iPad Management

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Project Definition

Purpose	Right now managing iPads is just on a piece of paper or a spreadsheet and it can be very difficult to keep up with. Someone has to be in charge of always changing it when a teacher moves or when and iPad breaks. So the plan is to Utilize an MDM(Mobile Device Management) system. When using a MDM you can keep track of everything through a server that updates information on the devices without having to manually type or write every detail down and give you the ability to do tons of things through the network so you do not have to physically go touch every single iPad when you want to change one setting.
Goals and Objectives	-Get detailed reports on devices -Control apps being installed -Remote Control -Set Restrictions(prevent kids from doing things they shouldn't be) -Kiosk mode(single app use) -Track location(if stolen) -Remotely Wipe Device(if stolen) so no sensitive data is captured -Apple VPP(Volume Purchase Program) which will allow the manager to buy apps and books in bulk at a cheaper rate and distribute them accordingly. Think of apps and digital books like a Physical item that can be handed out. That is what happens in this situation, if one teacher does not need an app any more we would have the ability to take it off one iPad and put it on to another with a click of a button.
Success Criteria	Successful if 100% of apple devices in the district work on the new system. If not we will have to upgrade older models to a more recent model so that will work if they want to be under the same management system.
Project Context	The District is looking for a more efficient system to organize and quickly get reports on Apple products along with control. With access to control and effectively monitor iPad usage within the District along with an easy inventory system.
Project Dependencies	**Affordability**(what kind of MDM(Mobile Device Management) system we can afford) **Manager-** someone or people would have to be in charge of actually managing the devices using the new system.

Scope and Out-Of-Scope Specifications	**Scope**
	Timetable
	 - 1 week setting up server and profile manager
	 - 1 week testing and evaluating
	 - 1 week for each building until project completion.
	 - 1-2hr each session to Staff Training Sessions on new capabilities
	 - 6-7 weeks in total
	Base Budget-Equipment purchase
	  - MacBook for server
	  - Domain name for web hosting address
	  - USB hub for multiple physical connections
	
	Out-Of-Scope
	-Unknown expenditures which turn would increase timetable.
	-Currently lost iPads which would increase delay in total project completion
	-Lack of Staff knowledge of iPads which would cause an increase to training time

Assumptions and Constraints	**Assumptions** -No technological barriers on all our devices even though some are out of their support date because reviews have stated that they still work(even though they could stop at anytime) -All iPads are accounted for -Quicker process than currently in place **Constraints** -Choosing the software that works the best but also has the best value for our district and will still do what we want it to do -Budget size(better software costs more money) -Tracking down lost iPads
Risks	-Server Crashing(backups help prevent) -Software could slow network down if not controlled properly. -Old devices may not work
Stakeholders	**Supervisor**-Manages all transactions and app distribution along with restrictions on iPads **Technology Director**-Gives supervisor money to purchase apps as needed **Trainers-**Selected personnel to train staff on new system **All Staff**- product users, informs supervisors what apps they need and what product features they need to be managed.

Recommended Project Approach	The Recommended approach is to start with a small sample size of iPads, to make sure everything works according to plan and to minimize time without the devices. Also start with the free version of the MDM software apple provides to test the capabilities and successfulness of the product.

Work Breakdown with Budget

Total Budget $10,320 ---- Equipment-$4,520   Labor- $5,800
6 Week Completion

Phase 1.0 Foundation- Week 1 $4,600
 1.1 Assemble Team (2hrs of labor) total $80
 1.2 Acquire Equipment $4,520
  -iMac $4,100
  -Cables $300
  -USB Hub $100
  Apple Server $20

Phase 2.0 Set up- Week 1 $320
 2.1 Apple Server $40hr (4hrs of labor)
 2.2 Profile Manage and DEP $40hr (4hrs of labor)
 2.3 Test System (Free)

Phase 3.0 Gather Devices(1 building per week)- Week 2-6 $400
 3.1 Pick up and return to shop (1hr of labor x 5) total $40
 3.2 Charge all devices (1hr of Labor x 5) total $40

Phase 4.0 Import devices into new system(1 building per week)-Week 2-6 $4,200
 4.1 Gather MAC addresses (4hrs of labor x 5) total $800
 4.2 Serial Numbers (4hr of Labor x 5) total $800
 4.3 Install into new Apple DEP program $(8hr of Labor x 5) total $1600
 4.4 Break down devices into groups (3hr of Labor x 5) total $600
 4.5 Install Apps (2hr of Labor x 5) total $400

Phase 5.0 Delivery and Training(1 building per week)-Week 2-6 $800
 5.1 Deliver and Train teachers with new system (4hrs of labor x 5) total $800
 5.2 Repeat phase 3-5 until all building are complete

Project Control

I will be addressing the principles of project control. Prevent, Detection, and Action(PDA) are the core principles with project control.

PREVENTION- A project control technique that I will be implementing is by doing a sample batch of iPads when transitioning them into our new MDM(mobile device management) system for my project. I'd be looking for bugs, unknown incompatibility issues, etc, Doing this will help minimize any unknowns in the project while making sure the project can meet the deadline without any major hiccups.

DETECTION-While working on prevention and If I detect or anyone else finds anything that would cause a ripple in the project, it is crucial to involve all parties involved in the project to help assess the situation.

ACTION- Depending on the issue at hand if any issue is found we would address the situation before it becomes a major problem and derails the project as a whole. Rather that be a slight increase in cost to get additional help to make sure the transition goes smoothly or just to monitor the devices more closely as they transfer over onto our new management server.

We can do everything we can think of to make sure that the project runs smoothly, sample batches are the best way to test to make sure we can work out all issues before hand. But sometimes problems arise at inopportune times and the best thing we can do at that point is make sure everyone involved knows how to address issues and properly document and send the information to the other people involved so we can respond to them in a timely fashion. With all three of these major areas we can use each category as a reminder to learn our lesson to better educate ourselves in the project at hand to know in the future if we ever find ourselves in other projects.

Communications Document

When beginning this project I will be responsible for communicating all our goals to the staff and everyone one involved.

Communication Methods

Email - First thing first is that I will be sending out an Email discussing reasons why we are doing this. So all staff is on the same page and can understand why we need to switch our iPads over to the new system. Within the email I will send a schedule and a detailed document with information about the project.

Face-to-Face - Before the project officially begins there will be face-to-face discussions with all administrators so they understand why this needs to be done. After those conversations I will have weekly meeting with other project members involved in actually performing tasks on the iPads. The teachers will not be involved in the normal weekly face to face meetings during the project. If teachers have questions or concerns they can set up a time to meet to discuss the project or go to their administrators for questions.

Google Calendar - Google Calendar will be used to plan dates for face-to-face meetings and to pencil in impromptu meetings as well.

Communication Plan Challenges

Doing any project has its challenges but it is clear to make sure lines of communications are open to everyone. Everything could get misinterpreted and that can cause major issues within a project. It vital to make sure every has access to the proper channels within the project. Administrators will have my direct phone number for concerns and teachers will have a document. Within the document that will be sent to teachers, I will provide contact email so they can relate any concerns back to me any time they'd like. And if necessary set up meetings with them using google calendar to answer anything.

Improve Effectiveness

The biggest way to improve effectiveness is always have channels open for feedback. Taking feedback from all members and people included with in the project is such a great help to further acknowledge things that can be done to help. Have all parties involved take notes during meetings and have a Q&A to address things. With more Practice and experience dealing with projects everyone will walk away with more knowledge at their disposal.

End Checklist

1. Gain Client Acceptance
- Hold face to face meetings with teachers over process and thoroughly discuss the plan and new abilities that come with it and be available to cut out slots throughout the stages to respond to teacher's questions and concerns

2. Transition Deliverables to Owner
- This would happen in the final stages when we hand out all iPads to the teachers and explain the new system again to reassure them about the new process and field any questions to help ease any worries. This would of been addressed before the project began but can still go over again with any teachers that didn't pay attention the first time.

3. Close Out Contract Obligations
- Make sure that all goals were met in the process and that all teachers and administrators received proper training on the new system.

4. Capture Lessons Learned
- Post a google form after each meeting during the project for everyone involved to fill out to make comments. Analyze all comments and find common themes to build upon. Remember what worked in the project but also remember what struggled and document all facts to remember for the next one.

5. Update Organizations Central Information Repository
- Update all training manuals and user documents available to staff. Modify the inventory system to be able to track all iPads with in our new system. This will be done throughout the whole project.

6. Issue Final Financials
- The financial part of my project would be documented at the beginning of the project, gather up all receipts in a organized system and make sure costs align with project outlooks. The software is free so there is no accrued cost in this measurement.

7. Close Accounts and Charge Codes
- Deliver all financial documents to our CFO so they can go over expenses and address any questions within the project financial settings. This meeting will happen after all costs are finalized.

8. Update Resource Schedules
- Have weekly updates on project completion percentages, notify staff so they have everything on task and deliverables will occur on time. Discus with team members about their job and acquire if more resources needed to be dedicated to certain tasks.

9. Conduct Performance Evaluations
- Fill out a project evaluation sheet for each member and have each member fill one out on my leadership skills. Go over areas of concern and address each accordingly, or just have positive reinforcement and to have sit down discussions with each member to discuss their performance.

10. Update Resume
- Update my skills and job accomplishments on my own resume and tell team members involved to do the same. Every team, member should be able to market their own skills better after this project.

11. Market Project Accomplishments
- Add project to monthly board report so that all school board members recognize the accomplishments of all staff involved. This will also be done in the beginning stages of the project when we first administrators about the key reasons why we did this project.

12. Ask for Referrals/References
- Ask administrators and staff to be references in all team member's resumes. Also ask to be recognized when new tasks come to light and need handle. Just maybe after the project went well the first time people may come back for all team members to be tasked with a new project.

13. Celebrate
- Throw a BBQ at the end of the project where all team members and get together and discuss the project completion or just talk about random things to finally get their mind off the project. This should be a time where team members finally get to relax and take a break for all the hard work put into the project.