS will notify the developer/vendor once Apple has responded with either an approval or reason for denial
- If the release option was a manual release, the developer/vendor will coordinate with CSS to ensure staff is available on the target date to execute the release.